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# **Western Balkans Investment Framework Infrastructure Project Facility Technical Assistance 8 (IPF 8)**

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Corridor VIII Rail  
Detailed Design for the Rehabilitation  
of the Durrës – Rrogozhina Section,  
Albania  
WB21-ALB-TRA-01

## **Stakeholder Engagement Plan**

February 2022



# Western Balkans Investment Framework (WBIF)

## Infrastructure Project Facility Technical Assistance 8 (IPF 8)

### Infrastructures: Energy, Environment, Social, Transport and Digital Economy

TA2018148 RO IPA

#### " Stakeholder Engagement Plan"

February 2022

The Infrastructure Project Facility (IPF) is a technical assistance instrument of the Western Balkans Investment Framework (WBIF) which is a joint initiative of the European Union, International Financial institutions, bilateral donors and the governments of the Western Balkans which supports socio-economic development and EU accession across the Western Balkans through the provision of finance and technical assistance for strategic infrastructure investments. This technical assistance operation is financed with EU funds.

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Stakeholder Engagement Plan

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## List of abbreviations

|      |   |
|------|---|
| CMD  | Council of Ministers Decision               |
| EIA  | Environmental Impact Assessment             |
| ESIA | Environmental and Social Impact Assessment  |
| ESMP | Environmental and Social Management Plan    |
| ESIA | Environmental and Social Standards (of EIB) |
| ESSR | Environmental and Social Scoping Report     |
| GLDP | General Local Development Plans             |
| HSH  | Albanian Railways                           |
| IFI  | International Financial Institution         |
| LARF | Land Acquisition and Resettlement Framework |
| MIE  | Ministry of Infrastructure and Energy       |
| NGO  | Non-Governmental Organisation               |
| NTS  | Non-Technical Summary                       |
| RAP  | Resettlement Action Plan                    |
| SEP  | Stakeholder Engagement Plan                 |
| ToR  | Terms of Reference                          |

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# 1 Introduction

## 1.1. Purpose of this plan

The Stakeholder Engagement Plan (SEP) has been prepared as part of the Environmental and Social Impact Assessment (ESIA) process. This SEP is prepared in line with the EIB Environmental and Social Standards (2018).

The EIB 2018 Environmental and Social Standards are available at:

[https://www.eib.org/attachments/strategies/environmental\\_and\\_social\\_practices\\_handbook\\_en.pdf](https://www.eib.org/attachments/strategies/environmental_and_social_practices_handbook_en.pdf)

The SEP:

- > Outlines the **approach** to be adopted to engagement, showing how this will be integrated into the rest of the ESIA process.
- > **Identifies stakeholders** and mechanisms through which they will be included in the ESIA process; and
- > Serves as a way to **document** engagement undertaken throughout the ESIA.

This SEP is designed to ensure the identification of all stakeholders with an interest in the Project, and to engage these stakeholders throughout the duration of the Project. A key function of the SEP is to ensure that issues raised by a stakeholder as part of the implementation of the SEP is fed back to the project to generate corrective actions, revising the objectives and planning next steps. As this document may be posted in public domain, any names of individuals have been deleted for data protection reasons following EIB Group Personal Data Protection Policy.

## 1.2. Phases of Stakeholder Engagement

For the purposes of this project, the stakeholder engagement has been divided into three phases, each having slightly different objectives. The following phases were planned:

- > **Phase 1: Scoping.** The scoping phase contacts stakeholders at a national and municipal level at selected key locations along the railway line. The aim of this phase is to provide information on the project and generate feedback on the scope, approach, key issues and key stakeholders to be consulted. This phase also enables the project team to gather additional baseline data.
- > **Phase 2: ESIA Finalisation and Public Disclosure.** Stakeholders were presented with the draft ESIA report at the end of the ESIA preparation process. Information on the project impacts were presented along with the mitigation measures designed to minimise or, where positive, to enhance them.
- > **Phase 3: On-going Engagement.** The Promoter will continue to engage with stakeholders throughout the project lifecycle. The methodology for this will be developed and finalised using the information compiled during the ESIA process.

## 1.3. Structure of this plan

The SEP is a 'living' document and is being developed progressively, and updates will be issued, as the Project moves through the various phases of planning and implementation. Further updates will be issued to address later stages of Project development. The rest of the SEP is structured as follows:

- > Section 2 provides background information about the project
- > Section 3 outlines national and international requirements for stakeholder engagement
- > Section 4 describes how stakeholders are identified and the methods and tools used to support engagement
- > Section 5 summarises stakeholder engagement undertaken to date
- > Section 6 provides the programme for future engagement
- > Section 7 explains the ways in which stakeholders can contact the project Promoter, including the grievance mechanism for the Project
- > Section 8 describes monitoring and reporting of engagement activities
- > Section 9 refers to the contact details and relevant people.

## 2 Project Overview

### 2.1. Background

This subproject forms part of Pan European Corridor VIII that will link southern Italy with the east coast of Bulgaria on the Black Sea. The corridor comprises both road and rail links as well as the ferry crossing to Durres.



Figure 2-1 Schematic location of Durres and of the railway lines

In addition to being part of Corridor VIII, this section also constitutes the sole rail link between the West and East parts of the country linking Durres with the provincial capitals of Elbasan and Pogradec. A branch line also provides a link to the southern cities of Fier and Vlora.

The length of the section considered for this assignment is approximately 33.5km and lies along relatively flat topography at the base of a low mountain range.

The railway was built between 1947 and 1950 with little or no maintenance undertaken over the last 25 years. Existing crossings are numerous and unmanaged. Trains travel at low speeds due to the condition of the infrastructure and safety concerns.



The section also includes:

- > four stations
- > one 380-metre-long tunnel
- > 90 cross drainage structures of various types
- > 5 authorized level crossings and about 30 unauthorized level crossings

The objective of this rehabilitation is to upgrade the rail line to meet European standards, increase train speeds and improve safety, notably at level crossings.

- **Administrative division**

The subproject extends through the following municipalities and administrative units, as shown in Figure 2-1.

- > 6.33 Km along the Durres municipality starting from Km. 1+867 to Km. 8+500 (Durres city and Administrative unit Rrashbull)
- > 14.65 Km along the Kavaja municipality starting from Km. 8+500 to Km. 23+150 (Kavaja city and Administrative unit Golem)
- > 12.25 Km along the Rrogozhina Municipality starting from Km. 23+150 to Km. 35+384 (Rrogozhina city and Administrative units Gosë and Lekaj).

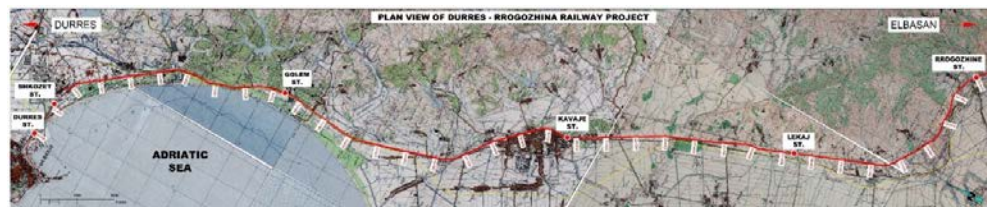


Figure 2-2 Durres – Rrogozhina alignment on topographic map

- **Environmental and social features**

The railroad runs across urban, suburban, and rural areas, which landscape is marked by densely urban areas (Durres, Golem, and Kavaje), local and regional roads, farm houses, farm fence boundaries, arable lands, olive yards, drainage and irrigation channels, and some streams running from east to west direction.

The vegetation of the crossed streambeds is semi-natural because of the human intervention.

Thus, from Durres to Rrogozhine, the railway line does not cross or run in the vicinity of any area of rich biodiversity values or any habitat of particular interest.

Moreover, the landscape within the project area does not have particular value due to the highly and mostly informal urbanization of the project area during the last 25 years. From formal sources it results that the existing railroad does not cross any cultural heritage site/object.

## 2.2. Outline of the Project

- **Existing situation**

The existing railway line Durres-Rrogozhine was constructed in the 1950's and was designed to serve both freight and passenger operations. The designed operation speed was up to 100 km/h. Due to its deterioration, the line operates under low speeds which do not exceed 40 km/h for passengers' trains and 35 km/h for freight trains. Passenger services are carried out by only a pair of trains per day, while

freight services are scheduled ad hoc. Due to the low speed, the number of passengers is insignificant.

Along the Durres- Rrogozhina- Elbasan- Pogradec route, the line served the intercity transport needs of 5 districts accounting for almost the 1/5 (19.8%) of the Albanian population, while today the line operates only up to Elbasan.

The existing Durres– Rrogozhina alignment crosses highly urbanised areas, as well as agricultural land, neighbouring to rural residential areas. The urbanised area extends from Durres to Golem and there are settlements, without any urban regulatory plan, close to the coastline. The railway line in the first 5 km passes through a densely populated area with houses and businesses built very close to it. Therefore, the line will influence a number of secondary and primary roads.

The existing track has been designed and constructed in compliance with various historical domestic standards. The horizontal and vertical alignment generally present a good geometry. However, the maintenance of the track has been extremely poor for more than 25 years. As a result, the present condition is not satisfactory. Vegetation along the whole line is not under control and bushes and trees are frequently found too close to the track.

Although the current condition is inappropriate, the main part of the track appears to be stable. This leads to the conclusion that, along the existing railway substructure, the ground conditions are capable of supporting the system.

The deterioration of the railroad system includes mainly the following:

- > Rails, sleepers, and ballast are damaged and therefore cannot allow the initial design speed (100 km/h);
- > Bridges and Rrogozhine tunnel, although designed to support loads equivalent to 22.5 ton/axel, are severely deteriorated. Moreover, they do not support the future electrification of the line;
- > Damaged drainage system, with erosions and sedimentation;
- > A considerable number of non-authorized road and passenger crossings have been recorded through inhabited areas, while along the open line most of the “official” level crossings with the national and regional road network are not protected;
- > The signalling system is out of operation;
- > Stations’ buildings are out of standards and stations’ platforms require rehabilitation;
- > Some of the existing pedestrian overpasses built for the highway purposes do not overpass the rail line and therefore the pedestrians simply cross the rail line.

- **The proposed Project**

The Project aims to improve the passenger and freight transport services and increased safety and trains' speed in accordance with the EU standards.

The increased speed and uniform classification (UIC D4 category, 22.5 tons/axle, and 8.0 tons/m), the improved transport services and the increase of the safety will be reached through the following technical interventions:

- > the improvement of the horizontal and vertical alignment;
- > the replacement and rehabilitation of outdated superstructure components (ballast, sleepers, fastening, switches and tracks);
- > the replacement and rehabilitation (whether necessary) of substructure components (sub-ballast, subgrade);
- > the rehabilitation and improvement of structure components (culverts, retaining walls, underpasses, pedestrians' overpasses, bridges and tunnel);
- > the consolidation of level crossings (reduction of the number of level crossings, secured level crossings, rehabilitation and/or interlocking improvements);
- > the improvement of interlocking and telecommunications equipment for incorporation into the CTC system;
- > fencing the line (where applicable) and exploring alternatives to physical line fencing;
- > The rehabilitation/reconstruction of the stations.

In addition, it is required in the design to take into account the future electrification of the railway line.

A Preliminary Design for the main rehabilitation works on this section was recently prepared under a WBIF- IPF contract (Feasibility study for the rehabilitation of the railway line Durres– Elbasan– Pogradec & new rail line link to the border, Component 2: Preliminary Design Durres– Rrogozhina Section, WB13-ALB-TRA-01, September 2018).

This design intends to rehabilitate and upgrade the line mainly to meet the European standards of interoperability (TSI) in the most cost– efficient way.



## 3 Requirements for Stakeholder Engagement

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. This section considers the relevant national, EU and EIB's Environmental and Social Standards, particularly Section 10 'Stakeholder Engagement'.

### 3.1. The Public Participation Provisions of Albanian Legislation

- Legal framework for public consultation and participation

The consultation requirements at the national context are provided by the Albanian Law 1440/2011 "On EIA" and CDM 247/2014: "On the rules and procedures for consultation with public consultation and public involvement during the environmental assessment process". Article 14 of the EIA Law provides for the public and stakeholders to be involved in the EIA process.

The formal procedure of public hearing during the EIA process is provided by the Council of Ministers Decision (CMD) 686/2015, as amended by CMD 714/2019 "On the approval of rules, responsibilities, time frame and procedures of the Environmental Declaration decision transfer". The land ownership where the project will be developed is mostly Albanian Railways property while a topographic and cadastral survey has been performed to collect all available data.

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. The Planning Authority (respective municipality) 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 major daily newspapers 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 (amended recently by Law No.11/202) 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 Ministry responsible for the Urban Development.

- Other legislation relevant to the proposed project

In a wider context, the Albanian legislation includes also other laws and by-laws that include stakeholder engagement element and are relevant for the project. These are listed below:

- > Law no. 10431 dated 09.06.2011 "For Environmental Protection", as amended;
- > Law no. 10440 dated 07.07.2011 "For environmental impact assessment", as amended;
- > Law no.10006, dated 23.10.2008 "For the protection of wild fauna", as amended;
- > Law no. 81/2017, "On the protected zones";
- > Law No. 10 253, dated 11.03.2010 "On hunting", as amended;
- > Law no. 9587, dated 07.20.2006, "On protection of biodiversity", as amended;
- > Law no. 162/2014 "The protection of air quality in the environment";
- > CMD no. 686, dated 07.29.2015 "On approval of rules, responsibilities and timelines for developing the procedure Environmental Impact Assessment (EIA) and the procedure of the decision transfer and environmental statement";
- > Law no. 10463, dated 22.9. 2011 "On integrated waste management", as amended;
- > CMD no. 575 dated 06.24.2015 "On the approval of applications for management of solid waste";
- > CMD No. 175, dated 19.1.2011 "On the approval of the national strategy waste management plan and national waste management";
- > CMD no. 371, dated 11.06.2014 "On establishing the rules for hazardous waste transfer and approval of the document delivery of hazardous waste";
- > CMD no. 418, dated 25.06.2014 "For the separate collection of wastes at the source";
- > CMD no. 229, dated 23. 04. 2014 "For approval of rules for the transfer of non-hazardous waste and document delivery of non-hazardous waste";
- > CMD no. 532, dated 05.10.2000 "For approval of the study" Strategy and Action Plan for Biodiversity";

- > CMD no. 594, dated 10.09.2014 "For approval of the National Strategy for environmental air quality";
- > CMD no. 435, dated 12.09.2002 "For approval of the air emission norms in the Republic of Albania";
- > CMD No. 352, dated 04.29.2015. "For the assessment of ambient air quality and requirements for certain pollutants in connection with";
- > Law no. 8561, dated 22.12.1999 on expropriation and temporary use of private property for public interest", as amended;
- > Law no. 7850 on Civil Code (1994), as amended;
- > Law no. 9072 on Power Sector (2003), as amended;
- > Law no. 107/2014 on Territorial Planning and Development, as amended;
- > Law no. 8417, dated 21.10.1998, "Constitution of the Republic of Albania, asamended;
- > CMD no. 89 dated 03.02.2016 "On the approval of the land value map in Albania".

### 3.2. EIB Requirements

EIB has published a set of documents that reflect its environmental and social requirements to ensure the sustainability of all the projects that it finances. The "EIB Statement of Environmental and Social Principles and Standards" <sup>1</sup> (2009) reflects "the evolving EU approach and that of other international institutions towards the promotion of environmental sustainability and social well-being, in the broader context of the goal of sustainable development".

The EIB actively promotes the right to access to information, as well as public consultation and participation. Environmental and Social Standard (ESS) 10 of "EIB Environmental and Social Standards Handbook" <sup>2</sup> (2018) affirms the EIB's expectation engagement to uphold an open, transparent and accountable dialogue with all relevant stakeholders at the local level. With respect to the EU regulations, the Handbook provides the following:

- > "All operations located in the EU, Candidate and potential Candidate countries, which are likely to have significant effects on the environment, human health and well-being and may interfere with human rights, will be subjected to an assessment according to the EU EIA Directive 2011/92/EU" (paragraph 8 of

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<sup>1</sup> [https://www.eib.org/attachments/strategies/eib\\_statement\\_esps\\_en.pdf](https://www.eib.org/attachments/strategies/eib_statement_esps_en.pdf)

<sup>2</sup>

[https://www.eib.org/attachments/strategies/environmental\\_and\\_social\\_practices\\_handbook\\_en.pdf](https://www.eib.org/attachments/strategies/environmental_and_social_practices_handbook_en.pdf)

the Standard 1- Assessment and Management of Environmental and Social Impacts and Risks)

These standards and guidelines all adopt a similar approach to stakeholder engagement. They underscore the importance of stakeholder engagement in building constructive relationships that are essential for environmental and social issues to be managed successfully.

