IMAMOGLU - YEDIGOZE DAM WATER TRANSMISSION LINE PROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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STAKEHOLDER ENGAGEMENT PLAN

PROJECT NO: 2025-6

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LIST OF ABBREVIATIONS

AoI	Area of Influence
CİMER	Presidency's Communication Centre
EMP	Environmental Management Plan
EMR	Environmental Monitoring Report
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GBV	Gender Based Violence
GM	Grievance Mechanism
KPI	Key Performance Indicators
MSIP	Municipal Services Improvement Project
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
PMU	Project Management Unit
PPM	Public Participation Meeting
RP	Resettlement Plan
SCM	Stakeholder Consultation Meeting
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
WB	World Bank
YİMER	Foreigners Communication Center

EXECUTIVE SUMMARY

The İmamoğlu - Yedigöze Dam Water Transmission Line Project is an infrastructure initiative designed to improve access to potable water in the Adana region. Although the Project is financed by ASKİ through its own equity, it is considered an associated facility to the Yedigöze Drinking Water Project, which is financed under the MSIP with a loan provided by the World Bank. Within MSIP, İLBANK serves as the Financial Intermediary (FI).

It is designed to enhance the quality of life for both Syrian refugees under temporary protection and local communities by ensuring a sustainable and reliable water supply. The General Directorate of Water and Sewerage Administration of Adana (ASKİ) is responsible for implementing the project, which consists of two main components: an 11 km-long water transmission pipeline and a pumping station. The pipeline, passing through Üçtepe, Camili, and Alaybeyi neighborhoods, includes a 3.8 km underground tunnel section. Easement rights will be acquired for the pipeline route, while one parcel of land will be fully expropriated for the construction of the pumping station. To ensure compliance with international environmental and social standards, ASKİ has developed a Stakeholder Engagement Plan (SEP) in alignment with the World Bank's Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure. The SEP provides a framework for transparent and inclusive communication with all stakeholders, addressing potential social and environmental risks while establishing a structured grievance mechanism. The plan aims to facilitate timely information sharing, enable meaningful stakeholder participation, and ensure that concerns are addressed effectively. It outlines the approach to stakeholder engagement throughout the project lifecycle, including public information disclosure, consultation activities, and mechanisms for resolving grievances. Stakeholder identification and engagement efforts have focused on affected communities, including residents, landowners, and farmers whose lands will be subject to easement rights. Additionally, the project involves various interested parties, such as ILBANK, local governmental authorities, and environmental organizations. Initial engagement activities began with a reconnaissance field survey conducted by Kali Enerji in February 2025, during which meetings were held with local community representatives, landowners, and neighborhood mukhtars to introduce the project and gather feedback. One of the key concerns raised during these discussions was the poor quality of the existing drinking water supply in the affected neighborhoods. While communities expressed optimism about the project's potential to improve water access, concerns were raised regarding construction-related disruptions, access to agricultural land, and fair compensation for land acquisition.

To facilitate ongoing engagement, ASKİ has established various methods of communication, including direct community meetings, one-on-one consultations, and digital communication tools such as WhatsApp and SMS updates. Public announcements will also be made through local media and municipal channels to ensure accessibility. A structured grievance mechanism has been put in place to allow stakeholders to submit complaints and concerns through multiple channels, including ASKİ's hotline and website, as well as direct engagement with project representatives. Grievances will be categorized, investigated, and addressed in a timely manner, with an appeals process available for unresolved issues. Additionally, a

separate grievance mechanism has been established for project workers, ensuring that occupational health and safety concerns are managed appropriately.

The implementation of the SEP will be continuously monitored by the PIU throughout the project lifecycle. Quarterly reports will be prepared to summarize stakeholder feedback, grievances received, and actions taken to address concerns. These reports will be made publicly available through ASKİ's website and other communication channels to ensure transparency and accountability The implementation of the Stakeholder Engagement Plan (SEP) will be coordinated by the Project Implementation Unit (PIU) under ASKİ, the Project Owner. The PIU is responsible for the day-to-day execution of stakeholder engagement activities, environmental and social management, and technical operations. Key roles within the organizational structure include Environmental and Social Experts, an Occupational Health and Safety (OHS) Specialist, and Technical and Financial Experts. In addition, ASKİ will appoint a Supervision Consultant prior to construction to oversee contractor activities and ensure compliance with World Bank and national standards. A project-specific grievance mechanism, with designated responsibilities, has also been established to ensure stakeholder concerns are managed in a structured and timely manner. The SEP implementation is financed by ASKİ's dedicated budget and carried out using internal human resources.

1 INTRODUCTION / PROJECT DESCRIPTION

The World Bank and Ilbank Trade Incorporation (ILBANK) signed the Municipal Services Improvement Project in Refugee Affected Areas (MSIP) on March 31, 2020, to provide finance to the municipalities / utilities which are affected by the influx of Syrians under Temporary Protection (SuTPs) and suffers from significant operational problems such as high water losses, inadequate water treatment facilities, ageing water supply and sanitation infrastructure, inadequate solid waste management, and lack of wastewater treatment. ILBANK acts as the financial intermediary of MSIP and signed sub-financing agreement with Adana Water and Sewage Administration (ASKİ) for financing of three subprojects (ADANA-W1, ADANA-W2 and ADANA_W3) under Yedigöze Drinking Water Project which is an infrastructure development initiative designed to improve access to potable water in the Adana region. The subprojects under the Yedigöze Drinking Water Project and their status and financing sources are presented in the Table 1-1.

Table 1-1. Subprojects under Yedigöze Drinking Water Project

No	Project Name	Work Package	Status	Financing Source
1	Kozan İmamoğlu Yedigöze Drinking Water Transmission Line Construction (Branch 1 - Kozan)	ADANA-W1	Construction ongoing	MSIP
2	Yedigöze Drinking Water Treatment Plant Construction	ADANA-W2	Construction ongoing	MSIP
3	Kozan Drinking Water Network and Pınargözü Transmission Line Construction	ADANA-W3	Construction ongoing	MSIP
4	**İmamoğlu - Yedigöze Dam Water Transmission Line Project** (Yedigöze Dam-Drinking Water Treatment Plant-Branch 1)	N/A	**At the project stage**	ASKİ
5	Ceyhan – Yumurtalık Transmission Line Construction	N/A	Not started	ASKİ

Per World Bank's Environmental and Social Standard (ESS) 1 on Assessment and Management of Environmental and Social Risks and Impacts, an Environmental and Social Impact Assessment (ESIA) report was prepared in 2022, prior to procurement of contracts for ADANA-W1, ADANA-W2 and ADANA-W3.

As stated in that ESIA, "İmamoğlu - Yedigöze Dam Water Transmission Line Project" subproject of Yedigöze Drinking Water Project is an associated facility of Kozan İmamoğlu Yedigöze Drinking Water Transmission Line Construction (ADANA-W1) and Yedigöze Drinking Water Treatment Plant Construction (ADANA-W2).[1] Therefore, although ASKİ will finance the İmamoğlu - Yedigöze Dam Water Transmission Line Project (the Project) by its own resources, the Project will adhere to World Bank's ESSs and the framework documents of MSIP including Stakeholder Engagement Framework (SEF)—annexed to Environmental and Social Management Framework (ESMF).

[1] For more information on İmamoğlu - Yedigöze Dam Water Transmission Line Project being an associated facility of ADANA-W1 and ADANA-W2, please refer to the ESMP prepared for the Project.

This plan presents the Stakeholder Engagement Plan (SEP) for the Project.

1.1 Project Description

The Project is planned to be implemented between July 2025 and April 2028 in the northern part of İmamoğlu district in Adana Province and consists of two main components: the water transmission pipeline and one pumping station.

The water transmission pipeline will extend across Üçtepe Neighborhood, where approximately 11 km-long drinking water transmission pipelines will be established. As part of the project, approximately 3.8 km of drinking water transmission pipeline will be routed underground through a tunnel system extending across Alaybeyi and Camili Neighborhoods.

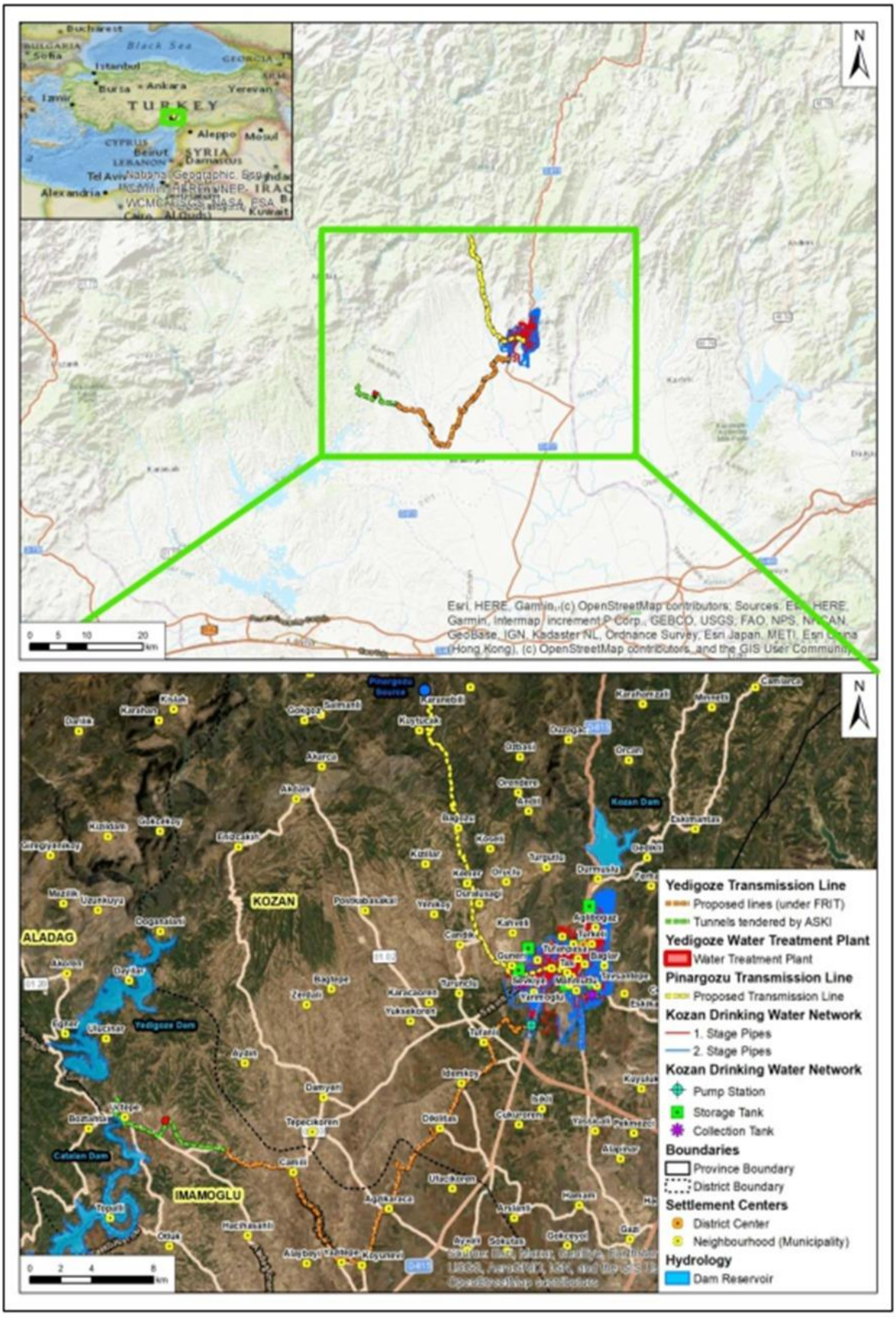
The Project also includes the construction of a pumping station and valve chambers located directly above the pipelines along the pipeline alignment to regulate water pressure and ensure effective distribution.

During the construction phase of the Project, it is estimated that the contractor will employ between 70 and 100 personnel, depending on the intensity of the work. Upon completion of the construction phase, the operation and maintenance of the water transmission system will be managed by ASKİ's own personnel.

An overview of the Project location is presented in Figure 1-1 and Figure 1-2.