### 3.3. UN Economic Commission for EUROPE (UNECE) Aarhus Convention

The Aarhus Convention came into force in 1998 and links environmental rights and human rights and is based on the belief that it is a basic right of present and future generations to live in an environment adequate to health and wellbeing. The convention is focused on achieving this through the implementation of three pillars: rights of access to information, access to decision-making, and access to justice. Albania has ratified the Aarhus Convention on 27/06/2001.

Public participation in decision-making is fundamental in the Convention. The term public participation is not explicitly defined but involves the activity of members of the public working in partnership with public authorities to reach an optimal result in decision-making and policymaking. A minimum requirement of this is to ensure effective notice, supply of adequate information, proper procedures, and appropriate taking account of the outcome of public participation.

The level of involvement of the public in a particular process depends on a number of factors, including the expected outcome, its scope, who and how many will be affected, whether the result settles matters on a national, region or local level, and so on. The Convention states that public participation should be timely, effective, adequate and formal, and contain information, notification, dialogue, consideration and response.

### 3.4. Key Differences between Albania’s Legal Framework and EIB Requirements

Gaps between Albanian legislation and EIB requirements have been identified, while mitigation measures are also presented in the table below.

Table 3-1 Key Differences between Albania Legal Framework and EIB Requirements

| Key Differences between Albanian legislation and EIB requirements  | Mitigation measures  |
|--|--|
| EIB requires the development of a Stakeholder Engagement Plan, to guide the disclosure of Project documents and consultations with affected people and other stakeholders. | SEP has been prepared since the update of the preliminary design phase and will be constantly updated during the project phases. |

|   |  |
|---|--|
| <p>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.</p> | <p>Identification of individuals, households, communities and other entities that may be affected by the project and disclosure of communication methods are described in Section 4 of this SEP.</p> |
| <p>Particular attention is required by EIB in identifying and engaging with vulnerable groups.</p>  | <p>Vulnerable people will be identified during the socio-economic surveys in the project area but also through discussion with local authorities as described in Sections 4 and 6.</p>               |
| <p>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.</p>  | <p>Specific communication methods proposed in Section 4 of this SEP.</p>   |
| <p>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.</p>                                 | <p>Project dedicated grievance mechanism and procedures provided in Section 7 of this SEP.</p>   |

## 4 Stakeholder Identification and Communication Methods

### 4.1. Stakeholder identification

In order to develop an effective SEP, it is necessary to determine exactly who the stakeholders are and understand their priorities and objectives in relation to the proposed project. By classifying and analysing the stance, influence, capacity and interests of stakeholders it will be possible to develop a SEP that is tailored to the needs of different stakeholder groups.

It is likely that a diverse range of stakeholders will be identified that could be involved in the stakeholder engagement process. For the proposed Project, stakeholders have been, and will continue to be identified on an on-going basis by:

- > Identifying the different groups of stakeholders who may be affected by or interested in the proposed Project; and
- > Identifying specific individuals or organisations within each of these categories considering the geographic area where impacts may be experienced and the nature of potential impacts and potentially interested groups.

For the purposes of this plan, stakeholders are individuals or groups that:

- > Are directly and/or indirectly affected by the Project
- > Have certain interests in the project and its activities
- > Have the ability to affect the Project itself and its final outcome.

In the case of the proposed project, **potential stakeholders** fall in one of the following groups:

Table 4-1 Stakeholder Identification

| Stakeholder Group  | Definition of Stakeholder  |
|--|--|
| <b>International Financial Institutions (IFIs)</b>   | Institutions involved in project financing and stakeholders with a specific interest in the Project implementation as per the determined protocols and procedures.   |
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | Institutions directly involved in Project implementation and stakeholders with specific interests in the Project, who also have the ability to affect the design and final outcome of the Project.                                     |
| <b>Project affected people</b>   | Individuals, households and owners or users, who will be affected by land acquisition and/or land use (permanent/temporary) related to Project activities.   |
| <b>Local residents and businesses in the Project area</b>  | Local communities, residents and businesses located in the proximity of the railway axis to be widened/ constructed which will be affected by Project activities (access restrictions and/ or disturbances due to construction works). |

| Stakeholder Group  | Definition of Stakeholder  |
|--|--|
| <b>Utilities</b>   | Utility networks that may be directly or indirectly affected by Project activities.  |
| <b>Users of access roads</b>   | Population using the roads, who may be directly or indirectly affected by Project activities.  |
| <b>Affected vulnerable groups</b>                                      | Vulnerable groups refer to people who, by virtue of gender identity, religion, ethnicity, indigenous status, age, disability, economic disadvantage or social status may be more adversely affected by Project impacts than others and who may be limited in their ability to claim or take advantage of project benefits. |
| <b>Employees and workers</b>   | Stakeholders of high significance for the Project's success who are directly or indirectly in charge of Project planning, construction and operation.  |
| <b>Media</b>   | Stakeholders of high importance in terms of public information and disclosure.   |
| <b>Interested NGOs, citizens' associations and other organisations</b> | Non- governmental organizations (NGOs) in various field of activities, and other civil society organizations demonstrating an interest in the Project and /or possessing the ability to influence the Project.   |
| <b>Public</b>  | All citizens in Durres, Kavaja and Rogozhina Municipalities.   |

## 4.2. Stakeholder analysis

Recognising the strategic importance of the project, a diverse range of stakeholders have been identified that could be involved in the engagement process. Different issues are likely to concern different stakeholders and so different types of stakeholders have been grouped based on their connections to the project (see Appendix 1). Having an understanding of the connections of a stakeholder group to the project helps identify the key objectives of engagement.

Different stakeholders have different needs for information and levels of interest in engaging with the project. Different stakeholder groups will also require different engagement approaches depending on their socio-cultural characteristics. Furthermore, stakeholders and their level of interest and/or connection to the project often change over time through the development phases of the project. To ensure that the engagement approach for each stakeholder group is appropriate, stakeholders are analysed through a stakeholder mapping exercise prior to developing the detailed consultation plan for each phase of engagement.

## 4.3. Communication methods

A variety of communication methods were identified during SEP preparation to be used as appropriate for each group of stakeholders. In general, key communication channels include:

- > Public (open) meetings
- > Individual meetings
- > Focus group meetings

- > Announcements in media
- > Provision of general information on noticeboards at key public locations
- > Regular mail/ e-mail correspondence
- > Publication of relevant project information on the websites of:
  - MIE,
  - Municipalities of Durres, Kavaja and Rogozhina
  - Developer HSH.

Each method has advantages and disadvantages and is usually suited for a particular audience. Table 4-2 provides an overview of the communication methods/ tools that are considered.

Table 4-2 Overview of SEP communication tools

| Communication tool                            | Description  |
|---|--|
| <b>Press release/ announcements for media</b> | This communication method includes new facts and information about the project. Press releases/ announcements provide a response to the so-called 5W questions (who, what, where, when, why (and how)). This method is simple, but not always effective because it depends on the filtering of information in the media. |
| <b>Interviews</b>                             | The advantage of this method is that it can be prepared for specific target groups. Important to identify in advance the target group and plan what needs to be said and to whom.  |
| <b>Internet/ web page</b>                     | It can be very effective if it is used regularly and in a timely manner. It enables constant access to information and research, depending on the interests of specific target groups.   |
| <b>Presentations</b>                          | The purpose of the presentation is to introduce the project and the results of work.   |
| <b>Focus group discussions</b>                | This method uses presentations and interviews but is intended for target groups and for a smaller number of participants. The method is useful for collecting information and opinions of the target group and allows two-way communication.   |
| <b>Direct dialogue (open hearings)</b>        | The method of direct dialogue is desirable to establish a direct two-way communication with the target group. Allows a fast and successful exchange of information and is an efficient method for collecting opinions of the target group.   |

The methods/ tools described above, as well as their advantages and disadvantages related to the defined objective, were considered in preparing the SEP.

The following are anticipated to be used for the public consultations and disclosure of information as part of the ESIA process for the proposed project:

- > Press releases / announcements for the media, leaflets and posters, etc.



- > Publications – Scoping Report, Draft ESIA, Final ESIA, Non-technical summary
- > Presentations of the main project features, impacts and mitigation measures
- > Interviews with key informants (i.e. Heads of communities, other knowledgeable people at local level)
- > Focus group discussions, i.e. with vulnerable groups, women, the elderly
- > Open hearings, at municipality and community level

Appendix 2 provides an overview of stakeholders identified 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 HSH, in cooperation with Contractors. Moreover, it is provided information on the main topics of interest and for discussion with each stakeholders group. The information provided in Appendix 2 will be periodically updated, during the Project Life cycle to include any newly identified stakeholders as well as planned engagement activities and timeframes.

Table 4-3 below summarizes how/ when/ where stakeholders will be consulted throughout the different ESIA process stages and how their concerns and comments will be considered and reported back.

Table 4-3 Consultation during ESIA stages

| Phase                       | Disclosure   | Consultation   | Feedback  |
|-----------------------------|--|--|---|
| <b>Draft Scoping Report</b> | The Draft Scoping Report was made publicly available during Q4 2020 on the website of HSH in English language. Hard copies were sent to the 3 Municipalities while copies of the Non-technical Summary in local language were sent to all communities affected (Durrës city and AU Rrashbull, Kavaja city and AU Golem, Rrogozhina city and AUs Gosë and Lekaj). Its release was announced through email correspondence to all identified stakeholders at that time (85 stakeholders). | The aim of this phase was to provide information on the project and generate feedback on the scope, approach, key issues and key stakeholders to be consulted. Initial stakeholder engagement activities were also planned for the ESIA Scoping Phase. These are presented in detail in Table 6-1 ESIA Scoping Phase Meetings. | This phase enabled the project team to gather additional baseline data. |

| Phase                       | Disclosure   | Consultation   | Feedback  |
|-----------------------------|--|--|---|
| <b>Final Scoping Report</b> | <p>The ESIA Scoping Report will be made publicly available from HSH on the website of HSH. Hard copies were sent to the 3 Municipalities as above. The release of the Scoping Report will be announced through press release.</p>  | <p>Public consultation meetings for the Scoping Report were organised and held by HSH in Durres during Q4 2020- Q1 2021. These meetings had to comply with the new regulations related to COVID-19 restrictions, as per the national legislation in power, which prohibits gathering of more than 10 people together.</p>  | <p>The comments and feedback received during the meetings and through other channels will be taken into account during preparation of the Draft ESIA.</p>                         |
| <b>Draft ESIA Study</b>     | <p>The Draft ESIA was made publicly available during Q3 2021 on the website of HSH in English and local language. Hard copies were sent to the 3 Municipalities while copies of the Executive Summary were sent to all communities affected. Its release was announced through email correspondence to all identified stakeholders at that time (98 stakeholders).</p> <p>Due to COVID-19 restrictions, the usage of printed (hard) copies for the full ESIA disclosure package, for reviewing purposes, was limited to the maximum possible extent.</p> | <p>Public consultation meetings for the Draft ESIA were held in January 2022. The disclosure and consultation was organised at the local level due to COVID-19 restrictions. All administrative levels from regional to village representatives were engaged. Private individuals usually contact directly the Head of the AU/village to request further information. The comments and feedback received during the meetings and through other channels (e.g. written communications, etc) are documented and taken into account during the preparation of the Final ESIA.</p> | <p>The updated draft ESIA report includes a section indicating the main concerns raised by stakeholders and how they have been addressed.</p>                                     |
| <b>ESIA Study</b>           | <p>The ESIA Study is made publicly available at the same locations as the draft ESIA Study.</p>  |  | <p>The updated ESIA report includes a section indicating the main concerns raised by stakeholders and how they have been addressed. Some follow-up actions are also included.</p> |

| Phase                   | Disclosure   | Consultation  | Feedback   |
|-------------------------|--|---|--|
| <b>Final ESIA Study</b> | The Final ESIA will be made publicly available at the same locations as the ESIA study only when HSH will have the necessary funds for the project's implementation. | It should be mentioned that final ESIA disclosure/ Public Hearing will be harmonized with the national EIA disclosure/ consultation events and official Public Hearings will be launched prior the final submission of ESIA package for the Environmental Declaration to the Ministry of Tourism and Environment. | The Final ESIA report will include a section indicating the main concerns raised by stakeholders and how they have been addressed. |

## 5 Review of Stakeholder Engagement to Date

### 5.1. Preliminary EIA Phase Consultation

A number of stakeholder engagement activities have been undertaken during the Preliminary Environmental Impact Assessment Study Phase.

Table 5-1 Consultation during Preliminary Environmental Impact Assessment Study Phase

| No | Consulted stakeholder and responsible person   | Link with the project  |
|----|--|--|
| 1  | Ministry of Infrastructure and Energy;<br>- Director of Directorate of Policies and Strategies for the Development of Infrastructure and Territory;<br>- Head of Sector for Policy and Development Strategy of Infrastructure, Networks and Transport Services | - Project's Promoter;<br>- Support to the consultant in the consultation process;  |
| 2  | Albanian Railways;<br>- Coordinator between the Consultant and the Albanian Railways;<br>- Deputy Administrator, HSH   | - Project's beneficiary;<br>- Identification of the beneficiary needs for the project;<br>- Attended the meetings with the local governments |
| 3  | National Environmental Agency<br>- Head of EIA sector  | Classification of the project with the regard to the required EIA level at the stage of the project development (FS and preliminary design)  |
| 4  | Ministry of Interior, Agency for Supporting the Local Self-Governance (ASLG);<br>- Head of ASLG;<br>- Expert for Tirana and Durres prefectures   | - Support and coordinate the local governments;<br>- Attended the consultations with the local governments                                   |
| 5  | Municipality of Durres<br>- Deputy Mayor;<br>- Head of Cadastre;<br>- Environment Expert;<br>- Environment Expert  | - Crossed by the railway;<br>- Identification of the municipality's needs and suggestions to the project                                     |
| 6  | Municipality of Kavaja<br>- Deputy Major<br>- Secretary General<br>- Director of Urban Development   | - Crossed by the railway;<br>- Identification of the municipality's needs and suggestions to the project                                     |
|    | Municipality of Rrogozhina<br>- Director of Urban Development;<br>- Director of Supporting Services  | - Crossed by the railway;<br>- Identification of the municipality's needs and suggestions to the project                                     |

At that stage, community meetings were not envisaged. As the project area is relatively small, community members along the proposed railway line were able to contact the Municipal authorities to receive any project information. Main issues resulted from stakeholder engagement activities are presented in Appendix 3.

- **Main Findings**

The General Local Development Plans (GLDP) of Kavaja and Durres Municipalities appear to be in conflict with the current land use of the existing railway infrastructure and consequently with its rehabilitation project and have to be adjusted accordingly regarding the following:

- > Location of the new suggested station of Kavaja by the relevant GLDP;
- > Location of the new suggested by the relevant GLDP station and railway line alignment in Rrogozhina town.

The cause of this conflict is the lack of coordination between the Albanian institutions with regard to the preparation of the Local Development Plans of Durres, Kavaja and Rrogozhina municipalities. The Albanian Railways have been neither informed nor consulted during the preparation of these plans.

- **Main findings revealed during the preliminary EIA phase consultation**

The Consultant was informed by HSH during the technical meeting on 27 February 2020 that HSH started the process of requesting the revision of the urban plans of the two Municipalities in order that the locations of the current stations do not change. In the workshop of 8 April 2020, HSH instructed the consultant to proceed with the design considering no relocation of the Rrogozhina and Kavaja Railways stations.

## 6 Information Disclosure and Public Consultation

### 6.1. Information disclosure

All information disclosure and public consultation activities are coordinated by the project owner, the MIE.

Following the completion of the ESIA process, stakeholders will be provided access to reliable and complete Project information presented in a manner that takes account of specific local conditions, cultural and language preferences of local communities. To effectively communicate relevant information to diverse stakeholder groups, the following documents will be disclosed on the website of HSH:

- > Environmental and Social Impact Assessment Scoping Report
- > Non-Technical Summary (NTS) (in Albanian and English)
- > Environmental and Social Impact Assessment Report (ESIA): this document typically attracts interest among experts and non-governmental organizations (in Albanian and English)
- > This Stakeholder Engagement Plan (SEP) (in Albanian and English)
- > The Land Acquisition and Resettlement Framework (LARF) (in Albanian and English)
- > Public disclosure report and project presentation for each Municipality (Durrës, Kavajë, Rrogozhinë) (ppt)
- > Leaflet and poster for public consultation.

The ESIA package complies with both national and IFI requirements and will be used throughout the project permitting process, i.e. no separate EIA will be prepared to address national requirements.