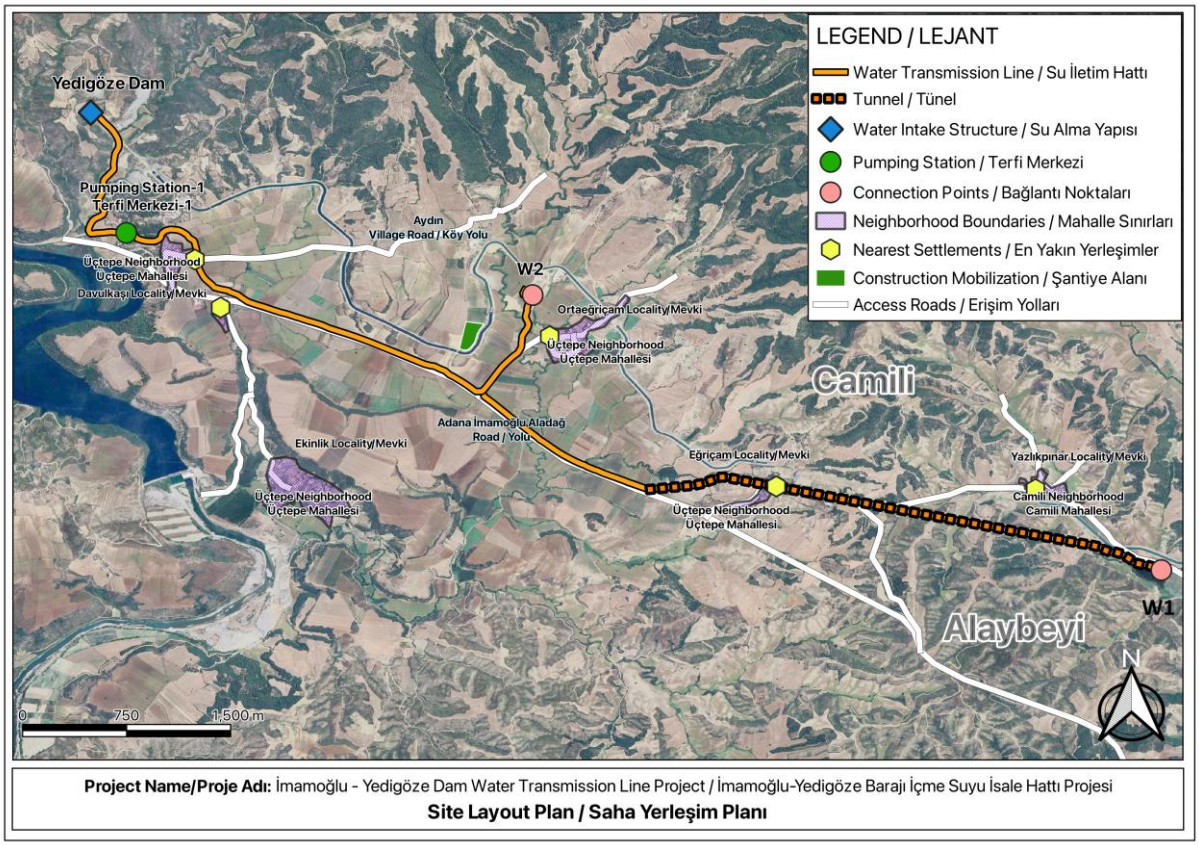
For more information on the Project and its potential impacts please refer to the Environmental and Social Management Plan (ESMP) prepared for the Project.

Figure 1-1 **General Location of the Project**



* This figure has been directly sourced from the ESIA of the Main Project.

Figure 1-2 Site Layout Plan – Physical Components Map



1.1.1 Area of Influence

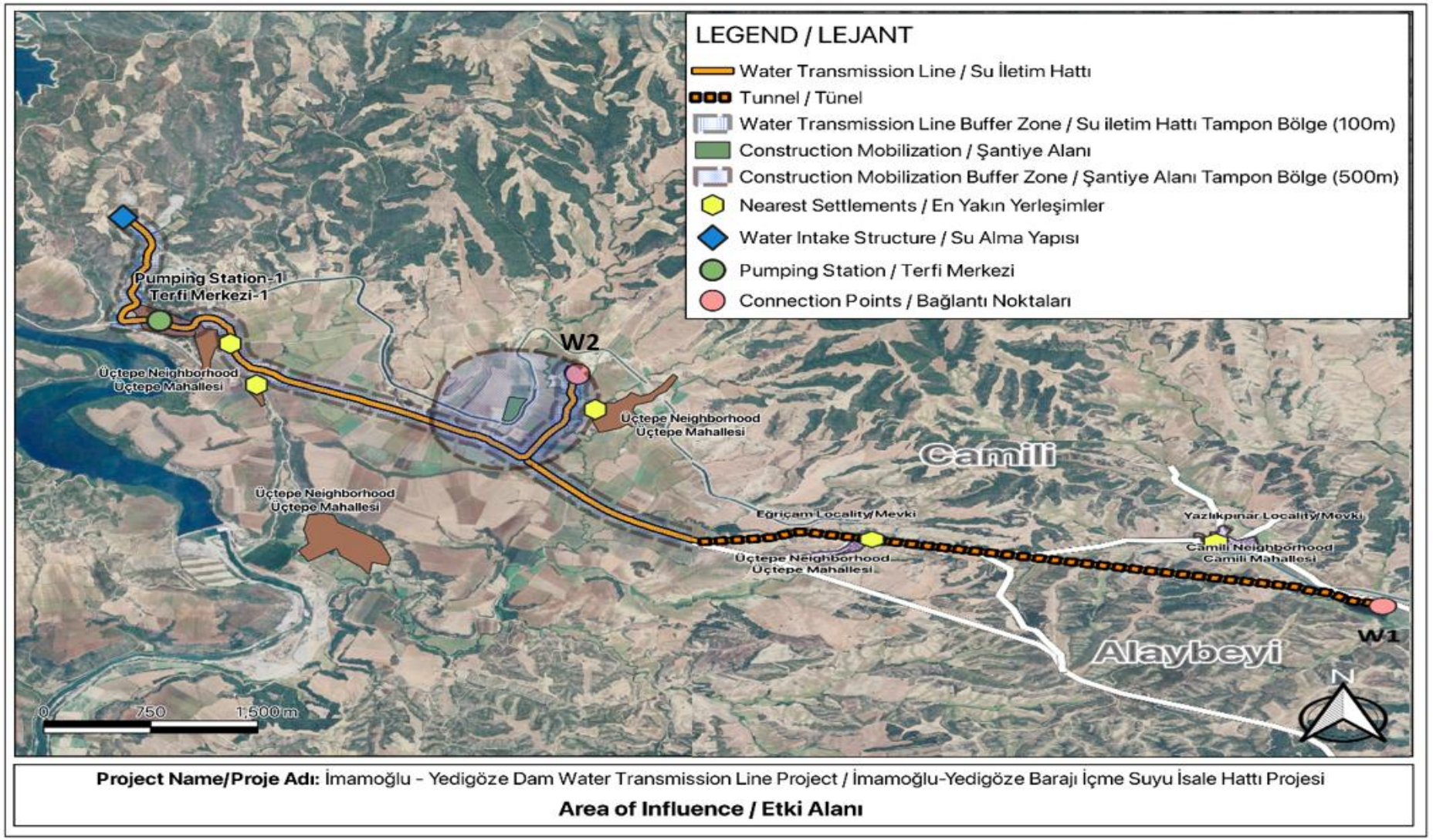
The Area of Influence (AoI) for social impact assessment includes both directly and indirectly affected areas due to the construction and operation of the water transmission line and the pump station. The AoI is determined based on anticipated environmental, social and economic impacts of the Project.

The AoI includes:

- The route of transmission line with 100 m buffer zone on each side,
- An area extending 500 m around the construction site, and
- The settlements where the transmission line passing through and less than 500 meters away from the route.

Although some segments of the pipeline will be constructed via tunneling, the same AoI width has been retained for consistency and precautionary assessment. This is due to several factors: (i) the existence of a pumping station to be constructed at the tunnel's northern end, (ii) the requirement for easement rights along the tunnel alignment, and (iii) the potential for construction-phase impacts such as access routes, vibration, or ancillary works that may influence the surface environment. The map showing the AoI is presented in Figure 1-3.

Figure 1-3 Area of Influence



1.2 OBJECTIVE/ DESCRIPTION OF SEP

As stated in the previous section, the Project is being prepared and will be implemented under the national legislation and the World Bank's ESSs. Per ESS10 on Stakeholder Engagement and Information Disclosure, implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

The primary objective of this SEP is to establish a comprehensive framework for effective stakeholder engagement throughout the entire project cycle. This SEP defines the approach for public information disclosure and consultation processes, ensuring transparency and inclusivity in project-related communications. Additionally, it outlines a grievance mechanism that enables individuals and communities to voice their feedback, express concerns, or submit complaints related to project activities. By facilitating open dialogue and continuous engagement, the SEP aims to promote trust, mitigate potential conflicts, and enhance project outcomes for all affected parties including disadvantaged/vulnerable groups or parties. In line with World Bank's Environmental and Social Standard 10 (ESS10), this plan aims to ensure meaningful stakeholder engagement. According to Vanclay (2015), effective stakeholder engagement requires not only information disclosure, but also meaningful participation that empowers vulnerable groups in project decision-making processes.

ASKİ is committed to implement this SEP throughout all phases of the Project in line with ESS10 (World Bank, 2017), SEF of MSIP, and Turkish legislation.

This SEP is a living document and will be revised and updated by ASKİ as necessary during project implementation.

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

2.1 Methodology

In order to meet best practice approaches, the Project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The consultation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups

For the Project, the following stakeholders have been identified and analyzed per project component. These stakeholders include project affected parties (as defined in section 2.2), other interested parties (as defined in section 2.3) and disadvantaged/vulnerable individuals or groups (as defined in section 2.4).

2.2 Project Affected Parties

Project Affected Parties (PAPs) are the persons, groups, and other entities within the Project's AoI that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. In this project, specifically, the following individuals and groups fall within this category:

- Residents of Camili, Alaybeyli, and Üçtepe neighborhoods who are located within the AoI will experience direct impacts from construction activities, particularly due to increased levels of noise, dust, and temporary disruptions such as road closures or restricted access. These impacts will not affect entire villages uniformly but will be more concentrated in areas closer to the pipeline route. Additional impacts may arise from

increased construction traffic, particularly where machinery and trucks pass through village roads, potentially creating safety risks or access delays.

- Landowners along the pipeline route, including those whose parcels are subject to permanent easement, land acquisition through expropriation, or public land allocation, as identified in the Resettlement Plan.Local businesses in the vicinity of the pipeline, which may be temporarily affected by construction activities. Within the AoI, encompassing Alaybeyi, Camili, and Üçtepe neighborhoods, does not contain any officially registered businesses, except for small grocery stores in Üçtepe. In Üçtepe neighborhood, Kardeşler Market, a local grocery store located approximately 240 meters from the pipeline, is present. Additionally, two small-scale agricultural supply retailers—Nazlı Ticaret (grain sales, ~190 meters from the pipeline) and Avcı Ticaret (grain sales, ~130 meters from the pipeline) operate in the AoI.
- Agricultural land users in the AoI may be temporarily affected by dust emissions, noise, and limited access to their fields.
- Livestock breeders in AoI may be affected due to increased noise and movement restrictions near grazing areas.

2.3 Other Interested Parties

The projects' stakeholders also include individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way, including:

Government Authorities and Municipalities:

- Adana Metropolitan Municipality and İmamoğlu Municipality; involved in granting municipal approvals and coordinating construction activities that intersect with local infrastructure.
- Adana Provincial Directorate of Environment, Urbanization, and Climate Change, engaged in the review and formal issuance of the EIA Exemption Letter, and consulted for environmental compliance during permitting processes such as construction license approvals. The Directorate is also involved in providing technical opinions on waste management practices.
- State Hydraulic Works (DSİ) 6th Regional Directorate, consulted for the approval of water intake and allocation. Involved in the expropriation process.
- Adana Provincial Directorate of Agriculture and Forestry, consulted primarily for obtaining permissions related to the conversion of agricultural land to non-agricultural use. In cases where pasture lands are affected, the Directorate may also be involved in initiating or approving land reclassification.
- Üçtepe, Camili, and Alaybeyi Neighborhood mukhtars, serving as local representatives and contact points for community engagement, facilitating information flow between the project team and residents, and assisting in identifying local concerns and vulnerable groups.

Media / Press:

- Local TV Channels:
  - Çukurova Türk TV
  - Koza TV
  - Kanal A TV
  - Kent TV
  - Metro TV
  - Günaydın TV
- Local Newspapers:
  - Ceyhan Alternatif Newspaper
  - Ceyhan Express News
  - Ceyhan Mavi News Newspaper
  - Ceyhan Güncel Newspaper
  - Kozan Akdeniz Newspaper
  - Kozan Sancak Newspaper
  - Büyük Saat Newspaper
  - Kozan News Newspaper
  - Çukurova Barış Newspaper

2.4 Socio-Economic and Demographic Profile of the Project-Affected Communities

In order to ensure that stakeholder engagement activities are inclusive and responsive, it is essential to understand the socio-economic and demographic characteristics of the project-affected neighborhoods. The information presented below is based on field observations, mukhtar interviews, and data collected during the ESMP process. These details provide important context for assessing communication needs, identifying vulnerable groups, and planning effective stakeholder engagement strategies.

Table 2-1. Demographic and Socio-Economic Condition Summaries of Üçtepe, Camili, and Alaybeyi Neighborhoods

Category	Neighborhood		
	Üçtepe	Alaybeyi	Camili
Number of Households	400	110	270
Population	1000	248	1200
Population Change (Last 5 Years)	Decreasing (Migration to City)	Decreasing (Migration to City)	Increasing
Age Distribution	Mostly elderly, some children	Mostly elderly, some children	Mostly middle-aged and young population
Female Household Heads	6	8	7
Disabled Individuals	15	3	19

Category	Neighborhood		
	Üçtepe	Alaybeyi	Camili
Main Livelihood	Agriculture & Livestock, some work in WTP construction	Agriculture & Livestock	Agriculture & Livestock
Crops Grown	Wheat, sunflower, corn, peanuts, melon, watermelon	Wheat, sunflower, corn, peanuts	Wheat, sunflower, corn, peanuts
Livestock Raised	Sheep, goats, cattle	Sheep, goats	Sheep, goats, cattle

In order to ensure that stakeholder engagement activities are tailored to local needs and capacities, it is important to understand the socio-economic dynamics of the neighborhoods affected by the Project. The neighborhoods of Üçtepe, Alaybeyi, and Camili are rural settlements where agriculture and livestock constitute the primary sources of livelihood. Field crops such as wheat, sunflower, and corn are commonly cultivated across all three neighborhoods. Seasonal melon and watermelon farming is also practiced in Üçtepe and Camili. Livestock breeding includes both small ruminants and cattle, with a higher prevalence of cattle farming in Üçtepe and Camili.

Demographically, Üçtepe and Alaybeyi are predominantly inhabited by elderly residents, along with a limited number of children, while Camili hosts a relatively younger and more economically active population. This may contribute to a higher agricultural labor capacity in Camili.

Informal consultations with local mukhtars have indicated that some residents of Üçtepe are temporarily employed in the construction of a nearby Water Treatment Plant (WTP), providing a short-term source of income. Such temporary employment opportunities may offer meaningful economic support and foster local participation during the construction phase of the Project.