To ensure accessibility of the disclosed documents, HSH **has requested Municipalities to upload the Project documentation** at their respective webpages. It is envisaged that due to COVID-19 restrictions, printed copies for the full ESIA disclosure package will not be allowed to be available in hard copies for review. Thus, hard copies of the Non-Technical Summary will be available on request from the competent authorities:

- **Ministry of Infrastructure and Energy**

<https://www.infrastruktura.gov.al/>

Rruga Abdi Toptani, 4, Tirana

- **Albanian Railways**

<https://hsh.com.al/>

Lagjia nr.3, Egnatia Street, Durres

- **Durres Municipality**

<https://www.durres.gov.al/>

Sheshi "Liria", 2000 Durres

- **Kavaja Municipality**

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

Bulevardi Josif Buda, Kavaja

- **Rrogozhina Municipality**

<https://www.facebook.com/brrogozhine/>

Lagjja. nr. 1, Rruga e . " Kavajës", Blloku "12 Shtatori", Rrogozhine

- **European Investment Bank (Tirana office)**

<https://www.eib.org/en/infocentre/contact/offices/albania.htm>

ABA Business Centre, 17th floor, Rruga Papa Gjon Pali II, Tirana

It is envisaged that electronic copies of the relevant reports (ESIA, SEP, NTS, LARF – and RAP if it is required) will remain in the public domain up to the completion of the construction phase. This SEP will be updated periodically and will remain publicly available through the abovementioned links.

## 6.2. ESIA Consultations

Within the framework of the Project, consultations were organized with key stakeholders. Some events were intended for all stakeholders; other events may be focused on specific topics that presented interest for selected stakeholder groups. Upon identification of the participants/stakeholders, the administrative persons in each municipality/administrative unit/village were involved for notifying the participants.

Public events included open consultations on the Detailed Design and ESIA documentation in line with EIB requirements and national legislation. Special-purpose events include meetings to address specific issues and problems that are of interest for specific stakeholder groups or specific communities. Face-to-face meetings were organized through phone calls and direct online meetings.

Throughout its lifetime, the Project will continue to update stakeholders via the website and other means, as specified above. The grievance procedure described in Section 7 will also remain in place throughout the Project's lifespan.

All interested stakeholders will be timely informed about the Project's scope and contacts for further information inquiries, as well as the availability of Project documentation, through the website of the HSH while HSH has requested Municipalities to upload the Project documentation.

Engagement will proceed on the basis of what is culturally acceptable and appropriate for each different stakeholder group. Special attention will be given to the adequate use of official languages in Albania.

The draft ESIA was available for the public using all the available communication tools. These include (but not limited to):

- > Publication at the webpages of respective institutions (MIA, HSH, Developer, all three municipalities); hard copies will be available at all institutions, including also the administrative units premises at each municipality (copies to be handed over at request);
- > A written notification was publicly available at the public notices/billboard at the municipalities and administrative units premises, clearly indicating among other where could be found the draft ESIA report, information and purpose of the public consultation (Appendix 8 – Poster);
- > The Non technical Summary of the draft ESIA was delivered by e-mail to all e-mail accounts that are in project's database;
- > In order to make available the document, and in general involve also the vulnerable people and those that may not have access or knowledge on IT, the traditional ways of communication will be deployed (such as direct phone calls and/or direct face-to-face notifications) engaging key administrative persons such as Heads of Administrative Units and Heads of Villages.

Vulnerable people will be identified during the socio-economic surveys in the project area but also through discussion with local authorities. Any differentiated impacted groups will be listed and may require targeted support during stakeholder engagement process through non-traditional engagement methods. Differentiated measures may be required so that adverse impacts do not fall disproportionately on them and they are not disadvantaged in sharing development benefits and opportunities.

### • ESIA Scoping Phase Consultation

Stakeholder engagement activities were conducted for the ESIA Scoping Phase. These activities are presented below.

Table 6-1 ESIA Scoping Phase Meetings

| Period                     | Type of Engagement  | Venue                                     |
|----------------------------|---|---|
| July 2020-<br>January 2021 | > One-to-one meetings with National Government stakeholders | Tirana, MIE premises<br>Regional premises |
|                            | > One-to-one meetings with Regional Government stakeholders |   |



| Period                     | Type of Engagement                               | Venue  |
|----------------------------|--|--|
| July 2020-<br>January 2021 | > One-to-one meetings with Municipal Authorities | Durres, Kavaja, Rrogozhina Municipalities premises |

Below it is provided a summary of the issues discussed at the meetings held during the ESIA Scoping Phase:

Presentation of the Consultant’s solution (previously agreed with HSH) regarding the interference of the project with the existing road network in each municipality. Following the HSH instructions, the Detailed Design will include the activation of the Plazh Stop and the Shkozet Railway Triangle.

Considering the raised issue of many accidents occurring along the Railway and in the Level Crossings areas, especially on the urban area of Shkozet (segment Km 2.6 to Km 4.0), mostly due to the lack of safety measures, the Consultant informed the participants that the project on this segment foresees the design of 3 Level Crossings with all signalling and interlocking systems according to European standards. Additionally, as this segment is in an urban area, an adequate fencing is foreseen in both sides of the railway.

All level crossings, underpasses and roads, are designed in accordance with the Albanian Standards for Road Design.

All project elements, such as Level Crossings, Road Underpasses, Pedestrian Underpasses and overpasses, parallel roads have been presented on orthophoto drawings of scale 1:500.

Regarding the Pedestrian Overpasses, a meeting between HSH authorities, Albanian Road Authority (ARA) and the Consultant is scheduled with the aim to find a compressive solution regarding the problem.

Regarding the sensitive issues (such as the resettlement and/or expropriation) it is important to address such issues since the early phases of the project, thus avoiding eventual delays and unwanted events during project implementation. As regards the issue of expropriation along the project, it was explained that the project is mainly developed on the same path of the existing railway track, therefore few expropriations may be needed in the Shkozet Triangle area. The construction on the parallel road, will potentially require expropriation. A correspondence between the Consultant and HSH on this subject is needed in order to receive all necessary information.

In Rrogozhina station building there are residing two families. While there is not any formal agreement, or indeed any other agreement between the HSH and the families there is a need to communicate and cooperate with Rrogozhina municipality in order to find a final solution. In this regard, the municipality will have to provide the shelter to these families.

There were established communication ways with the social services departments for future communication related to social issues.

The stakeholder meetings held up to date are presented in Appendix 3.

Due to COVID-19 restrictions and social distancing measures that were required during project implementation, it was very difficult to have face-to-face meetings with large group of people as usual public consultation meetings require. The IPF Contractor sought other possible ways to consult with stakeholders taking all the necessary protective measures. Alternative approaches were also discussed with HSH and the authorities following "Guidance note to EIB promoters on environmental and social performance in EIB-financed operations in response to the COVID-19 outbreak crisis".

### 6.3. Consultation on land acquisition and resettlement

The LARF will be disclosed on the official website of the Implementing Agency, the Ministry of Infrastructure and Energy, together with the rest of ESIA documentation and will undergo public consultation.

Land acquisition is based on the Albanian Law 8561/1999: "**On Expropriations and Temporary Acquisition of Land for Public Interest**". The types of land acquisition methods that are employed for the rehabilitation of the railway are:

- > Full land acquisition (full expropriations and compensation);
- > Partial acquisition – Right of Way Compensation (ROW or Servitude);
- > Temporary acquisition – Temporary Expropriations and compensations; and;
- > Damage Compensations.

The project foresees the improvement of the existing service roads and opening of roughly 2.4 km of new ones. The opening of these roads is imposed by the planned grouping of the level crossings (authorized and non-authorized) into a smaller number of crossings that will be all secured in compliance with the required standards. The typical cross sections of the roads will be based on the Albanian Road Design Standard. The existing service roads that need to be upgraded are municipal property. When they are located within the railway belt they are HSH property.

The main principles of compensation, including submission and resolution of compensation claims and the grievance mechanism will also be provided in the LARF.

At the request of the Lead IFI, maximum use of the existing LAF created for Durrës-Tirana and LARF for Vore – Hani I Hotit was used as a basis. The recommendation of EIB to HSH is to have a single framework (legal document) that can cover all of

the projects financed by EBRD or EIB, as the requirements from both Institutions are almost the same. The LAP can be specific to the relevant project, but the framework should be the same for all internationally financed projects.

- **Planned Expropriation Process of the Project**

HSH has commenced **preparatory activities** for the beginning of the expropriation process and has requested the detailed information on the properties affected by the proposed project from the State Cadastre Agency.

A short Socio-economic Survey was carried out on August 18, 2021 in Rrogozhina Municipality for the directly affected people and households that live in the station buildings. The survey was conducted by HSH representative and Project's Local Social Expert, with the presence and support of Social Department of Rrogozhina Municipality and Train Station personnel.

The survey was conducted through direct face-to-face interviews, for the purpose of registering and documenting the status and profile of the affected households in the Project area. The Survey was conducted based on a structured questionnaire for households.

The **formal expropriation process** has not been initiated yet. That will happen only when HSH will have the necessary funds for the project's implementation. The valuation of the properties will be done by an independent company, which will be hired by HSH once the necessary funds for the project implementation will be available.

- **Outcomes of stakeholder engagement**

In brief, the total number of households surveyed is 3 (three), out of which 2 (two) are currently living at Rrogozhina station building and 1 (one) is living at Lekaj station building (Rrogozhina Municipality).

The total number of household members is 12 (8 females and 4 males). The average age of household members is 38.3 (the youngest member is 8 years old while the oldest member is 72 years old). Out of the total number of household members, 33.3% are minors (below 18 years old), 41.7% belong to the age group between 18-60 years old, while 25% are elderly persons (more than 60 years old).

The two families reported having less than 250 EUR of monthly income (governmental or other aid, salaries) while the third reported having income in the range of 250-500 EUR (pension). The dominant perceived loss is the loss of housing thus compensation relates to provision of housing.

## 6.4. ESIA Public Consultation

In order to complete the Project Detailed Design and ESIA Phase, the Consultant conducted a public disclosure process. The ESIA Phase of engagement involved

revisiting the stakeholders contacted during the ESIA Scoping Phase informing them of the project detailed design, any environmental and social impacts/mitigation along with the next steps of project development. The presentation included the following:

- > Corridor VIII and the railway line Durrës-Rrogozhinë;
- > Existing situation of the railway line and causes of its degradation;
- > Project's objectives;
- > Administrative division and the Project;
- > Map of the railway line in each municipality territory;
- > Detailed Project's objectives in each municipality;
- > Detailed cross-section of the railway line;
- > Designed project's elements (bridges, underpasses, overpasses, retaining walls, culverts, drainage channels, stations, service roads, level crossings, signalling and telecommunication, fencing, Rrogozhinë tunnel, etc.)
- > The General Layout illustrated with orthophoto, by including all connectivity elements such Level Crossings, Road Underpasses, Parallel Roads Pedestrian Overpasses and underpasses;
- > Potential impacts and mitigation measures, including, but not limited to: Land use and land use restriction; • Expropriations and standards to be followed; • Grievance mechanism and expropriations; • Waste; • Green stations and relevant EU Directives; • Noise and vibrations; • Surface and ground waters; • Erosion and sedimentation; • Air quality; • Infrastructure facilities; • Overall project's benefits, etc.

Stakeholders were invited to provide any comment and express any concerns. Moreover, the project leaflet (Appendix 7) was shared with the participants that includes the contact details of HSH, as well as the HSH's web page where there were already published the following documents:

- > Three extended summaries – one for each municipality, on the planned interventions and the related potential environmental and social effects, as well as the findings of the ESIA report;
- > ESIA Scoping report in both Albanian and English languages;
- > ESIA Non-Technical Summary in Albanian;
- > ESIA in both Albanian and English languages.

A summary of these meetings are presented below.

Table 6-2 Summary of ESIA Public Consultation Participants

| Meeting Date and Venue                   | Participants  | No of attendees |
|--|---|-----------------|
| 11 January 2022, Kavaje Municipality     | <ol style="list-style-type: none"> <li>1. Environmental expert, Albanian Road Authority (ARSH)</li> <li>2. Deputy Mayor, Kavaje Municipality</li> <li>3. Director of Environmental Sector</li> <li>4. Director of Urban Planning</li> <li>5. Director of Cadastre</li> <li>6. Administrator, Kavaje Municipality</li> <li>7. Head of Sector of the Management of projects</li> <li>8. Head of Golem Administrative Unit</li> <li>9. Head of Helmes Administrative Unit</li> <li>10. Head of Cete Village, Helmes</li> <li>11. Administrative Unit</li> <li>12. Head of District no4, Golem</li> <li>13. Administrative Unit</li> <li>14. -Other Local employee and inhabitants</li> </ol> | 21              |
| 11 January 2022, Rrogozhine Municipality | <ol style="list-style-type: none"> <li>15. Environmental expert, Albanian Road Authority (ARSH)</li> <li>16. General Secretary, Rrogozhine Municipality</li> <li>17. Secretary of Municipal Council</li> <li>18. Director of Urban Planning</li> <li>19. Head of Gose Administrative Unit</li> <li>20. Head of Lekaj Administrative Unit</li> <li>21. Director of Forests Sector</li> <li>22. Environmental Specialist</li> <li>23. Agronomist, Lekaj Administrative Unit,</li> <li>24. Social Welfare Sector</li> <li>25. Other Local employee and inhabitants</li> </ol>  | 21              |
| 12 January 2022, Durres Municipality     | <ol style="list-style-type: none"> <li>26. Director of Tourism Sector, Durres Municipality</li> <li>27. Specialist, Tourism Sector</li> <li>28. Director of Public Infrastructure Projects</li> <li>29. Specialist, Public Infrastructure Projects Sector</li> <li>30. Regional Agency of Protected Areas</li> <li>31. Co-owner of Sanremo Hotel</li> <li>32. Co-owner of Sanremo Hotel</li> <li>33. Owner of Belvedere Hotel</li> <li>34. Administrator of Belvedere Hotel</li> <li>35. Villa Premium Hotel</li> <li>36. Co-owner of Villa Rilandi</li> <li>37. Co-owner of Villa Rilandi</li> <li>38. Owner of Market Keli</li> </ol>   | 19              |

The local level stakeholders invited to attend the meeting included 3 Municipalities and 4 Administrative Units whose administration territory is crossed by the railway line. Its release was announced through email correspondence to all identified stakeholders at that time (98 stakeholders) while the invitation from HSH

encouraged the stakeholders to forward the announcement to the following stakeholder actors as well:

- > Employees of the respective Municipalities that cover the environmental, social, territorial development, water supply and sewerage, maintenance of the irrigation and drainage network, etc;
- > Heads of Administrative Units Rrashbull, Golem, Gosë and Lekaj as well as employees of these Units;
- > Elders of the villages where the railway line passes;
- > Residents of settlements and business representatives in the vicinity of the railway line;
- > Representatives of educational and health institutions in the vicinity of the railway line, etc.
- > Representatives of civil society organizations working and / or implementing projects in settlements in the vicinity of the project area, if any, etc.

Issues raised during meetings were recorded and are summarised below. Stakeholders were also invited to submit follow-up questions and consolidated comments by post or through the HSH Website due to COVID-19 restrictions.

- Outcomes of stakeholder engagement

During ESIA public consultation, the main comments raised during the meetings include:

- *Concerns regarding compensation and land acquisition:* The detailed information on the properties affected by the proposed project will be provided by the State Cadastre Agency. That will happen only when HSH will have the necessary funds for the project's implementation. In case any building/property is located within the 5m railway belt, it will be demolished and expropriated based on the market value, as required by EIB standards. In case any building is legal, it will be expropriated, and the owner will be compensated for the building and the land; in case it is illegal the owner will be compensated only for the building. As defined in the Railway Code, the railway belt is the strip of land 5.0m wide that starts from the - bottom of the slope on both sides of the railway body or adjacent parallel drainage channels. The valuation of the properties will be done by an independent company, which will be hired by HSH once the necessary funds for the project implementation will be ready. There is a Decision of Council of Ministers, according to which it is prohibited to legalize the informal buildings close to the railway line, without the approval of the Albanian Railways (HSH). The design has avoided at the maximum any eventual expropriations.

- *Concerns regarding service roads:* HSH will provide to the Municipality the design of the service roads, to be considered in their investments as are considered optional for the railway project.

- *Concerns regarding drainage system:* The entire drainage system will be rehabilitated. In addition, 14 km of new drainage channels will be built. The new drainage channels will be paved in concrete and all the culverts will be rebuilt. The new culverts are designed based on the Hydraulic Study done by experts, and usually new structures have bigger dimensions than the existing ones. The principal aim of the culverts' design is the drainage, but in dry period they can be used as underpasses.

- *Concerns regarding Seaside tourism:* The railway Stop of Plazh, at Km. 2+800, will be re-activated. Although this station will not have any passengers' building, it will have all the other necessary infrastructure such platforms, canopies, parking area, etc.