2.5. Disadvantaged/Vulnerable Individuals or Groups

Disadvantaged/Vulnerable individuals or groups are persons who may be disproportionately impacted or further disadvantaged by the project(s) compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. These groups have been identified through field studies and consultations with local representatives, and their participation will be supported through tailored communication and engagement methods (see Section 3.5).

Within the scope of this Project, disadvantaged or vulnerable groups include:

- Individuals over 65 years of age living alone,
- People with physical or mental disabilities.

The disadvantaged and vulnerable groups (DVGPs) listed above were identified through field visits and consultations with local representatives. During these consultations, it was noted that these groups may face challenges in accessing project-related information or participating

in engagement activities due to factors such as limited literacy, age-related physical constraints, or low levels of digital connectivity. These characteristics may affect their ability to fully benefit from project activities or voice their concerns during stakeholder consultations. As such, they were classified as DVGPs in line with ESS10 guidelines. The summary of vulnerable/disadvantaged groups in the affected communities is presented in Table 2-2.

Table 2-2. Disadvantaged and Vulnerable Groups in the AOI

		Üçtepe	Alaybeyi	Camili
Total Population		1000	248	1200
Disadvantaged and Vulnerable Groups	Individuals over 65 living alone	53	27	48
	Physically/Mentally disabled individuals	15	3	19

Source: Interviews with local mukhtars and community consultations, 11 January 2025.

As shown in Figure 1-1: Area of Influence, the project layout is not of a nature that would restrict long-term access of elderly individuals (65+) living alone or persons with physical or mental disabilities to their social networks (such as family, relatives, or friends). However, elderly individuals living alone may feel unsafe or anxious about the presence of unfamiliar people in their neighborhoods due to their isolated living situations. While this issue is not currently anticipated to cause significant concern, it will be closely monitored throughout project implementation, and additional measures will be taken as needed to ensure that affected individuals feel safe and informed—particularly through communication facilitated by mukhtars or trusted community members.

It is considered that individuals with physical disabilities may be psychosocially affected by environmental factors arising from construction activities, which may exacerbate difficulties in coping with physical stress or limitations. For individuals with mental disabilities, excavation, noise, crowding, or the presence of support units such as police or security personnel under the Project may cause stress or panic due to an inability to make sense of such changes. If opportunities to receive information about the Project or express opinions are not provided, this already vulnerable group may feel unheard or excluded. However, these are potential reactions expected from these disadvantaged groups and not definitive outcomes. This issue should be monitored during stakeholder meetings through local mukhtars. Lastly, no information was obtained regarding any individuals who are both elderly (65+) living alone and also mentally or physically disabled, i.e., a double-vulnerable group.

During site visits and stakeholder interviews, as well as considering the general socio-cultural context of Adana Province, women have not been identified as a vulnerable group for this Project.

During the stakeholder identification and engagement process, consultations with local mukhtars confirmed that there is no presence of Syrian refugees or similar migrant groups residing in the project-affected area. Consequently, these groups were not included in the DVGP (Disadvantaged or Vulnerable Groups) table. Additionally, no language-related barriers were identified, as there are no non-Turkish speaking populations in the area. Therefore, the project does not foresee the need for specific language accommodation or translation services during consultation or information disclosure activities.

3 STAKEHOLDER ENGAGEMENT PROGRAM

3.1 Summary of Stakeholder Engagement Done During Project Preparation

Since the project was deemed exempt from EIA requirements under the Turkish EIA Regulation, no public participation meeting was held. While ASKİ, as the project owner, had engaged in periodic communication with the public, these interactions were not structured within a formal consultation framework. As a result, the reconnaissance survey conducted by Kali Enerji on 11 February 2025 served as the first structured stakeholder engagement effort for this project. During reconnaissance, initial consultations were held with local community members, including landowners and mukhtars, to introduce the project and gather preliminary feedback.

Meetings were held with the mukhtars of the three affected neighborhoods: Ali Şahin (Üçtepe), Ercan Kubilay (Camili), and Abdil Ekiz (Alaybeyi). In these discussions, the mukhtars provided insights into their communities' concerns and expectations regarding the project. The mukhtars stated that the primary means of livelihood in these communities are agriculture and livestock farming, which are the dominant economic activities in the region.

A key issue raised in all three neighborhoods was the poor quality of the existing drinking water supply. Residents expressed dissatisfaction with the current water infrastructure and emphasized their urgent need for a reliable and clean water source. The mukhtars conveyed that, despite some concerns, the community was generally optimistic about the project's potential to improve water access and quality.

In Üçtepe, where the construction of the drinking water treatment plant (WB / ADANA-W2) is ongoing, residents raised concerns about disruptions caused by construction activities. Representatives of A.B., whose land has the largest easement rights to be acquired, reported difficulties in accessing their agricultural fields due to ongoing construction work. They emphasized the need for proper coordination to minimize disruptions to their farming activities. Despite these challenges, they remained positive that the project would ultimately provide long-term benefits, particularly in ensuring access to drinking water. Another important concern of the local communities, as identified in the Resettlement Plan, is the provision of fair compensation for land acquired under the project. This issue will be specifically addressed through engagement and consultation processes with the project stakeholders.

While stakeholders raised concerns about construction-related disturbances and land use changes, the overall perception of the project has remained positive due to expectations of improved water quality and infrastructure.

3.2 Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement

Different engagement methods will be used to meet the needs of various stakeholders throughout the project. These methods aim to ensure transparent communication, encourage

stakeholder participation, and address concerns effectively. The engagement approaches for this project include:

- **One-on-One Consultations:** This engagement method will continue for disadvantaged/vulnerable or directlyimpacted individuals, i.e., landowners. In addition to the existing one-on-one consultations and telephone communications, the project will engage local representatives (mukhtars) to facilitate communication with affected communities. This approach ensures that project updates, feedback, and stakeholder concerns are systematically recorded and incorporated into the SEP, ESMP, and RP, without relying on formal regular community meetings. This method provides a practical, context-sensitive mechanism to maintain transparent and continuous stakeholder engagement throughout the project lifecycle.

- **Digital Communication Tools:** ASKİ does not operate any project-specific digital communication tools for this project. For instance, no dedicated social media accounts or GSM lines have been established. Instead, ASKİ will use its existing institutional social media channels to share project-related information. Considering the region's demographic characteristics -particularly the elderly population - as well as the estimated level of digital literacy and limited access to digital communication tools (as outlined in the ESMP section on "Socio-Economic Environment" and reflected in Table 3-1 of this SEP), methods such as WhatsApp messages or email are not considered effective or meaningful for community outreach. In this context, ASKİ has confirmed that telephone communication will be the primary method for engaging with stakeholders.