- *Concerns regarding overpasses, underpasses and level crossings:* The design of the underpasses is linked to the topography and the height of the railway line. Within the first kilometres of the railway line, it is almost impossible (without major works and more important environmental impacts) to design any pedestrian or car underpass because of the low terrain and the shallow ground water table. This includes the particular request of some business owners (mainly hotels, bar-restaurants and groceries) insisting to add a new pedestrians' underpass at the location called Shkembj Kavajes. All level crossings proposed will be safe and provided with all the required EU standards, in order to avoid any accident and/or incident. Currently, pedestrians are crossing the railway track in illegal, unprotected level crossings. The Railway Design includes the extension of the motorway overpasses, with similar steel structures, by guaranteeing the safety overpass of the railway track as well.

The length of pedestrian underpasses will range from 45 to 60 m, from which only 10-15 are under the railway track. Due to the vicinity of the railway track with the motorway, they can be constructed as single structures only, without splitting the railway and road underpass. Consequently, the design and the construction of these structures exceeds the scope of work of the Railway Project and involves more institutions.

Construction of these structures will probably be very difficult and eventually expensive due to the:

- Considerable length, and negative absolute elevations
- Need for mechanical ventilation
- Need for emergency drainage system to avoid the risk of flooding
- Need of a lighting system
- High maintenance cost

A potential solution may be discussed in common meetings with the presence of Durres Municipality, ARA and Albanian Railway.

Table 6-3 to Table 6-5 below provide more comprehensive overview of the key issues raised during the meetings as well as proposed follow-on actions.



Table 6-3 Summary of ESIA Public Consultation Discussion – Durres Municipality

| Issue  | Issue Description   | Main Stakeholder(s)<br>Who Raised the Issue | Replies and Proposed Follow-up Actions   |
|--|---|---|--|
| Service roads                                | Question about the standards and the cross-sections of the planned service roads in the territory of Durres Municipality                              | DIRECTOR OF PUBLIC INFRASTRUCTURE PROJECTS  | The design includes a parallel road in Shkozet Urban area (Ch.2+665 to Ch. 3+380). The road is designed with the scope to improve the road infrastructure in the area and is considered as “ <b>optional</b> ” to the Railway Project. In order to construct it in respect of the Albanian Road Standards, probably it will be the necessity for additional land acquisition.  |
| Service roads                                | Durres Municipality is already investing for roads in this area, and their plan includes a longer segment that what considered by the Railway Design. | Civil engineer, Urban Planning Sector       | HSH will provide to the Municipality the design of the service roads, to be considered in their investments. HSH underlined that all the affected municipalities, including Durres one, have been already consulted at least twice in the past, since the beginning of the proposed project.   |
| Drainage system                              | Within the territory of Durres, the drainage is a problem of concern because of the low terrain.  | Director of Tourism sector                  | The entire drainage system will be rehabilitated. In addition, new drainage channel will be built for Shkozet area between Ch. 2+060 and Ch. 5+150 of the project. The new drainage channels will be paved in concrete and all the culverts will be rebuilt. The new culverts are designed based on the Hydraulic Study done by experts, and usually new structures have bigger dimensions than the existing ones.   |
| Seaside tourism                              | Seaside tourism is very important from the financial point of view for the city of Durres during late spring, summer and early autumn period.         | Specialist of Tourism sector                | The railway Stop of Plazh, at Km. 2+800, will be re-activated. Although this station will not have any passengers' building, it will have all the other necessary infrastructure such platforms, canopies, parking area, etc.  |
| Connection with railway branch Durres-Tirane | The Shkozet station and the connection link to the railway branch Durres-Tirane.  | Director of Public Infrastructure Projects  | The design of the Shkozet station is included in the Durres-Tirane railway rehabilitation project, which is already in the beginning of the implementation stage following a loan from EBRD.   |
| Underpasses and level crossings              | Underpasses and level crossings   | Civil engineer, Urban Planning Sector       | The design of the underpasses is linked to the topography and the height of the railway line. Within the first kilometres of the railway line, it is almost impossible to design any pedestrian or car underpass because of the low terrain and the shallow ground water table. The design has preferred the level crossings, by designing 6 Level Crossings within 5.7 km of project in Durres Municipality territory. All level crossings will be safe and provided with all the required EU standards, in order to avoid any accident and/or incident.  |
| Expropriations                               | Expropriations  | Director of Public Infrastructure Projects  | The detailed information on the properties affected by the proposed project will be provided by the State Cadastre Agency. That will happen only when HSH will have the necessary funds for the project's implementation. In case any building/property is located within the 5m railway belt, it will be demolished and expropriated based on the market value, as required by EIB standards. In case any building is legal, it will be expropriated, and the owner will be compensated for the building and the land; in case it is illegal the owner will be compensated only for the building. As defined in the |

| Issue                           | Issue Description   | Main Stakeholder(s)<br>Who Raised the Issue  | Replies and Proposed Follow-up Actions   |
|---------------------------------|---|--|--|
|                                 |   |  | <p>Railway Code, the railway belt is the strip of land 5.0m wide that starts from the - bottom of the slope on both sides of the railway body or adjacent parallel drainage channels.</p> <p>The valuation of the properties will be done by an independent company, which will be hired by HSH once the necessary funds for the project implementation will be ready.</p> <p>There is a Decision of Council of Ministers, according to which it is prohibited to legalize the informal buildings close to the railway line, without the approval of the Albanian Railways (HSH). The design has avoided at the maximum any eventual expropriations.</p>   |
| Underpasses and level crossings | <p>How both the motorway and the railway will be crossed by the pedestrians at the location called "Kavaja Rock", which is located close to Golem station. The existing pedestrian overpass in this segment is not suitable for elders and little children, who need to traverse the railway and the motorway for reaching the seaside. They stated that pedestrian underpasses will be more suitable for these cases.</p> <p>Moreover, a query was made whether the Pedestrian overpasses will be equipped with elevators.</p> | Group of hotels' owners and other businesses located on the left of the railway line | <p>The design of the underpasses is linked to the topography and the height of the railway line body. In this area, there is not any underpass under the motorway. Therefore, designing any pedestrian underpass under the railway line has no sense since the motorway runs parallel to the railway. Furthermore, the motorway elevation is lower than that of the railway line at this location.</p> <p>Additionally, there are 5 Pedestrian Overpasses in this segment, which overpass Durres-Rrogozhina Highway only. Currently, pedestrians are crossing the railway track in illegal, unprotected level crossings.</p> <p>The Railway Design includes the extension of these overpasses, with similar steel structures, by guaranteeing the safety overpass of the railway track as well.</p> <p>In total, for a segment of around 2 km of railway, (Ch. 6+213 to Ch. 8+264) the project includes, 4 Pedestrian Overpasses and one Road Level Crossing, with an average distance of 400 m between facilities.</p> <p>The intervention measures for the Pedestrian Overpasses included in the Railway Design, consist, in extension of existing structures with the same facilities, stairways ramps. Currently, the overpasses are ARA-s property and construction of new structures, exceeds the scope of work of the Railway Project, and involves more institutions. HSH will communicate with ARA and Durres Municipality to address this issue.</p> |

Table 6-4 Summary of ESIA Public Consultation Discussion – Kavaje Municipality

| Issue           | Issue Description  | Main Stakeholder(s)<br>Who Raised the Issue                | Replies and Proposed Follow-up Actions  |
|-----------------|--|--|---|
| Service roads   | A longer road on the left of Kavaje station was requested- the planned service road is 170m long.  | Head of Tax office,<br>Golem Administrative Unit           | This road cannot be longer because: a-there is another service road on the east of the houses located alongside the railway line; a longer service road needs further expropriations; and c-the topography is not favourable. Thus, all the houses on the east of Kavaje station are linked with service roads. Whether the inhabitants of this area wish the planned service road to be lengthen, they have to address their suggestion to the municipality. |
| Underpasses     | Clarification whether the height of Golem underpass can be increased, because it is low (4.0m).  | Administrator of Golem Administrative Unit                 | The existing underpass will be demolished and a new one will be built in the same location. All the underpasses, including the Golem one, will be built in compliance within the national standards.  |
| Underpasses     | What about the existing underpass near the former forest services offices?   | Civil engineer, Urban Planning Sector, Kavaje Municipality | Nowadays this underpass serves for both cars and pedestrians. In this location, Ch. 17+843, the design includes the construction of a new Pedestrian Underpass. The cars will use the closest underpasses at Ch. 17+100 and Ch. 18+756.   |
| Underpasses     | How high will be the underpass at km 18+765? (At this location the motorway passes under the railway).   | Director of Urban Planning, Kavaje Municipality            | It will be 3.7m high. This figure cannot be increased because the technical standards on the pendency of the railway line.  |
| Underpasses     | Asked if the structure of this underpass can be changed in 4.5m height. In the future Kavaja Municipality will invest in reconstructing the under passing-road, and by lowering the road alignment a high clearance can be reached in the underpass. | Councillor   | During the Implementation of the project the Contractor has the obligation to update the design, therefore the structure's dimensions can be easily changed. The structure to be used is the same as the underpass designed in Ch. 17+100.  |
| Drainage system | There are non-compliances between the diameter size and the axis of the culverts under the roads and the culverts under the railway.   | Civil engineer, Urban Planning Sector, Kavaje Municipality | This issue should be addressed through a collaboration between Kavaja Municipality and the Albanian Roads Authority (ARRSH).  |
| Expropriations  | Asked whether there will be any expropriations.  | Director of Cadastre, Kavaje Municipality                  | The detailed information on the properties affected by the proposed project will be provided by the State Cadastre Agency. That will happen only when HSH will have the necessary funds for the project's implementation. In case any building/property is located within the 5m railway belt, it will be demolished and expropriated based on the market value, as required by EIB standards. In case any building is legal, it will be                      |

| Issue           | Issue Description  | Main Stakeholder(s)<br>Who Raised the Issue     | Replies and Proposed Follow-up Actions   |
|-----------------|--|---|--|
|                 |  |   | <p>expropriated, and the owner will be compensated for the building and the land; in case it is illegal the owner will be compensated only for the building. As defined in the Railway Code, the railway belt is the strip of land 5.0m wide that starts from the bottom of the slope on both sides of the railway body or adjacent parallel drainage channels.</p> <p>The valuation of the properties will be done by an independent company, which will be hired by HSH once the funds for the project implementation will be ready.</p> <p>There is a Decision of Council of Ministers, according to which it is prohibited to legalize the informal buildings close to the railway line, without the approval of the Albanian Railways (HSH). The design has avoided at the maximum any eventual expropriations.</p> |
| Stations        | Asked whether the locations of the existing stations will be changed.  | Administrator of Golem Administrative Unit      | In both Golem and Kavaja stations, will be constructed new station buildings in existing locations.  |
| Overpasses      | Asked how the pedestrians will reach Golem station.  | Director of Urban Planning, Kavaje Municipality | <p>There are four pedestrian overpasses within the territory of Kavaje. Two of them already overpass the highway and the railway, meanwhile two of the overpasses the highway only. These two structures will be extended to overpass also the Railway.</p> <p>One of this Overpass is located in Golem station and overpass the highway only. The design includes the extension of the existing overpass with a similar structure, approximately 25m long that will overpass three tracks and two platforms of Golem Station.</p>   |
| Drainage system | About the drainage system.   | Administrator, Golem Administrative Unit        | <p>All the entire drainage system will be rehabilitated. The new drainage channels will be paved in concrete.</p> <p>All the culverts will be rebuilt. The new culverts are designed, based on the Hydraulic Study, and all new structures results in bigger dimensions than existing ones.</p>  |
| Drainage system | About the poor situation of the drainage channels at the location called "Robi Mountain" (abandoned military buildings). | Administrator, Kavaje Municipality              | Drainage Design of the Railway Project has been prepared on the basis of a dedicated Hydraulic Study. Regarding the drainage issues in this area the Municipality of Kavaje to collaborate with ARA, which is the owner of the highway Durres-Rrogozhine.  |
| Timeline        | When the project will be financed.   | Director of Urban Planning, Kavaje Municipality | <p>The railway line Durres-Tirane is already financed. The Albanian Government has already applied for the necessary funds for the railway line Vore-Hani Hotit (Corridor X). HSH is optimistic that the financing of Vore-Hani Hotit will be ensured soon. The third railway line section for which the government will make efforts to ensure the necessary financing is Durres-Rrogozhine.</p> <p>Durres-Rrogozhine is part of the international Corridor VIII, which connects Italy to Durres port by ferry and Durres to North Macedonia to Bulgaria to the Black Sea by rail. As such, the Durres –Rrogozhine railway rehabilitation is classified in the list of high priority projects that will be financed by EU.</p>  |

Table 6-5 Summary of ESIA Public Consultation Discussion – Rrogozhine Municipality

| Issue                  | Issue Description  | Main Stakeholder(s)<br>Who Raised the Issue               | Replies and Proposed Follow-up Actions  |
|------------------------|--|---|---|
| Compensation           | About the compensation's standards regarding the buildings close to the railway line. Certain buildings close to the railway line have been legalized and therefore have legal property's title. | Topographer, Gose<br>Administrative Unit                  | The detailed information on the properties affected by the proposed project will be provided by the State Cadastre Agency. That will happen only when HSH will have the necessary funds for the project's implementation. Based on the Railway Code, are determined three belts in a specific distance from the railway axis: 5 m belt, 5-25 m at urban areas (which goes up to 100 m in rural areas) and beyond 25 m. In case any building/property is located within the 5m railway belt, it will be demolished and expropriated based on the market value, as required by EIB standards. In case any building is legal, it will be expropriated, and the owner will be compensated for the building and the land; in case it is illegal the owner will be compensated only for the building.<br><br>There is a decision of the Council of Ministers, which prohibits the legalization of the objects/properties close to the railway line, without the approval of the Albanian Railways (HSH). The design has avoided at the maximum any eventual expropriations. |
| Underpasses            | Which road underpass is suitable for the passage of heavy trucks.  | Director of Urban<br>Planning, Rrogozhine<br>Municipality | The underpass at km 33+990 is appropriate for this type of trucks.  |
| Stakeholder engagement | Whether HSH and the Consultant has consulted previously the locals, including experts on the fields affected by the project (environment, social sector, land, agriculture, cadastre, etc.).     | General Secretary,<br>Rrogozhine Municipality             | The local governments and the public have been previously consulted, during the Preliminary Design update phase project (at the starting of the ESIA Scoping stage - consultation with the municipality employee and experts) and in the end of the ESIA scoping stage.<br><br>In addition to the public consultations, HSH and the Consultant have sent to the affected municipalities several letters concerning the eventual management of the solid waste resulting from the project, etc.<br><br>Some photos from the previous consultations and the related MoMs were provided.   |
| Underpasses            | How many underpasses are planned in the territory of Lekaj Administrative Unit.  | Administrator, Lekaj<br>Administrative Unit               | There are planned two underpasses within the territory of Lekaj administrative Unit. The new Road Underpass has designed based on the topography and with the perspective to further connection with the highway interchange. A new pedestrian underpass has been designed in the vicinity of the 9-year school, which is located close to the railway. Therefore, the new underpass allows to the pupils leaving in the opposite side to reach the school without risking any accident.<br><br>The new underpasses are designed based on the EU standards that take into account the passage of elders, little children and persons with physical disabilities. That's why the underpasses have been designed with ramps for the passage of wheelchairs.   |

| Issue           | Issue Description   | Main Stakeholder(s)<br>Who Raised the Issue                         | Replies and Proposed Follow-up Actions   |
|-----------------|---|---|--|
| Underpasses     | Whether the railway elements will affect the territory of Lekaj 9-year school.  | Administrator, Lekaj<br>Administrative Unit                         | The territory of the school is not affected. The new underpass is designed with the aim to facilitate the way to school through shortening the distance by avoiding the passage of the pupils through the closest level crossing.<br>During the constructions works close to the school the schedule of the construction activities will be agreed with the educational institutions and the administrative unit, in order to avoid the noise and vibrations during the teaching hours. The construction company will also install temporary barriers to reduce the impact of the noise and vibrations during construction works.<br>The detailed design has taken into consideration the infrastructure utilities that can be affected by the construction activities. No infrastructure service (power and telecommunication lines, drinking water, sewage, irrigation and drainage network, etc.) will be interrupted during the construction activities. |
| Drainage system | Whether the culverts can be used for the passage small agriculture farming vehicles, livestock and pedestrians.                         | Agronomist, Lekaj<br>Administrative Unit                            | The principal aim of the culverts' design is the drainage, but in dry period they can be used as underpasses. He stressed that for this reason these box culverts have been called "agricultural underpasses" by the designers.<br>The new box culverts have been designed with larger dimensions than the existing structures.  |
| Underpasses     | How many underpasses are planned in the territory of Rrogozhine Municipality and whether they can be used by both cars and pedestrians. | Expert in consumer protection, Lekaj<br>Administrative Unit         | There are designed six road underpasses for cars in the territory of Rrogozhine Municipality. All they are designed in accordance with Albanian Standards for the road design and include sidewalks for pedestrians.   |
| Overpasses      | Whether it is planned any pedestrian overpass in the station of Rrogozhine.   | Specialist on the social welfare sector,<br>Rrogozhine Municipality | In the station of Rrogozhine it is designed an underpass, which avoids the need for any pedestrian overpass.<br>The new underpass near Rrogozhine station is much more practical and useful than the pedestrian overpasses, especially for the passage of elders, little children, disabled persons using wheelchair, as well as for livestock. The underpasses have been designed with ramps.   |
| Stations        | Why there is no planned any station in the centre of Gose Village.  | Topographer, Gose<br>Administrative Unit                            | It is not possible to build stations in every village. Otherwise, it is not possible to reach the required train speed. Besides, the railway section Durres-Rrogozhine is part of the Corridor VIII, which is a regional one that will connect Durres port to the Black Sea. Therefore, the international role of this line could only be reached if the train doesn't stop in every village.  |
| Stations        | Where it will be located the station of Rrogozhine.   | Urban planning specialist, Rrogozhine Municipality                  | The station of Rrogozhine in the existing location, except the building's station, which will be relocated toward the north, but still within the territory of the existing station. Rrogozhine has a key geographical position for the circulation of goods and passengers from north to south and east to west of Albania.<br>Rrogozhine station has been designed with four lines for freight trains and two ones for passengers' trains, in additional to the main track. He added that it is  |

| Issue                  | Issue Description   | Main Stakeholder(s)<br>Who Raised the Issue              | Replies and Proposed Follow-up Actions  |
|------------------------|---|--|---|
|                        |   |  | <p>advisable the Municipality to plan the organization of the public road transport in compliance with the functioning and geographical location of the train station.</p> <p>Rrogozhine is an important crossway for the trains in two main directions: from the South of Albania (Ballsh, Fier, and Vlore) to the North and from the East (Pogradec, Northern Macedonia, Bulgaria and Greece) to the West (Durres port). The future railway line connecting Albania to Greece will traverse the border at Trestenik Village (Devolli Region), which is the Village where the gas pipeline TAP crosses the Al/Gr border.</p> <p>The station buildings are designed to pay special attention to disabled persons, women with little children, parking areas, etc. The station buildings will fulfil the EU standards on the green buildings, including natural lighting, thermal insulation, solar appliances for energy production, etc.</p> |
| Tunnel                 | Whether the tunnel will be retrofitted or new construction, and if it will be any environmental effect. | Director of Urban Planning, Rrogozhine Municipality      | <p>The tunnel will be constructed in the same location by improving the alignment. Tunnel Portal will be in the same locations as the existing ones, without affecting the landscape of the area.</p> <p>The tunnel passes through the geological formation called “Rrogozhina Unit” that is composed of hard rocks, which are resistant to this kind of activities. Consequently, no eventual adverse environmental effects are expected, including the cultivated land on the top of the hill traversed by the tunnel.</p>  |
| Trains’ speed          | Trains’ speed.  | Topographer, Rrogozhine Municipality                     | <p>The trains’ speed is linked to the topography and the safety issues. Nowadays the trains run slowly because of the risk of accidents and incidents that derive from the numerous unauthorized car and pedestrian level crossings, the non-secured authorized level crossings, the damaged slippers, the lack of appropriate signalling and telecommunication system, etc. That’s why nowadays the maximum speed of the passengers’ trains is only 40 km/h, while that of the freight trains is 30 km/h.</p> <p>The designed speed is 120 km/h, while the operation speed will be about 100 km/h to take into account all the EU standards on the safety of trains, local population, etc.</p>  |
| Trains’ age            | Age and capacity of the locomotives that will run in the rehabilitated railway line.                    | Environmental Protection Sector, Rrogozhine Municipality | <p>This is an important HSH task. The new locomotives must be economical and in compliance with the new components of the railway track.</p> <p>The existing locomotives are often too big for passengers’ trains with a reduced number of wagons. They require too much diesel fuel and therefore are not economic. Furthermore, they are not environmentally friendly as per the GHG released into the atmosphere.</p>  |
| Local Development Plan | Whether the project takes into consideration the General Local Development Plan (GLDP).                 | Director of Urban Planning, Rrogozhine Municipality      | <p>There are made only some small deviations (up to 5.0m), which are necessary for improving the horizontal alignment and reaching the required operation speed. The deviations fall within the railway belt, which is an HSH property.</p>   |

| Issue | Issue Description | Main Stakeholder(s)<br>Who Raised the Issue | Replies and Proposed Follow-up Actions   |
|-------|-------------------|---|--|
|       |                   |   | <p>This project was preceded by the project “Feasibility study for the rehabilitation of the railway line Durres – Elbasan – Pogradec and a new rail line link to border with the former Yugoslav Republic of Macedonia<sup>3</sup>”, which Component 2: “Preliminary Design for Durres - Rrogozhine section (WB13-ALB-TRA-01)” that was prepared in 2018, included also a Preliminary Environmental and Social Impact study. During the preparation of this previous project, the Rrogozhine Municipality has been consulted, too. During that consultation (June 2018) the municipality’s representatives told that in the approved GLDP the horizontal railway line alignment was displaced. The HSH representative stressed that HSH was not aware of this displacement because HSH has not been consulted by the preparers of the GLDP.</p> <p>In January 2020, at the starting of the project, the Steering Committee confirmed that the Detailed Design must proceed, following the existing track as per the Preliminary Design.</p> |

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<sup>3</sup> Nowadays called North Macedonia



## 6.5. Consultation during pre-Construction Phase

As already discussed in Section 6.3.1, HSH has not secured the necessary funds for the project implementation. Thus, there will be a new round of Consultation activities prior the Construction Phase to ensure that all stakeholders have been promptly engaged and provided with the up to date ESIA folder. Methodology and templates for socio-economic survey are provided in Appendix 6.

Moreover, official Public Hearings will be launched prior the final submission of ESIA package for the Environmental Declaration to the Ministry of Tourism and Environment.

## 6.6. Consultation during Construction, Operation & Decommissioning Phase

HSH will continue to engage with stakeholders throughout the project lifecycle as outlined in the project ESMP. The methodology for this will be developed and finalised using the information compiled during the ESIA process. Detailed information on the engagement methodology, stakeholder engagement plan and stakeholders engaged with during each project phase will be monitored.

During the construction phase, engagement will be prioritised with local communities closest to the construction works, and with those receptors identified as sensitive. They will be kept informed of the construction activities and given appropriate opportunities to raise questions and any grievances. The Construction Contractor will need to nominate personnel to answer any questions, collect feedback and provide information to stakeholders but also to monitor the effectiveness of mitigation measures. Focused meetings on specific technical issues of the project will also organised, as required.

Moreover, HSH will continue managing the Grievance Procedure, as presented in Section 7.3.

## 7 Grievance mechanism

### 7.1. Introduction

The implementation of the proposed Project may potentially lead to disagreements, disputes, or conflicts. In order to prevent and/or resolve them in a timely and effective manner, the IFI requires establishing and maintaining a permanent mechanism for receiving and handling citizens' grievances and concerns (EIB ESS10).

Managing complaints, including avoiding and minimizing them as well as effective handling, is an integral part of a sound stakeholder engagement strategy. Experience indicates that significant numbers of complaints arise from misunderstandings and that such complaints can be avoided, or their numbers reduced, through proactive and consistent engagement with communities. Engagement also helps anticipate and review community concerns to prevent them from escalating into complaints.

A specific Project complaint mechanism is useful for:

- > Reducing complaints related to the project implementation, linked risks and costs;
- > Addressing community and individual concerns and complaints before they escalate beyond control; and
- > Enhancing the reputation of the project developer and helping acquire and sustain public support.

Plans will be made to manage (avoid, mitigate, or compensate for) any potential environmental or social impacts as part of the Environmental and Social Action Plan (ESAP) included within the disclosure package.

### 7.2. Grievance Mechanism Principles

- Communication

In order to effectively address complaints, the project developer outlined its grievance mechanism in writing, publicized it and explained it to all affected parties. As with all information, this disclosure was provided in a format and language readily understandable to the local population, i.e. Albanian, simple enough so that it does not require legal counsel to complete.

- Transparency

The process needs to be transparent, fair, readily understandable, accessible and culturally appropriate for all affected parties in particular vulnerable populations as their concerns are often not heard.

The project owner has clarified at the outset who is expected to use this procedure and assure potential users that there will be neither costs nor retribution associated with submitting a grievance and that their personal data will be treated according to the local legislation on privacy. Anonymous grievances will also be processed, provided a means of communication is provided.

The entire process – from how a complaint is received and reviewed, through to how decisions are made and what possibilities may exist for appeal – will be made as transparent as possible through good communication.

- **Timing**

The project developer has publicly communicated and committed to a certain timeframe in which all recorded complaints will be responded to and ensure that this response time is enforced. Combining this with a transparent process by which stakeholders can understand how decisions are reached inspires confidence in the system.

During critical time periods, such as construction, it is important to have an immediate response to time-sensitive complaints, such as a fence being knocked down by a contractor, for example, and livestock getting out.

- **Written records**

The project developer will keep a written record of all complaints as is critical for effective grievance management. The record will contain the name of the individual or organization; the date and nature of the complaint; any follow-up actions taken; the final result; and how and when this decision was communicated to the complainant.

### 7.3. Grievance procedure

The responsibility for implementing a grievance mechanism in accordance with Albanian Law and EIB's ESSs will pass to the Albanian Railways (HSH) for the construction and operation phases of the Project. The HSH will implement a grievance mechanism during construction and operation of the railway to ensure that it is responsive to any concerns or complaints, particularly from affected stakeholders and communities.

Any comments or concerns can be brought to the attention of the HSH verbally or in writing (by post or e-mail) or by filling in a grievance form (example included in Appendix 4). The grievance form will be made available on the HSH website (<https://hsh.com.al/>) alongside a description of the grievance mechanism.

Moreover, an independent grievance procedure for the land acquisition issues will pass to the MIE. Completed grievance forms can then be submitted to the HSH/MIE representative whose contact details are provided in Section 9. This grievance procedure is further analysed in LARF document.

All grievances will be:

- > Acknowledged within 5 days, and
- > Responded to in no later than 30 days.

Grievance information will be recorded in a grievance log by the Project Manager.

## 8 Monitoring and reporting

### 8.1 Monitoring

It is important to monitor stakeholder engagement to ensure that consultation and disclosure efforts are effective, and in particular that stakeholders have been meaningfully consulted throughout the process.

Monitoring will include:

- > auditing implementation of the SEP;
- > monitoring consultation activities conducted with government authorities and non- governmental stakeholders;
- > monitoring the effectiveness of the engagement process in managing impacts and expectations by tracking feedback received from engagement activities; and
- > monitoring any grievances received.

The HSH, 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. The HSH (PIU) shall liaise with the relevant internal competent sectors/officials, as well as 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.

A Social and Communication Manager has been appointed within the HSH, who will be responsible for stakeholder engagement with the communities:

Mr. Eriton Hasaj  
Social and Communication Manager  
Albanian Railways  
Mailing address: Egnatia, No. 3 Durres, Albania  
Tel: +355 67 22 21 452 / +355 52 22 037  
E-mail: ankesat@hsh.com.al  
www.hsh.com.al

In addition, the Contractor will also appoint a Communication Officer/Manager to prepare and implement Contractor's SEP.

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.

The results of the stakeholder engagement process will be included in the Project Monitoring Reports. These should include the following information on the stakeholder engagement:

- > Place and time of carried out public consultative meetings (including other types of engagement activities);
- > Information on the participants;
- > Issues and concerns raised during the consultative meetings;
- > List of number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances;
- > Information on how the issues raised during the meetings were taken into consideration by the organization in charge of the Project implementation;
- > The Reports will also include a summary of implemented corrective measures meant to address the grievances;
- > The Monitoring reports will be made public (online).

MIE will accept all comments and complaints associated with the Project and in connection with the land acquisition process, submitted either verbally or in writing. MTI recognizes that consultation is an ongoing process, and different concerns may arise as the Project moves into the land acquisition and construction phases.

HSH will monitor the process of comments and complaints and the information will be summarized in Annual Environmental, Health, Safety and Social report, which will be prepared and posted on its website.

HSH will publish details of issues raised during the consultation process and provide appropriate feedback both online and hard copies in the PIU office.

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

All contractors who will work on specific Project activities are obliged to implement the SEP. The provisions of SEP implementation, including the grievance mechanism, entrusted to contractors will be included in legal contracts with the contractor.

## 8.2. Tracking Stakeholder Engagement Activities

Performance will be reviewed regularly against the SEP. Indicators for tracking will include:

- > materials disseminated: types, frequency, and location.
- > place and time of formal engagement events and level of participation including by specific stakeholder categories and groups (e.g. women).
- > numbers of visitors and comments received by other routes (website, email, post, phone, personal visits);

- > number of comments by topic and type of stakeholder, and details of feedback provided.
- > numbers and types of grievances and the nature and timing of their resolution.
- > recording and tracking commitments made to stakeholders; and
- > number of publications on the Project implementation process in local, regional, and national media.
- > number of grievances resolved within the maximum established timeline.
- > number of grievances remaining unresolved.

During consultation activities, questions will be posed to stakeholders to provide an indication of the effectiveness of the meeting and the process of stakeholder engagement. These will be tailored to be relevant to the audience but will address the manner in which the meeting and overall process is viewed to be free of manipulation, interference, coercion, and intimidation, and conducted on the basis of timely, relevant, understandable and accessible information in a culturally appropriate format.

The social team will use two ways to evaluate consultations, verbally during the meeting and in writing, with distributing and encouraging the participants to complete the evaluation form provided in Appendix 5. This will be distributed at the end of meetings or later through email due to COVID-19 restrictions. In case no evaluation forms are collected due to lack of people's interest in completing the forms, the social team will request an oral response from the participants.

A sample questionnaire is provided in Table 8-1 whereas the example questions in the table aim to yield a YES/NO answer and the questionnaires will remain anonymous. The Evaluation Criteria are also provided whereas Rate of evaluation column provides the criteria proposed to assess the level of effectiveness of the engagement (H-High, M- Medium, L-Low).

Table 8-1 Sample questionnaire to evaluate consultations

| Environmental and Social Standard                              | Example questions to be asked to stakeholders   | Rate of Evaluation   |
|--|---|--|
| Free of manipulation, interference, coercion, and intimidation | <ul style="list-style-type: none"> <li>Have you been unduly incentivised to be supportive of the project?</li> </ul>  | <ul style="list-style-type: none"> <li>H (more than 75% of stakeholders answering no)</li> <li>M (between 35% and 75% of stakeholders answering no)</li> <li>L (less than 35% of stakeholders answering no)</li> </ul> |
| Timely relevant, understandable and accessible information     | <ul style="list-style-type: none"> <li>Did you feel the developer allowed enough time for interpretation of project information and the submission of comments?</li> <li>Was the information provided to you in advance of and during this meeting sufficient for you to provide comments?</li> <li>Was this meeting organised in a manner which made it easy for you to participate and provide comments?</li> </ul> | <ul style="list-style-type: none"> <li>H (more than 75% of stakeholders answering no)</li> <li>M (between 35% and 75% of stakeholders answering no)</li> <li>L (less than 35% of stakeholders answering no)</li> </ul> |
| Relevant, understandable and accessible information            | <ul style="list-style-type: none"> <li>Did you find the material distributed/shown adequate and complete, including draft documents and plans regarding the project?</li> <li>Were you satisfied with the answers provided?</li> </ul>  | <ul style="list-style-type: none"> <li>H (more than 75% of stakeholders answering no)</li> <li>M (between 35% and 75% of stakeholders answering no)</li> <li>L (less than 35% of stakeholders answering no)</li> </ul> |

The results will be collected and monitored during the overall process of engagement. On a regular basis, the project developer will review the key indicators scoring to evaluate the effectiveness of the meetings.

This process will enable the project owner to identify trends over time and the main areas of concern in terms of engagement. A medium or low score after a particular meeting or over an engagement phase will indicate an inadequacy with the engagement activities that require corrective action.

Measures on how to address these issues may include a review of the information disclosed to stakeholders, a revision of the timescale or location where meetings were held, etc. If necessary, additional meetings may be organised with stakeholder(s) to clarify and understand the main areas of concern in terms of the above criteria.