- **Social Media Tools:** ASKİ is expected to use its official social media platforms (Twitter/X, Instagram) to A project-level Grievance Mechanism (GM) has been established in line with World Bank ESS10 requirements. The Independent Social Expert (Demet Büyümez), (Alter Uluslararası Mühendislik ve Müşavirlik Hizmetleri A.Ş.), (email: dmtbymz08@gmail.com) serves as the focal point responsible for managing the subproject-level GM in coordination with ASKİ. This mechanism will enable stakeholders to submit concerns, complaints, or suggestions, which will be recorded, reviewed, and addressed in a timely manner. Information about the grievance mechanism will be widely disseminated to ensure accessibility for all stakeholders.

  Stakeholder Consultation Meetings: The ESMP, the SEP and the RP will be reviewed and updated following the first Stakeholder Consultation Meeting,which will be conducted after ILBANK and the World Bank have agreed on the contents of the ESMP, SEP and RP, and these documents have been disclosed to stakeholder in the local language. This formal consultation meeting will take place prior to project implementation, and all comments and feedback received will be recorded and incorporated into the final versions of the ESMP, SEP, and RP.

First Stakeholder consultation meeting will include, but is not necessarily limited to, the following topics anticipated:

- Objective of the Project,
- Social, environmental, and ecological impacts/risks that are determined to occur upon the Project,
- Impacts and the mitigation or enhancement measures that are being implemented,
- Roles and responsibilities,
- Information on the grievance mechanism for the Project.

The following content will be shared for stakeholder engagement activities during the first and subsequent consultation meetings, which will be conducted after ILBANK and the World Bank have agreed on and disclosed the proposed ESMP, SEP, and RP documents, and prior to project implementation:

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

Subsequent Stakeholder Consultation Meetings will be held regularly during project implementation to inform stakeholders about the project's progress and respond to emerging concerns, ensuring all feedback continues to be recorded and addressed. The topics to be addressed in these meetings may include, but are not limited to:

- Updates on the overall progress of the Project;
- Implementation status of mitigation and enhancement measures identified in the ESMP;
- Follow-up on stakeholder concerns and feedback raised during previous meetings;
- Trends observed in grievance submissions and how they have been addressed;
- Changes in project timeline, scope, or design, if any;
- Outcomes of monitoring and reporting activities related to environmental and social aspects;
- Communication methods used and any changes in stakeholder engagement strategy.

All notifications, feedback, or complaints received through any engagement method will be recorded and processed under the grievance mechanism. Meetings will be scheduled at times that maximize stakeholder participation, and logistical support such as transportation will be considered where necessary to ensure inclusivity. Through these efforts, the project will

maintain open communication with affected communities and ensure that stakeholder concerns are addressed.

3.3 Stakeholder Engagement Program

During the construction phase of the project, the primary focus on groups most likely to be affected by the works, ensuring timely and transparent communication about the project's progress and potential impacts.

One of the key aspects of the engagement plan will be informing affected stakeholders about construction schedules, potential disturbances, and any necessary adjustments to the project implementation timeline. These information sharing and consultation processes will primarily be conducted through one-on-one meetings with affected stakeholders, coordination via local representatives (mukhtars), and telephone communications. While formal community meetings are not feasible due to local conditions, all consultations and feedback will be documented and officially recorded in consultation minutes, ensuring transparency and traceability in line with ESS10 requirements.

A structured process for stakeholder feedback and complaints will be established to promptly address any concerns raised by local communities and other affected parties In addition to direct engagement with stakeholders, ASKİ will maintain ongoing communication with the public, providing updates on project progress and E&S performance. This will include regular reporting on stakeholder engagement activities, implementation of the grievance mechanism, and key developments in the construction process.

Stakeholder engagement program is presented in Table 3-1 and a Sample Consultation Form is presented in Appendix C.

Table 3-1. Stakeholder Engagement Program

Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsible Body
Pre-Construction	Before Construction, After WB's no-objection for the draft ESMP and SEP	• •Purpose, stages, general information about the Project, • Environmental and social risks • Proposed mitigation measures • Grievance mechanism,	• Stakeholder consultation meeting	• PAPs • NGOs, • Media/Press	PIU (with the support supervision consultant)
Construction	One week before possible traffic impact, whenever necessary during the construction	• Joint timeline planning with landowners • Advance farmer notification to avoid planting • Early road closure/access notice • Coordination with local stakeholders to reduce disruption	• Written materials, • Digital communication tools	• PAPs	PIU (Approval and communication oversight), • Contractor
Construction	Quarterly during the construction	• Updates on project activities and progress, • Grievance mechanism	• Stakeholder consultation meeting	• PAPs • NGOs, • Media/Press • Interested community members	• PIU (with the support of Supervision Consultant) • Contractor: Technical input
Construction	At the end of construction, before operation	• Presentation of project outcomes and benefits to the public	• press meeting • Digital communication tools, • Social Media Tools, • Written materials	• All stakeholders	• PIU (with the support of Supervision Consultant) • Contractor: Technical input
Operation	Once a year throughout the operating period.	• Learning the expectations/needs, receiving grievances	• Digital communication tools, • Social Media Tools	• All stakeholders	• PIU

* All stakeholder engagement activities indicated in the table will be reported mainly through consultation minutes and PIU and supervision consultant reports.

3.4 Information Disclosure

For each of the targeted stakeholder group, different disclosure methods and means will be used in order to increase the disclosure level. Especially for the stakeholder consultation meetings, the meeting venue, time and date will be arranged, and that information will be announced to the public at least 14 days before the event, making sure that all community members are informed about the event. The announcement will be made through public notices in both at least one local and one national newspapers, at ASKİ's website and information postings at the offices of the mukhtars of the Project neighborhoods.

The PIU will use its institutional website and official social media accounts to share key project information with stakeholders and the public. In addition, printed leaflets and visual materials will be distributed. To improve understanding, simplified brochures summarizing environmental and social documents will be prepared. These materials will use clear language and visuals, considering the needs of groups with limited literacy or digital access.

Information will be disclosed in a culturally appropriate manner and in formats accessible to all stakeholder groups, including persons with disabilities, elderly individuals, and women.

All relevant project documents including the SEP, ESMP, and RP will be made publicly available through ASKİ's official website and/or ILBANK's platforms in both Turkish and English. The draft versions will be disclosed prior to the stakeholder consultation meeting. Following the meeting, the SEP and ESMP will be updated based on feedback received and the final versions will be disclosed accordingly. These final versions will remain publicly accessible throughout the entire project lifecycle.

3.5 Proposed Strategy to Incorporate the View of Vulnerable/ Disadvantaged Groups

For the İmamoğlu - Yedigöze Dam Water Transmission Line Project, ASKİ will take steps to ensure that vulnerable or disadvantaged groups (individuals over 65 living alone and physically/mentally disabled individuals) can access project information, share their views, and submit grievances.

Engagement with these groups will be carried out by ASKİ, in coordination with mukhtars and other relevant parties such as supervision consultant and contractor where necessary. Strategies will be applied for elderly individuals living alone and physically or mentally disabled Individuals:

- ASKİ's Coordination Center operates the 185 hotline, which is available 24/7. Through this hotline, individuals can access ASKİ's Barrier-Free Desk which provides prioritized support not only for persons with disabilities but also for elderly individuals over the age of 65. Complaints related to the project, submitted via the Barrier-Free Communication Desk, will be categorized under the project heading during ASKOM's daily evaluation meetings and directly referred to the Project Implementation Unit (PIU). In this way, an effective and daily coordination with the Grievance Mechanism (GM) system will be

ensured. ASKİ representatives will carry out home visits if needed to verbally share project information and gather grievances.

- If needed, transportation support will be considered to enable participation in SCM.

4 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

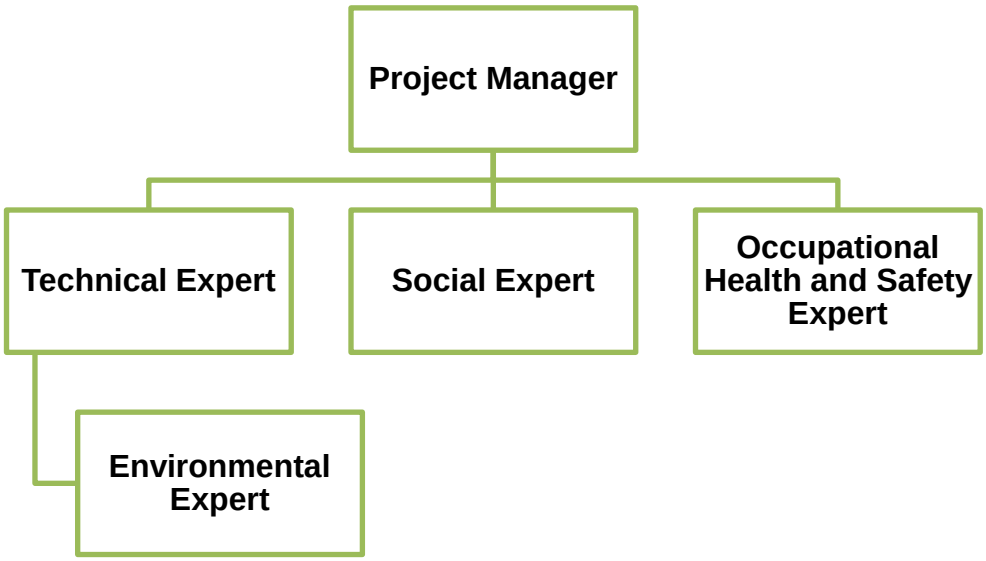
4.1 Project Implementation Unit (PIU)

The Project is component of the broader Yedigöze Drinking Water Project and is being implemented under the Municipal Services Improvement Project (MSIP) Loan provided by the World Bank. İLBANK is the Financial Intermediary (FI) for MSIP. İLBANK is designated as the Project Management Unit (PMU), serving as the primary authority responsible for the overall implementation, financing oversight, and strategic coordination of the Project.

The Project Implementation Unit (PIU) operates under ASKİ and is responsible for executing day-to-day project activities, including technical operations, environmental and social management, and stakeholder engagement. The organizational structure ensures effective stakeholder engagement, environmental and social performance monitoring, and compliance with national and international standards. The key personnel to be involved in project implementation and stakeholder engagement activities are as follows:

To ensure the effective implementation of the Stakeholder Engagement Plan (SEP), the Project Owner (ASKİ), in collaboration with relevant third parties such as the supervision consultant, contractor, E&S consultant, and İLBANK (PMU), will establish and maintain a stakeholder engagement-specific structure. Collaboration with these parties is necessary to ensure effective coordination in the field, proper implementation of environmental and social measures, continuous stakeholder communication, and a functional grievance mechanism. Key personnel will include a designated Social Expert responsible for leading SEP activities, supported by Environmental and OHS Experts as needed. These individuals will coordinate engagement activities, facilitate community consultations, respond to grievances, and ensure that stakeholder-related commitments in the ESMP and SEP are fulfilled. Responsibilities will be clearly communicated, and personnel will be selected based on their experience and capacity to manage stakeholder engagement in line with ESS10 requirements.

Figure 4-1 Organizational Chart of Project Implementation Unit



4.2 Resources

ASKİ is responsible for stakeholder engagement activities. The costs associated with the implementation of SEP-related activities (meetings, dissemination materials, digital communication activities, etc.) will be covered under the budgets allocated by the ASKİ. All the activities are carried out by the use of the human resources of the ASKİ. The Project Owner will appoint a Supervision Consultant before construction, having a range of specialties to inspect the contractor's activities. The Supervision Consultant will include specialized personnel such as a Contract Manager and a Social Expert, who will oversee SEP implementation and ensure compliance with stakeholder engagement procedures.

Additionally, the Contractor will assign a dedicated Environmental and Social (E&S) team, including at least one Social Expert, prior to the start of construction, to implement and monitor SEP requirements during the construction phase.

4.3 Management Functions and Responsibilities

The roles and responsibilities of the parties responsible for the project organizational management are provided in Table 4-1.

Table 4-1. Project Organizational Management and Responsibilities

Responsible Party	Terms of Reference
ASKİ **(Project Owner/ PIU)**	- The Project Owner is the implementer and beneficiary of this Project. - A designated stakeholder engagement team, composed of social experts, communication officers, and field staff, will manage the implementation of SEP and facilitate regular engagement with stakeholders. - The Project Owner holds ultimate responsibility for the environmental and social performance of the overall Project,

Responsible Party	Terms of Reference
	- The Project Owner will provide training to the contractor before the construction works on the implementation of the elements specified in the ESMP, SEPand RPand to the personnel, who will work during the operation period before the operation. - In addition to on-site inspections, the Project Owner will review the Environmental and Social Monitoring Reports (ESMRs) to be submitted by contractor on a monthly basis.
Supervision Consultant	The Project Owner will appoint a Supervision Consultant before construction, having a range of specialties to inspect the contractor's activities. The Supervision Consultant will appoint the personnel given below: - The Supervision Contract Manager will be responsible for inspecting the contractor to ensure that the recommendations and requirements given in the Project disclosure package are fulfilled. They will be responsible for continuously monitoring processes and actions undertaken by the contractor and for identifying the measures to be taken by the contractor to deal with any areas of non-conformity. At the same time, they check whether the necessary training is given to the personnel who will work during the construction phase. This includes periodic audits, inspections and/or on-site checks of project areas or worksites and/or records and reports compiled by contractor. - The Social/Human Resources Expert will supervise the implementation of all social measures under the Project, including the SEP, social aspects of the ESMP, and the RP. The expert will manage the Project-level Grievance Mechanism, monitor Contractor compliance with social commitments, and report regularly to the Project Owner. The expert will participate in stakeholder engagement activities and ensure all consultations are documented. A relevant university degree is required (master's preferred), with fluency in English and Turkish. - The supervision consultant will also ensure that the Contractor's SEP and GM-related duties are properly implemented, and necessary records (e.g., grievance logs, engagement records) are maintained and reported in line with the ESMP/SEP requirements.
Contractor	- The contractor will assign its own E&S team, including at least one Social Expert, to ensure on-site implementation and monitoring of SEP requirements. This team will work in close coordination with the PIU experts and report regularly on stakeholder engagement and grievance management. The contractor will submit monthly Environmental and Social Monitoring Reports (ESMRs) to the Project Owner in accordance with SEP requirements. - In case of any serious stakeholder-related issues, including grievances or incidents related to Gender-Based Violence (GBV), the Contractor will immediately inform the Project Owner. - The Contractor is also responsible for maintaining and submitting records related to stakeholder engagement, such as grievance logs and meeting records, in line with the SEP requirements.