- Evaluation of consultation effectiveness

It is common that attendees usually prefer to provide feedback verbally rather than in writing. Despite that, overall 16 evaluation forms were collected for the scoping phase meetings. The main results of the evaluation forms are the following:

- > Both genders participated in the consultation meetings;
- > The age range of the participants was mostly 25-44 years old;



- > The participants have 100% responded positively to all the questions posed in the questionnaire regarding information provided, sufficient time allowed, responses provided, organisation of the meeting, openness to questions raised etc;
- > The participants have 82% responded negatively whether they have been unduly incentivised to be supportive of the project. The Consultant believes that this was a typo as this was the only answer that should have been responded negatively and confused the participants. No participant has raised any concern.

For the public consultation phase, the evaluation forms have been distributed through email but no feedback has been received yet.

### 8.3. Project Reporting

The SEP will be periodically revised and updated during Project implementation - construction and operation. The results of stakeholder engagement of completed project phases will be reported at the Appendix 3 “**Stakeholders Matrix**” to this SEP, summarizing all activity for the period, and providing a summary of issues raised and how they have been addressed.

The results of stakeholder engagement activities, including how stakeholder comments have been considered, will also be reported in ESIA reports.

## 9 Developer's contact information and responsible person

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## Appendix 1 List of identified stakeholders

The project is funded by EU/DG-NEAR grant under the Western Balkans Investment Framework (WBIF), managed by the European Investment Bank (EIB). The beneficiary is the Albanian Railway (HSH) and the Promoter is the Ministry of Infrastructure and Energy (MIE). The list of the main stakeholders also includes the following:

| Stakeholder Group  | Stakeholder  |
|--|--|
| <b>IFIs</b>  | <ul style="list-style-type: none"> <li>• European Investment Bank (EIB): <i>lead IFI</i></li> <li>• EU Delegation in Albania</li> </ul>  |
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | <p><b>National Authorities</b></p> <ul style="list-style-type: none"> <li>• National IPA Coordinator (NIPAC)</li> <li>• Ministry of Infrastructure and Energy (MIE)</li> <li>• Ministry of Agriculture and Rural Development (MARD)</li> <li>• Ministry of Tourism and Environment (MoTE)</li> <li>• Albanian Railways (HSH)</li> </ul> <p><b>Environmental authorities (besides MoTE)</b></p> <ul style="list-style-type: none"> <li>• National Environmental Agency (NEA)</li> <li>• National Agency of Protected Areas (NAPA)</li> <li>• Regional Environmental Agency (REA) of Durres;</li> <li>• Regional Environmental Agency (REA) of Tirana</li> </ul> <p><b>Technical institutions</b></p> <ul style="list-style-type: none"> <li>• National Agency of Territory Planning (NATP)</li> <li>• The State Agency of Cadastre</li> <li>• Albanian Road Authority (ARA);</li> <li>• Regional Directorate of National Cultural Heritage (DRKK), Durres;</li> <li>• Regional Directorate of National Cultural Heritage (DRKK), Tirana;</li> <li>• Irrigation and Drainage Directorate (IDD), Durres</li> </ul> <p><b>Regional Authorities</b></p> <ul style="list-style-type: none"> <li>• Regional Council of Tirana and Durres (respectively)</li> <li>• Regional Directory of Agriculture, Tirana and Durres (respectively)</li> <li>• Regional Directory of Health, Tirana and Durres (respectively)</li> </ul> <p><b>Local Authorities</b></p> <ul style="list-style-type: none"> <li>• Municipalities of Durres, Kavaja and Rrogozhina including (respectively):               <ul style="list-style-type: none"> <li>&gt; Mayor</li> <li>&gt; Representatives of various departments in charge of:                   <ul style="list-style-type: none"> <li>o Social Protection,</li> <li>o Social Housing,</li> <li>o Expropriation,</li> </ul> </li> </ul> </li> </ul> |

| Stakeholder Group  | Stakeholder  |
|--|--|
|  | <ul style="list-style-type: none"> <li>○ Public Works,</li> <li>○ Finance,</li> <li>○ Property and Legal Affairs,</li> <li>○ Environmental Protection,</li> <li>○ Traffic Management,</li> <li>○ Public Relations Office,</li> <li>○ PIU Resettlement Unit</li> <br/> <li>• Coordinators of local communities and local community councils in the respective Administrative Units of Durres, Kavaja and Rrogozhina Municipalities</li> <li>• Local Public Utilities owners and operators:               <ul style="list-style-type: none"> <li>&gt; Water Supply and Wastewater Systems (each municipality)</li> <li>&gt; Electricity Distribution Operator</li> </ul> </li> </ul>                                   |
| <p><b>Project affected people, including vulnerable people</b></p> | <ul style="list-style-type: none"> <li>• 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).</li> <li>• Residents and businesses operating along the Project footprint (who will not be displaced but will continue residing/operating along the Project)</li> <li>• Users of access roads (residents of villages along the project corridor)</li> <li>• Affected vulnerable groups among affected people (to be identified during the development of the RAP (if required), along with type and method of communication, timing and topics for discussion)</li> </ul> |
| <p><b>Local residents and businesses in the Project area</b></p>   | <ul style="list-style-type: none"> <li>• Residents and businesses operating along the Project footprint (who will not be displaced but will continue residing/operating along the Project)</li> <li>• Users of access roads (residents of villages along the project corridor)</li> </ul>  |
| <p><b>Employees and workers</b></p>                                | <ul style="list-style-type: none"> <li>• MIE staff</li> <li>• Albanian railways staff</li> <li>• Contractors (construction companies, subcontractors and suppliers)</li> </ul>   |
| <p><b>Media</b></p>  | <ul style="list-style-type: none"> <li>• Print: Panorama, Gazeta Shqiptare, etc.</li> <li>• Radio: Tirana, Top Albania Radio, etc.</li> <li>• TV: RTSH, News 24, etc.</li> </ul>   |

| Stakeholder Group  | Stakeholder  |
|--|--|
| <b>Interested NGOs, citizens' associations and other organisations</b> | <ul style="list-style-type: none"><li>• There are currently no NGOs or other organizations 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. However, in order to attract the NGOs, contact will be made with the listed NGOs at their contact (e-mail).</li></ul> |
| <b>Public</b>  | <ul style="list-style-type: none"><li>• All citizens in Durres, Kavaja and Rrogozhina Municipalities</li></ul>   |

## Appendix 2 Stakeholders identified, methods of communication and main topics of interest for discussion

| Stakeholders   | Type and Method of Communication                         | Timing  | Responsibility for implementation                 | Main topics of interest and for discussion   |
|--|--|---|---|--|
| IFIs:<br>European Investment Bank (lead IFI)   | 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 HSH</li> <li>• Submission of draft and final SEP, RAP</li> <li>• Submission of Environmental, Health, Safety and Social reports, including grievance management</li> <li>• Submission of RAP reports and RAP completion report</li> </ul> |
| National Authorities<br>39. Ministry of Infrastructure and Energy (MIE)<br>40. Ministry of Agriculture and Rural Development (MARD)<br>41. Ministry of Tourism and Environment (MoTE)<br>42. Albanian Railways (HSH) | Official correspondence and meetings.                    | Prior to and throughout the implementation of the Project | PIU   | <ul style="list-style-type: none"> <li>• Road Safety Policy and obligations for MOT</li> <li>• Health and safety at work</li> <li>• Planning, preparation and approval of Project documentation and implementation of the Project</li> </ul>   |
| Environmental authorities (besides MoTE)<br>43. National Environmental Agency (NEA)<br>44. National Agency of Protected Areas (NAPA)<br>45. Regional Environmental Agency (REA) of Durres;                           | Official correspondence and meetings<br>Progress reports | Throughout project implementation                         | PIU<br>Relevant Directorates at each municipality | <ul style="list-style-type: none"> <li>• Environmental monitoring</li> </ul>   |

| Stakeholders  | Type and Method of Communication   | Timing  | Responsibility for implementation  | Main topics of interest and for discussion   |
|---|--|---|--|--|
| 46. Regional Environmental Agency (REA) of Tirana   |  |   |  |  |
| Technical institutions<br>47. National Agency of Territory Planning (NATP)<br>48. Albanian Road Authority (ARA);<br>49. Regional Directorate of National Cultural Heritage (DRKK), Durres;<br>50. Regional Directorate of National Cultural Heritage (DRKK), Tirana;<br>51. Irrigation and Drainage Directorate (IDD), Durres<br>52. The State Agency of Cadastre | Official correspondence and meetings.  | July 2020 and ongoing throughout project implementation<br><br><br><br><br><br><br><br><br><br>Q4 2020- Q1 2021 | PIU<br><br><br><br><br><br><br><br><br><br>General Legal Directorate of Assets and Licensing   | <ul style="list-style-type: none"> <li>• Provide data on territory/urban planning in the Project area</li> <li>• Provide data on road status and foreseen developments</li> <li>• Provide data on the assets and elements of cultural heritage</li> <li>• Provide data on the irrigation and drainage network within the project area</li> <li>• Provide data on officially registered land ownership in the project affected area.</li> <li>• Provide price of land and structures, per zone (to be provided as compensation under the expropriation process).</li> </ul> |
| <b><i>Regional Authorities</i></b><br>53. Regional Council of Tirana and Durres (respectively)<br>54. Regional Directory of Agriculture, Tirana and Durres (respectively)<br>55. Regional Directory of Health, Tirana and Durres (respectively)<br><br><b><i>Local Authorities</i></b><br>56. Municipalities of Durres, Kavaja and                                | Official correspondence and regular meetings.<br><br><br>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. | Q4 2020- Q1 2021<br><br>To last throughout Project construction phase and operation phase (as needed)           | PIU<br>General Directory of Social Services at each of the municipalities<br>General Directory of Territory Planning at each of the municipalities | Coordination of activities prior to and during Project construction phase, responding to grievances and addressing issues of concern to local communities, as they arise.<br><br>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 social mitigation measures.</li> <li>• Obligations for MIE and HSH from the SEP and RAP</li> </ul>   |

| Stakeholders  | Type and Method of Communication  | Timing  | Responsibility for implementation  | Main topics of interest and for discussion  |
|---|---|---|--|---|
| Rrogozhina including (respectively): <ul style="list-style-type: none"> <li>&gt; Mayor</li> <li>&gt; Representatives of various departments:               <ul style="list-style-type: none"> <li>• Social Protection,</li> <li>• Social Housing,</li> <li>• Expropriation,</li> <li>• Public Works,</li> <li>• Finance,</li> <li>• Property and Legal Affairs,</li> <li>• Environmental Protection,</li> <li>• Traffic Management,</li> <li>• Public Relations Office,</li> <li>• PIU Resettlement Unit</li> </ul> </li> </ul> |   |   |  | During construction: <ul style="list-style-type: none"> <li>• Information on the progress of construction and its implications.</li> </ul>  |
| Coordinators of local communities and local community councils in the respective Administrative Units of Durres, Kavaja and Rrogozhina Municipalities   | Official correspondence and meetings.<br><br>Direct information will be provided by HSH (PIU)     | Already ongoing and to continue throughout Project construction phase and operation phase (as needed) | PIU<br>General Directory of Territory Planning at each of the municipalities | <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> |
| Local Public Utilities owners and operators: <ul style="list-style-type: none"> <li>&gt; Water Supply and Wastewater Systems (each municipality)</li> </ul>   | Official correspondence and meetings to prepare for and coordinate activities during construction | Prior to and during construction  | PIU<br>Contractor  | <ul style="list-style-type: none"> <li>• Development of project documents and plans for utilities</li> <li>• Progress with permitting and construction</li> </ul>   |



| Stakeholders  | Type and Method of Communication  | Timing  | Responsibility for implementation  | Main topics of interest and for discussion   |
|---|---|---|--|--|
| > Electricity Distribution Operator   | Progress reports  |   |  | <ul style="list-style-type: none"> <li>Transfer of ownership over facilities after construction</li> <li>Maintenance responsibilities during operation.</li> </ul>   |
| 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>Draft RAP (<i>updated</i>) published on respective websites of MIE, HSH, Municipalities, Developer; 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>  | Q2 2021 and ongoing throughout land acquisition and Project implementation, in general      | <p>General Directory of Social Services at each municipality</p> <p>General Legal Directorate of Assets and Licensing</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>  |
| Residents and businesses operating along the Project footprint, including vulnerable people (who will not be displaced but will continue residing/operating along the Project).                   | <p>Public consultation meetings to announce the Project and present expected E&amp;S impacts and mitigation measures and obtain views.</p> <p>Information about the Project, the Preliminary EIA and the SEP published on respective websites of MIE, HSH, Municipalities, Developer</p> <p>Information through the media (printed and electronic).</p> <p>Communication through the bulletin boards (located near construction sites); construction signs and warnings</p> | <p>Q4 2020- Q1 2021</p> <p>Q1 2021</p> <p>Q4 2020</p> <p>Prior to start of construction</p> | <p>PIU</p> <p>General Directory of Territory Planning at each municipality</p> <p>General Directorate of Environment at each municipality</p> <p>PIU</p> <p>PIU</p> <p>Contractor</p> <p>PIU</p> | <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> |

| Stakeholders  | Type and Method of Communication  | Timing   | Responsibility for implementation  | Main topics of interest and for discussion  |
|---|---|--|--|---|
|   | Grievance management  | Already ongoing and ongoing throughout Project implementation                    |  | <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>   |
| Users of access roads (residents of villages along the project corridor)  | Public consultation meetings to announce the Project  | Q4 2020- Q1 2021   | PIU<br>Municipality  | <ul style="list-style-type: none"> <li>Effects on the access roads and mitigation measures during construction</li> <li>Traffic management</li> </ul>   |
| 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) | Individual meetings and written notices in relation to land acquisition and expropriation.<br><br>Grievance management  | Q4 2020- Q1 2021 and ongoing throughout Project implementation                   | General Directory of Social Services at each municipality<br><br>General Legal Directorate of Assets and Licensing | <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> |
| Employees and workers<br>57. MIE staff<br>58. Albanian railways staff   | Individual meetings<br>Internal workers' meetings<br>Monthly newsletters<br>Information from controllers and inspectors on the field<br><br>Information in contract on standards and expectations, code of conduct. | Throughout project implementation<br><br>During tendering and contract signature | MEI<br>HSH<br>PIU<br>Contractor  | <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> <li>Access to sites</li> </ul>  |
| 59. Contractors (construction companies,  | Official correspondence, meetings. Regular monitoring of contractors' performance in the  | Throughout project implementation  |  |   |

| Stakeholders  | Type and Method of Communication  | Timing   | Responsibility for implementation                               | Main topics of interest and for discussion   |
|---|---|--|---|--|
| subcontractors and suppliers)   | implementation of Project E&S mitigation measures, including grievance management.  |  |   | <ul style="list-style-type: none"> <li>Interaction with the community</li> </ul>   |
| Media<br>60. Print: Panorama, Gazeta Shqiptare, etc.<br>61. Radio: Tirana, Top Albania Radio, etc.<br>62. TV: RTSH, News 24, etc. | Websites: MEI, HSH, Municipalities<br>Press releases  | 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>  |
| Interested NGOs, citizens' associations and other organisations.  | Public consultation meetings to announce the Project and present expected E&S impacts and mitigation measures and obtain views.<br><br>Individual meetings.   | Q4 2020- Q1 2021<br><br>As necessary throughout Project implementation | PIU<br>General Directory of Social Services (each municipality) | <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>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>Information on the progress of construction and its implications.</li> </ul> |
| General public in the respective municipalities   | Information about the Project, the Preliminary EIA and the SEP published on websites of MEI, HSH, Municipalities, Developer, etc.<br><br>Information through the media: newspapers "Panorama" "Gazeta | Q4 2020- Q1 2021<br><br>Ongoing throughout Project implementation      | PIU<br><br>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>  |

| Stakeholders | Type and Method of Communication               | Timing | Responsibility for implementation | Main topics of interest and for discussion   |
|--------------|--|--------|-----------------------------------|--|
|              | Shqiptare", etc., as well as electronic media. |        |                                   | <ul style="list-style-type: none"><li>Traffic management, including changes in public transport.</li></ul> |

## Appendix 3 Stakeholders matrix

| Stakeholder Group  | Institution/ Contact Details   | Date       | Venue  | Participants  | Consultant's team  | Type of activity | Comments  |
|--|--|------------|--|---|--|------------------|---|
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | National Environmental Agency, Tirana  | 26/06/2018 | National Environmental Agency, Tirana  | EIA responsible   | Coordination Expert, NKE, IPF 4; Environmental NKE, IPF4 | Meeting          | NEA is engaged to the projects through the Regional Environmental Agencies (REA), which participate in the consultations/ meetings wherever it is necessary. In the case of the rehabilitation of the existing Durres- Rrogozhine railway not any sensitive environmental area/ source is affected. In addition, the project will be developed within the Albanian Railways' property and therefore the opinion of the NEA is that there is no compulsory the REAs to participate in the consultations.                   |
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | Ministry of Interior, Agency for Supporting Local Self-Governance (ASLG), Tirana | 13/07/2018 | Ministry of Interior, Agency for Supporting Local Self-Governance (ASLG), Tirana | Head of ASLG; Expert for Tirana and Durres Counties, ASLG | Local expert IPF 4; Env. Expert, IPF4                    | Meeting          | The Agency, among others, "supports the ministry responsible for local issues (in the role of a technical secretariat) in coordinating work with international organizations and partners supporting the development of local self-government units". Involvement of ASLG in the stakeholders' consultation process aims to approach in formal and structured way the local government units (municipalities) along the project track. ASLG is the right institution to support organisation of this type of discussions. |

| Stakeholder Group  | Institution/ Contact Details | Date       | Venue                      | Participants  | Consultant's team                        | Type of activity | Comments   |
|--|------------------------------|------------|----------------------------|---|--|------------------|--|
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | Municipality of Kavaja       | 17/07/2018 | Municipality of Kavaja     | Deputy Major;<br>Secretary General;<br>Director of Urban Development;<br>Coordinator, Albanian Railways;<br>Expert for Tirana and Durres Counties, ASLG | Local expert IPF 4;<br>Env. Expert, IPF4 | Meeting          | Golem and Kavaja stations are included in the property inventory list of the Albanian Railway but have not still been formally registered under the ownership of HSH. A new proposed location for Kavaja Station has been proposed by the General Local Plan for the Municipality of Kavaja while HSH was not officially informed. Most of the illegal buildings near the Kavaja station have been legalised and have the ownership certificates. Golem station rehabilitation should take into consideration also the local road infrastructure that is not terminated.   |
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | Municipality of Rrogozhine   | 18/07/2018 | Municipality of Rrogozhine | Director of Urban Development;<br>Director of Supporting Services;<br>Coordinator, Albanian Railways;<br>Expert for Tirana and Durres Counties, ASLG    | Local expert IPF 4;<br>Env. Expert, IPF4 | Meeting          | The General Local Plan for Municipality of Rrogozhina has been approved by National Territorial Council with Decision no. 7, dated 16.10.2017 and is under implementation. As per this Plan, the existing Rrogozhina Station has been foreseen to be transformed into a recreational green area. The station is moved to another location and the railway line has been diverted. A multimodal station has been foreseen at the western part of the city. HSH was not officially informed. Under crossing of the railway is not suggested due to flooding in rainy weather. The Municipality cannot issue construction permission that are not in line with this approved regulatory |

| Stakeholder Group  | Institution/ Contact Details | Date       | Venue                  | Participants   | Consultant's team  | Type of activity  | Comments   |
|--|------------------------------|------------|------------------------|--|--|-------------------|--|
|  |                              |            |                        |  |  |                   | plan. Every permission is registered online and is specified in detail its compliance with the plan. If the station is expected to be at the same place, then it is necessary to make changes to the approved Plan. Some interventions need to be made in order to address informal buildings and to build a level crossing. Entrance and exit roads from the Rrogozhina Station are very problematic especially in rainy weather.   |
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | Municipality of Durres       | 24/07/2018 | Municipality of Durres | Deputy Major;<br>Head of Cadastre;<br>Environment Expert;<br>Environment Expert;<br>Deputy Administrator,<br>Albanian Railways;<br>Expert for Tirana and Durres Counties, ASLG | Local expert IPF 4;<br>Env. Expert, IPF4                                     | Meeting           | Shkozet station is proposed to become the main station serving Durres and should be enlarged. The railway segment along Durres Municipality territory goes through a highly urbanised area. It is very important to formalise the informal level crossings. The most sensitive level crossings are Frigoriferi, Hekurudha, Iliria, Plepa, which are all located in the segment between Durres and Plepa. Pedestrian pathway crossings are frequent and dangerous. The most sensitive area regarding these crossings is the segment Plepa – Golem, which should be fenced. Detailed technical information on the level crossing and their exact points to Durres Municipality should be provided. |
| <b>Government authorities within the Project area,</b>   | Municipality of Kavaja       | 03/07/2020 | Municipality of Kavaja | Deputy Major;<br>Director of Urban Development;  | Quantity Surveyor / Deputy Project Manager;<br>Chief Civil Engineer / Senior | Technical Meeting | Structures (underpasses, overpasses, culverts) and level crossings   |

| Stakeholder Group   | Institution/ Contact Details  | Date       | Venue                                | Participants   | Consultant's team   | Type of activity  | Comments   |
|---|-------------------------------|------------|--------------------------------------|--|---|-------------------|--|
| relevant ministries and public institutions   |                               |            |                                      | Specialist, Architect;<br>Administrator;<br>Chief of Contracts Sector;<br>Advisor;<br>Deputy Administrator, Albanian Railways  | Structural Engineer;<br>Local Team coordinator;<br>Local Social Expert  |                   |  |
| Government authorities within the Project area, relevant ministries and public institutions | Municipality of Rrogozhine    | 03/07/2020 | Municipality of Rrogozhine           | Deputy Major;<br>Director of Urban Policies;<br>Specialist, HR;<br>Specialist;<br>Specialist IT;<br>Specialist;<br>Specialist IT;<br>Secretary of Municip. Council;<br>Director of HR;<br>Dir., Leg. Dept.;<br>Spec., Urb. Plan.;<br>Spec., Urb. Plan ;<br>Specialist, Social Services Depart ;<br>Chief, Gose AU ;<br>Deputy Admin., Alb. Railways ;<br>Ledion Subashi (Eng., Alb. Rail.) | Quantity Surveyor / Deputy Project Manager;<br>Chief Civil Engineer / Senior Structural Engineer;<br>Local Team coordinator;<br>Local Social Expert | Technical Meeting | Structures (underpasses, overpasses, culverts) and level crossings                                   |
| Government authorities within the Project area, relevant ministries                         | Albanian Road Authority (ARA) | 07/07/2020 | Albanian Road Authority (ARA) office | Head of PIU;<br>Director;<br>Head of Projects Department;<br>Legal Department  | Deputy PM;<br>Chief Civil Engineer/ Senior Structural Engineer;   | Technical Meeting | Interface with ARA-s proprieties/investments, in the area of Golem Station and Pedestrian Overpasses |



| Stakeholder Group  | Institution/ Contact Details | Date       | Venue                                       | Participants  | Consultant's team  | Type of activity      | Comments   |
|--|------------------------------|------------|---|---|--|-----------------------|--|
| <b>and public institutions</b>   |                              |            |   |   | Local Team coordinator   |                       |  |
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | Municipality of Durres       | 09/07/2020 | Municipality of Durres                      | Deputy Major; Specialist; Head of Urban Planning Sector; Head of Social Services Dept.; Head of PIU, Alb. Rail.; Deputy Admin., Alb. Rail.; Head of Investment Sector, Alb. Rail. | Quantity Surveyor / Deputy Project Manager; Chief Civil Engineer / Senior Structural Engineer; Local Team coordinator; Local Social Expert | Technical Meeting     | Structures (underpasses, overpasses, culverts) and level crossings |
| <b>Government authorities within the Project area, relevant ministries and public institutions</b> | Albanian Railways            | 03/09/2020 | Albanian Railways<br>H.Q. Durres            | Director Assist., Environmental & Social Expert; Deputy Head of Investment and Business Managem. Unit; Head of Investment Sector, Alb. Rail.                                      | Land Acquisition & Resettlement Expert; Local Social Expert;   | Social Meeting        | Building station in Rrogozhina and other topics                    |
| <b>Project Affected People</b>   | Rrogozhina Municipality      | 18/08/2021 | Train Station Buiding – city of Rrogozhina  | 2 respondents   | Social Expert, COWI-IPF8   | Socio-economic survey | Please refer to Section 6.3.2                                      |
| <b>Project Affected People</b>   | Rrogozhina Municipality      | 18/08/2021 | Train Station Building – city of Rrogozhina | 1 respondent  | Social Expert, COWI-IPF8   | Socio-economic survey | Please refer to Section 6.3.2                                      |

| Stakeholder Group                   | Institution/ Contact Details | Date       | Venue  | Participants  | Consultant's team  | Type of activity      | Comments                      |
|-------------------------------------|------------------------------|------------|--|---|--|-----------------------|-------------------------------|
| <b>Project Affected People</b>      | Rrogozhina Municipality      | 18/08/2021 | Administrative Unit Lekaj - Station Building | 1 respondent  | Social Expert, COWI-IPF8   | Socio-economic survey | Please refer to Section 6.3.2 |
| <b>Local authorities and public</b> | Kavaje Municipality          | 11/01/2022 | Kavaje Municipality                          | Environmental expert, Albanian Road Authority (ARSH); Deputy Mayor; Director of Environmental Sector; Director of Urban Planning; Director of Cadastre; Administrator; Head of Sector of the Management of projects; Head of Golem Administrative Unit; Head of Helmes Administrative Unit; Head of Cete Village, Helmes Administrative Unit; Head of District no4, Golem Administrative Unit, Other Local employee and inhabitants | PIU, Albanian Railways; Railway Engineer, Deputy Project Manager, COWI-IPF8; Environmental expert, COWI-IPF8 | Public consultation   | Please refer to Section 6.4.1 |

| Stakeholder Group                   | Institution/ Contact Details | Date       | Venue                   | Participants  | Consultant's team   | Type of activity    | Comments                      |
|-------------------------------------|------------------------------|------------|-------------------------|---|---|---------------------|-------------------------------|
| <b>Local authorities and public</b> | Rrogozhine Municipality      | 11/01/2022 | Rrogozhine Municipality | Environmental expert;<br>General Secretary;<br>Secretary of Municipal Council;<br>Director of Urban Planning;<br>Head of Gose Administrative Unit;<br>Head of Lekaj Administrative Unit;<br>Director of Forests Sector;<br>Environmental Specialist;<br>ekaj Administrative Unit;<br>Social Welfare Sector;<br>Other Local employee and inhabitants | PIU, Albanian Railways;<br>Railway Engineer, Deputy Project Manager, COWI-IPF8<br>Environmental expert, COWI-IPF8                                     | Public consultation | Please refer to Section 6.4.1 |
| <b>Local authorities and public</b> | Durres Municipality          | 12/01/2022 | Durres Municipality     | Environmental expert, Albanian Road Authority (ARSH);<br>Director of Tourism Sector;<br>Specialist, Tourism Sector;<br>Director of Public Infrastructure Projects   | Head of PIU, Albanian Railways;<br>PIU, Albanian Railways;<br>Railway Engineer, Deputy Project Manager, COWI-IPF8;<br>Environmental expert, COWI-IPF8 | Public consultation | Please refer to Section 6.4.1 |

| Stakeholder Group | Institution/<br>Contact<br>Details | Date | Venue | Participants   | Consultant's<br>team | Type of activity | Comments |
|-------------------|------------------------------------|------|-------|--|----------------------|------------------|----------|
|                   |                                    |      |       | Specialist, Public Infrastructure Projects Sector;<br>Regional Agency of Protected Areas;<br>Co-owner of Sanremo Hotel;<br>Co-owner of Sanremo Hotel;<br>Owner of Belvedere Hotel;<br>Administrator of Belvedere Hotel;<br>Villa Premium Hotel;<br>co-owner of Villa Rilandi;<br>co-owner of Villa Rilandi;<br>owner of Market Keli. |                      |                  |          |

## Appendix 4 Grievance form

|   |  |
|---|--|
| <b>Reference No:</b>  |  |
| <b>Project Title:</b><br><i>(specify the Project)</i>   | <input type="checkbox"/> <b>Durrës-Tiranë-Rinas</b> <input type="checkbox"/> <b>Vorë-Hani i Hotit</b><br><input type="checkbox"/> <b>Durrës-Rrogozhinë</b> <input type="checkbox"/> <b>Rrogozhinë-Pogradec</b>   |
| <b>Full Name:</b><br>Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent  | <b>First name</b><br>_____<br><b>Last name</b><br>_____<br><input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent   |
| <b>Contact Information</b><br><br>Please mark how you wish to be contacted (mail, telephone, e-mail).   | <input type="checkbox"/> <b>By Post: Please provide mailing address:</b><br>_____<br>_____<br>_____<br>_____<br><br><input type="checkbox"/> <b>By Telephone:</b><br>_____<br>_____<br><br><input type="checkbox"/> <b>By E-mail</b><br>_____<br>_____ |
| <b>Preferred Language for communication</b>   | <input type="checkbox"/> <b>Albanian</b><br><input type="checkbox"/> <b>Roma Community language</b><br><input type="checkbox"/>  |
|   |  |
| <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?   |
| <b>Date of Incident/Grievance</b>   |  |
| <input type="checkbox"/> <b>One-time incident/grievance (date _____)</b><br><input type="checkbox"/> <b>Happened more than once (how many times? _____)</b><br><input type="checkbox"/> <b>On-going (currently experiencing problem)</b>                      |  |
| <b>What would you like to see happen to resolve the problem?</b>  |  |
|   |  |
| Signature: _____ Date: _____  |  |
| <b>Please return this form to:</b><br>Mr. Eriton Hasaj<br>Social and Communication Manager<br>Albanian Railways<br>Mailing address: Egnatia, No. 3 Durres, Albania<br>Tel: +355 67 22 21 452 / +355 52 22 037<br>E-mail: ankesat@hsh.com.al<br>www.hsh.com.al |  |

Form may also be found online at: <https://hsh.com.al/index.php/ankesa/>

## Appendix 5 Evaluation form of stakeholder engagement events

| <b>Evaluation form of the meeting</b>   |     |    |
|---|-----|----|
| Meeting location: .....   |     |    |
| Meeting Date: .....   |     |    |
| Gender: F or M  |     |    |
| Age Range: 18-24, 25-34, 35-44, 45-54, above 54   |     |    |
|   |     |    |
| Overall, was the process used to seek your comments during this phase of the project adequate?                                | Yes | No |
| Specifically:   |     |    |
| Was the information provided to you in advance of and during this meeting sufficient for you to provide comments?             | Yes | No |
| Did you feel the developer allowed enough time for interpretation of project information and the submission of comments?      | Yes | No |
| Did you find the material distributed/shown adequate and complete, including draft documents and plans regarding the project? | Yes | No |
| Were you satisfied with the answers provided?   | Yes | No |
| Was this meeting organised in a manner which made it easy for you to participate and provide comments?                        | Yes | No |
| Have you been unduly incentivised to be supportive of the Project?  | Yes | No |
| <b>ADDITIONAL COMMENTS</b>  |     |    |

## Appendix 6 Methodology and templates for Socio-Economic Survey

### 1. Census/ inventory of all PAPs

The potentially affected population and land plots will be identified based on the available project documentation (e.g. topographic survey) overlapped with cadastral maps to identify affected cadastral plots and Expropriation Elaborates. Additional methods used for data collection for the Census preparation included observations on the field and transect walks.

The Census of all PAPs along the Project route will be developed in order to gather and analyze data and information required to identify all categories of impacts. The Census database contains data on the following:

- > location and Cadastral Municipality,
- > land plot number,
- > type of land plot,
- > identified type of impact,
- > total area of land plot (m<sup>2</sup>).

### 2. Socio-economic Survey

The Socio-economic Survey will be conducted to solicit the opinions of the PAPs about the Project impacts and compensation payments as well as to obtain specific data on current livelihoods and living conditions of PAPs, including the identification of vulnerable categories of PAPs. The businesses and business activities as the main type of livelihood will be also identified along the project during the socio-economic survey.

The Survey will be carried out by a team of trained surveyors, on the basis of Survey questionnaires prepared by project's experts. The team of surveyors will visit the identified properties and conduct interviews with affected owners/users living on affected land plots or are present at the time of the Survey. Land plots with no structures or no one present will be recorded by the surveyors in the Census database with the following data: (i) location, (ii) number of cadastral plot; (iii) whole plot affected (yes/no); (iv) physical structures; (v) natural structures/ crop; (vi) information obtained from neighbors, if any.

For the purposes of the Socio-economic Survey, four types of questionnaires are prepared, as following:

- > Questionnaire for landowners (i.e. owners/users of land plots without structures), and
- > Questionnaire for households (i.e. people living in or using residential structures affected by the Project),

- > Questionnaire for businesses (i.e. businesses located on the land plot affected by the Project).
- > Questionnaires for owners of private access roads (i.e. people using private access roads/paths to access their house, workplace, and/or for agriculture purposes), as appropriate

In brief, the steps to be undertaken are summarized below:

- > Notify PAPs in advance (e.g. written notification posted on the bulletin board of the Municipality/ Local Community and on the Municipality web page)
- > Train adequate number of interviewers to use Questionnaires prepared in advance
- > Conduct field interviews and fill out the respective questionnaires
- > For plots with no owner or user present recorded use Protocol for site visit observation
- > Take photographs of affected plots!

### **3. Identify impacts**

By overlaying topographic survey with cadastral data, will be possible for the Consultant to produce the expected impacts on structures present along the project.

However, the magnitude of impact to formal PAPs will be verified during the expropriation process in line with the Expropriation Law, during the valuation of property.

The steps to be followed in this regard are summarized below:

1. Based on analysis of socio-economic survey, identify impacts:
  - Define no. and area of plots that will undergo complete or incomplete expropriation;
  - Present summary results of census (eg. XX% households reported having monthly income higher than XX EUR; XX households with one or more types of vulnerability were identified, etc.).
2. Define compensation arrangements and entitlements in line with national legislation and EIB
  - In case of discrepancies between the Law on Expropriation and EIB Policy in a particular case, the provision more favourable for the affected owner/user shall prevail.
3. Define implementation responsibilities, grievance mechanism and public disclosure arrangements.



## #1 - HOUSEHOLDS QUESTIONNAIRE (who live on the affected plots)

|   |  |
|---|--|
| Questionnaire no.   |  |
| Type of impact ( <i>complete or incomplete expropriation or other</i> ) |  |

|                      |  |
|----------------------|--|
| Date of interview:   |  |
| Name of interviewer: |  |

---

|   |  |
|---|--|
| Location / local community:             |  |
| Address:                                |  |
| Cadastral plot identifier:              |  |
| Property photograph (reference number): |  |
| Name of respondent:                     |  |
| Contact telephone:                      |  |

---

### 1. GENERAL INFORMATION ON AFFECTED

|   |  |
|---|--|
| 1.1. Total parcel area:                           | _____m <sup>2</sup>  |
| 1.2. Is the whole parcel affected?                | YES or NO <b>If NO, what is the area of the affected part of the parcel:_____m<sup>2</sup></b>   |
| 1.3. Type of property ( <i>circle</i> ):          | a) Residential house with garden<br>b) Residential house with agricultural land<br>c) Residential house with commercial space ( <i>fill in the questionnaire for businesses</i> )<br>d) Holiday house with garden<br>e) Holiday house with agricultural land<br>f) Other _____ ( <i>list</i> ) |
| 1.4. Ancillary structures:                        | _____<br>( <i>specify type and number of ancillary structures</i> )  |
| 1.5. Is the household also the owner of the land? | YES or NO  |

FOR OWNER:

|  |  |
|--|--|
| 1.6. Joint ownership?                  | YES or NO<br>(if YES, who are the other owners?) _____   |
| 1.7. Ownership noted in land register? | YES or NO  |
| 1.8. Process of legalization ongoing?  | YES or NO<br>(if YES, what phase of legalization?) _____ |

FOR USER OF

LAND:

|                    |   |
|--------------------|---|
| 1.9. Formal lease? | YES or NO<br>(if YES, lease of PRIVATE or STATE property? <i>circle</i> ) |
|--------------------|---|

|  |   |
|--|---|
| <b>1.10. Using based on an informal agreement?</b> | YES or NO<br><b>(if YES, with whom was the agreement made?)</b>                   |
| <b>1.11. Completely informal?</b>                  | YES or NO<br><b>(if YES, how and when you came into possession of this land?)</b> |

## 2. AGRICULTURAL ACTIVITIES (if applicable)

On the **affected** part of the land is located (tick appropriate answer(s)):

0 The boundary with the neighbouring plot where located is

- Fence  Natural barrier  Live fence  Path between plots  Other \_\_\_\_\_

0 Agricultural land

- Is the land used for sowing  Yes  No (skip following questions)
- What cultures are planted? \_\_\_\_\_
- Typical yield on this land \_\_\_\_\_ kg
- The harvest makes a total of my diet around  10%  30%  50%  75%  90%  \_\_\_\_\_
- Do you sell the harvest  Yes  No (skip following questions)
- Harvest is my primary source of income  Yes  No Harvest is my secondary source of income  Yes  No

0 Orchard

- The orchard comprises of following fruit trees: \_\_\_\_\_
- Age of seedlings  5 years  20 years  50 years  \_\_\_\_\_
- Picks fruits from orchard  Yes  No
- Typical yield on this orchard \_\_\_\_\_ kg
- The harvest makes a total of my diet around  10%  30%  50%  75%  90%  \_\_\_\_\_
- Do you sell the pick  Yes  No (skip following questions)
- Picking is my primary source of income  Yes  No Picking is my secondary source of income  Yes  No

0 Meadow / Pasture For what purpose do you use the meadow / pasture? \_\_\_\_\_

0 Other List? \_\_\_\_\_

## General information about members of affected households

### 2.1. Information about household members who live there

|   | Name                     | Relationship to HH | Year of birth | Gender |   | Education (Professional qualification) | Employed / Unemployed | Vulnerability * |
|---|--------------------------|--------------------|---------------|--------|---|--|-----------------------|-----------------|
|   |                          |                    |               | M      | F |  |                       |                 |
| 1 | (Head of Household - HH) | HH                 |               | M      | F |  |                       |                 |
| 2 |                          |                    |               | M      | F |  |                       |                 |
| 3 |                          |                    |               | M      | F |  |                       |                 |
| 4 |                          |                    |               | M      | F |  |                       |                 |
| 5 |                          |                    |               | M      | F |  |                       |                 |

\* Vulnerability can be: physical disability, mental disability, chronic illness, elderly person, single parent, unemployed person, etc.

### 2.2. Total household income

| In which of the following categories does the total monthly income of your entire household belong to: |  |
|--|--|
| Less than 250 EUR  |  |
| 250 - 500 EUR  |  |
| 500 - 750 EUR  |  |
| More than 750 EUR  |  |

| What are your main sources of income from the offered responses below: |  |                           |  |
|--|--|---------------------------|--|
| Salaries   |  | Pensions                  |  |
| Own agricultural   |  | Governmental or other aid |  |
| Family business  |  | Other (list):             |  |
| Remittances  |  | Other (list):             |  |

In the event that more members of the family generate income in the household, please provide a summary statement

(1: most significant, 2 next in order of importance, etc. – 0: negligible or not applicable)

### 2.3. Are you satisfied with your economic situation:

|                      |  |
|----------------------|--|
| Very satisfied       |  |
| Satisfied            |  |
| Moderately satisfied |  |
| Not satisfied        |  |
| Very dissatisfied    |  |

**2.4. What do you suppose might be your major issues if you are affected by the project?**

| Possible issues               | Loss of harvest /<br>yield | Obstruction<br>caused by<br>construction<br>works | Inability of<br>constructio<br>n on land | Other (list):<br>_____ | Other (list): |
|-------------------------------|----------------------------|---|--|------------------------|---------------|
| Male member of<br>household   |                            |   |  |                        |               |
| Female member<br>of household |                            |   |  |                        |               |

*(1: most significant, 2 next in order of importance, etc. – 0: negligible or not applicable)*

**2.5. What do you consider to be the best compensation for you?**


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**COMMENT OF INTERVIEWER** (something you've noticed that might be a problem or obstacle in the life of the household due to the project)

## **#2 - QUESTIONNAIRE FOR BUSINESS ENTITIES**

|                             |  |
|-----------------------------|--|
| <b>Date of interview:</b>   |  |
| <b>Name of interviewer:</b> |  |

|                             |  |
|-----------------------------|--|
| <b>Date of interview:</b>   |  |
| <b>Name of interviewer:</b> |  |

---

|  |  |
|--|--|
| <b>Location / local community:</b>             |  |
| <b>Address:</b>                                |  |
| <b>Cadastral plot identifier:</b>              |  |
| <b>Property photograph (reference number):</b> |  |
| <b>Name of respondent:</b>                     |  |
| <b>Contact telephone:</b>                      |  |

General information on affected person (representative of business entity)

|  |  |
|--|--|
| <b>1.1. Name of respondent:</b>                        |  |
| <b>1.2. Position of respondent in business entity:</b> |  |
| <b>1.3. Ethnicity:</b>                                 |  |
| <b>1.4. Contact telephone:</b>                         |  |

## General information on business entity

|  |   |
|--|---|
| <b>2.1. Total parcel area:</b>   | _____m <sup>2</sup>   |
| <b>2.2. Is the whole parcel affected?</b>  | YES or NO<br><br><b>If NO, what is the area of the affected part of the parcel:_____m<sup>2</sup></b> |
| <b>2.3. Type of business activity:</b>   |   |
| <b>2.4. Year of establishment:</b>   |   |
| <b>2.5. Owner (co-owner):</b>  |   |
| <b>2.6. Sex of owner:</b>  | M / F   |
| <b>2.7. Legal form of business entity (LLC., JSC., sole proprietorship):</b>       |   |
| <b>2.8. Business activity is legally registered: YES / NO</b>                      |   |
| <b>2.9. Is the building in which the business activity is conducted legalized?</b> | YES / NO  |
| <b>2.10. Number of employees</b>   |   |
| <b>2.11. Average annual income:</b>  | _____(EUR)  |

#### 4. COMPENSATION

##### 4.1. What do you suppose might be your major issues if you are affected by the project?

| Loss of customers (business) |  | Obstruction of business due to construction works |  | Damage to equipment |  | Other (list): |  |
|------------------------------|--|---|--|---------------------|--|---------------|--|
|                              |  |   |  |                     |  |               |  |

(1: most significant, 2 next in order of importance, etc. – 0: negligible or not applicable)

##### 4.2. What do you consider to be the best compensation for you?

---



---



---



**COMMENT OF INTERVIEWER** (something you've noticed that might be a problem or obstacle due to the project)



### #3 - LAND OWNERS/USERS QUESTIONNAIRE (not living on affected parcel)

|   |  |
|---|--|
| Questionnaire no.   |  |
| Type of impact ( <i>complete or incomplete expropriation or other</i> ) |  |

|                      |  |
|----------------------|--|
| Date of interview:   |  |
| Name of interviewer: |  |

|   |  |
|---|--|
| Location / local community:             |  |
| Address:                                |  |
| Cadastral plot identifier:              |  |
| Property photograph (reference number): |  |
| Name of respondent:                     |  |
| Ethnicity:                              |  |
| Contact telephone:                      |  |

#### 1. GENERAL INFORMATION ON AFFECTED

|   |   |
|---|---|
| 1.1. Total parcel area:                               | _____m <sup>2</sup>   |
| 1.2. Is the whole parcel affected?                    | YES or NO <b>If NO, what is the area of the affected part of the parcel:_____m<sup>2</sup></b>  |
| 1.3. Type of property ( <i>circle</i> ):              | a) Agricultural, cultivated land<br>b) Unused agricultural land<br>c) Construction land<br>d) Forest<br>e) Pasture / meadow<br>f) Other _____ ( <i>list</i> ) |
| 1.4. Any structures present on property?              | _____<br>( <i>specify type and number of structures</i> )   |
| 1.5. Is the parcel user also the owner of the parcel? | YES or NO   |

FOR OWNER:

|  |  |
|--|--|
| 1.5. Joint ownership?                  | YES or NO<br>(if YES, who are the other owners?) _____   |
| 1.6. Ownership noted in land register? | YES or NO  |
| 1.7. Process of legalization ongoing?  | YES or NO<br>(if YES, what phase of legalization?) _____ |

FOR USER OF  
LAND:

|                    |   |
|--------------------|---|
| 1.8. Formal lease? | YES or NO<br>(if YES, lease of PRIVATE or STATE property? <i>circle</i> ) |
|--------------------|---|

|  |   |
|--|---|
| 1.9. Using based on an informal agreement? | YES or NO<br>(if YES, with whom was the agreement made?)                            |
| 1.10. Completely informal?                 | YES or NO<br>(if YES, how and when you came into possession of this land?)<br>_____ |

**2. AGRICULTURAL ACTIVITIES (if applicable)**

On the affected part of the land is located (tick appropriate answer(s)):

0 The boundary with the neighbouring plot where located is

- Fence     Natural barrier     Live fence     Path between plots     Other \_\_\_\_\_

0 Agricultural land

- Is the land used for sowing  Yes     No (skip following questions)
- What cultures are planted? \_\_\_\_\_
- Typical yield on this land \_\_\_\_\_ kg
- The harvest makes a total of my diet around  10%  30%  50%  75%  90%  \_\_\_\_\_
- Do you sell the harvest  Yes     No (skip following questions)
- Harvest is my primary source of income  Yes     No    Harvest is my secondary source of income  Yes     No

0 Orchard

- The orchard comprises of following fruit trees: \_\_\_\_\_
- Age of seedlings  5 years  20 years  50 years  \_\_\_\_\_
- Picks fruits from orchard  Yes     No
- Typical yield on this orchard \_\_\_\_\_ kg
- The harvest makes a total of my diet around  10%  30%  50%  75%  90%  \_\_\_\_\_
- Do you sell the pick  Yes     No (skip following questions)
- Picking is my primary source of income  Yes     No    Picking is my secondary source of income  Yes     No

0 Meadow / Pasture    For what purpose do you use the meadow / pasture? \_\_\_\_\_

0 Other    List? \_\_\_\_\_

## General information about members of affected households using the parcel

### 2.1. Information about household members using the parcel

|   | Name                     | Relationship to head of household | Year of birth | Sex |   | Education (Professional qualification) | Employed / Unemployed | Ethnicity | Vulnerability * |
|---|--------------------------|-----------------------------------|---------------|-----|---|--|-----------------------|-----------|-----------------|
|   |                          |                                   |               | M   | F |  |                       |           |                 |
| 1 | (Head of Household - HH) | HH                                |               | M   | F |  |                       |           |                 |
| 2 |                          |                                   |               | M   | F |  |                       |           |                 |
| 3 |                          |                                   |               | M   | F |  |                       |           |                 |
| 4 |                          |                                   |               | M   | F |  |                       |           |                 |
| 5 |                          |                                   |               | M   | F |  |                       |           |                 |
|   |                          |                                   |               |     |   |  |                       |           |                 |

\* Vulnerability can be: physical disability, mental disability, chronic illness, elderly person, single parent, unemployed person, etc.

## Socio-economic data about affected households

### 2.2. Total household income

| In which of the following categories does the total monthly income of your entire household belong to: |  | What are your main sources of income from the offered responses below: |  |                           |  |
|--|--|--|--|---------------------------|--|
| Less than 250 EUR  |  | Salaries   |  | Pensions                  |  |
| 250 - 500 EUR  |  | Own agricultural production  |  | Governmental or other aid |  |
| 500 - 750 EUR  |  | Family business  |  | Other (list):             |  |
| More than 750 EUR  |  | Remittances  |  | Other (list):             |  |

In the event that more members of the family generate income in the household, please provide a summary statement

(1: most significant, 2 next in order of importance, etc. – 0: negligible or not applicable)

### 2.3. Are you satisfied with your economic situation?

|                      |  |
|----------------------|--|
| Very satisfied       |  |
| Satisfied            |  |
| Moderately satisfied |  |
| Not satisfied        |  |
| Very dissatisfied    |  |

## Impact of project

### 2.4. What do you suppose might be your major issues if you are affected by the project?

| Possible issues            | Loss of harvest / yield | Obstruction caused by construction works | Inability of construction on land | Other (list):<br>_____ | Other (list): |
|----------------------------|-------------------------|--|-----------------------------------|------------------------|---------------|
| Male member of household   |                         |  |                                   |                        |               |
| Female member of household |                         |  |                                   |                        |               |

(1: most significant, 2 next in order of importance, etc. – 0: negligible or not applicable)

### 2.5. What do you consider to be the best compensation for you?

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**COMMENT OF INTERVIEWER** (something you've noticed that might be a problem or obstacle in the life of the household due to the project)

## #4 - QUESTIONNAIRE FOR OWNERS OF PRIVATE ACCESS ROAD

|   |  |
|---|--|
| Questionnaire no.   |  |
| Type of impact ( <i>complete or incomplete expropriation or other</i> ) |  |

|                      |  |
|----------------------|--|
| Date of interview:   |  |
| Name of interviewer: |  |

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|   |  |
|---|--|
| Location / local community:             |  |
| Address:                                |  |
| Cadastral plot identifier:              |  |
| Property photograph (reference number): |  |
| Name of respondent:                     |  |
| Contact telephone:                      |  |

### 1. GENERAL INFORMATION ON ACCESS ROAD

|   |  |
|---|--|
| 1.1. Total area or length of access road: | _____ m <sup>2</sup> or m/km                                 |
| 1.2. Is the whole access road affected?   | YES or NO  |
| 1.3. How many owners of access road?      | If NO, what is the area of the affected part? m <sup>2</sup> |

## Compensation

**2.1. What do you suppose might be your major issues if you are affected by the project?**

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**2.2. What do you consider to be the best compensation for you?**

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**COMMENT OF INTERVIEWER** (something you've noticed that might be a problem or obstacle in due to the project)



## Appendix 7 Leaflet

To be provided as separate document



## Appendix 8 Poster

To be provided as separate document