5 GRIEVANCE MECHANISM

Stakeholder concerns documented during project consultations, including issues raised by landowners and vulnerable groups, will feed into project implementation strategies and are addressed through the Grievance Mechanism (GM) as outlined in this SEP. The main objective of the Grievance Mechanism (GM) is to ensure that all grievances, complaints, and concerns related to the project are resolved in a timely, effective, and transparent manner while strengthening accountability to affected stakeholders. This mechanism will provide multiple channels for community members, landowners, and other stakeholders to submit feedback and complaints. Anonymous grievances will be accepted and processed with the same care and confidentiality as identified submissions, in compliance with the World Bank's ESS10 standard.

Any grievances that may occur during the project will be addressed through a three-level grievance mechanism. At the first level, the GM will be undertaken by ASKİ, which will receive and address grievances from local stakeholders and PAPs. Secondly, the contractor will establish their own internal GM to manage grievances raised by subcontractors, workers, and members of the public affected by construction activities. This mechanism will also function as a Workers' Grievance Mechanism (WGM), in line with ESS2, to ensure confidential and safe reporting of labor-related issues. Thirdly, ILBANK will serve as an oversight and escalation mechanism, particularly in cases where grievances cannot be resolved.

5.1 Grievance Mechanism at ASKİ Level

A system called "ASKOM (ASKİ Coordination Center)" 185 Hotline has been established by ASKİ and operates 24/7, serves as the primary communication channel. Although the ASKOM system is not formally defined as a Project specific Grievance Mechanism, it functions as ASKİ's institutional level complaint and response platform.

All relevant contact information including phone numbers, email addresses, and service request interfaces can be found on the official website of ASKİ under the "Communication" section. All stakeholders can submit individual applications directly to the ASKİ from these channels:

Independent Social Expert

Name: Demet BÜYÜMEZ

Organization/Firm: Alter Uluslararası Mühendislik ve Müşavirlik Hizmetleri A.Ş.

Contact Information: dmtbymz08@gmail.com

Grievances will be recorded and managed by the Independent Social Expert assigned as the focal point for the Project's GRM, in coordination with ASKİ.The grievances collected regarding the Project will be recorded on the Grievance Form provided in Annex-D and then they will be registered in the Grievance Register (see Annex-F). After the grievance is closed or eliminated,

the complainant will be notified, and relevant records will be kept in Grievance Closure Form (see Annex-E).

All grievances will be logged and categorized based on their nature (e.g., environmental, social, land acquisition, construction impacts). The grievance mechanism will ensure that all stakeholders receive feedback on their complaints within a reasonable timeframe.

Grievances coming from different channels will be recorded in a single established system and will provide solutions within the time and application framework determined below.

Requests that require urgent remedy and/or support will be responded to and support given within the same day, and all outstanding grievances/requests will be recorded within two (2) business days and reviewed and assessed within ten (10) business days and concluded not later than fifteen (15) business days. Subsequently, the necessary corrective actions will be taken to resolve the grievance. A suitable resolution for the complaint will be accordingly communicated to the complainant within the two (2) business days of completing the grievance investigation phase.

The grievance mechanism will also include an appeals process for complainants who are unsatisfied with the initial resolution. If an appeal is lodged, ASKİ will conduct a secondary review, involving a Drinking Water Projects Department Manager. If the issue remains unresolved, complainants will be advised of their right to seek legal recourse.

5.2 Grievance Mechanisms at Contractor and Supervision Contractor Level

The supervision consultant and the contractor will develop separate GMs based on the following UN Guiding principles[2]:

- **Legitimate:** Enabling trust from the stakeholder groups for whose use they are intended, and being accountable for the fair conduct of grievance processes;
- **Accessible:** Being known to all stakeholder groups for whose use they are intended, and providing adequate assistance for those who may face particular barriers to access;
- **Predictable:** Providing a clear and known procedure with an indicative time frame for each stage, and clarity on the types of process and outcome available and means of monitoring implementation;
- **Equitable:** Seeking to ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a grievance process on fair, informed and respectful terms;
- **Transparent:** Keeping parties to a grievance informed about its progress, and providing sufficient information about the mechanism's performance to build confidence in its effectiveness and meet any public interest at stake;

[2] https://www.ohchr.org/sites/default/files/Documents/Publications/GuidingPrinciplesBusinessHR_EN.pdf

- **Rights-compatible:** Ensuring that outcomes and remedies accord with internationally recognized human rights;
- **Enabling continuous learning**: Drawing on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harms (through regular analysis of the frequency, patterns, and causes of grievances; strategies and processes used for grievance resolution; and the effectiveness of those strategies and processes for improving policies, procedures, etc.).
- **Based on engagement and dialogue:** Consulting the stakeholder groups for whose use they are intended on their design and performance and focusing on dialogue as the means to address and resolve grievances (through engaging regularly with affected stakeholder groups on the design and performance of the grievance mechanism to ensure that it meets their needs, that they will use it in practice, and that there is a shared interest in ensuring its success).

The social experts of the supervision consultant / contractor will be in charge from the implementation and reporting of the GM.

The Contractor will establish or use if exists their own GM before mobilization begins. A responsible person will record the grievances received at the construction site verbally or through grievance boxes that will be placed in the entrances of construction sites where local communities and workers can easily reach. GM will be applicable for employees of direct and contracted employees.

The responsible staff of Contractor will record, register and close grievances of workers and public that they received at the construction site. All records will be conveyed to ASKİ for logging and revision.

5.3 Grievance Mechanism at İLBANK Level

If stakeholders fail to reach a satisfactory solution through the channels provided above or have requests for a higher-level explanation, they will be able to reach ILBANK's communication channels.

ILBANK:

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

Phone: +90 312 508 79 79 or +90 312 508 79 90

E-mail: uidbbilgi@ilbank.gov.tr

Postal Address: ILBANK International Relations Department, Grievance Redress Mechanism Team - Emniyet Mahallesi Hipodrom Caddesi 9/21 Yenimahalle/Ankara

Table 5-1. Highlights of the GM

Step	Description of Process	Time Frame	Responsibility
GM Implementation Structure	Complaints can be submitted through ASKİ's designated channels,	Continuous	ASKİ (PIU)

Step	Description of Process	Time Frame	Responsibility
	including hotline, email, and postal service.		
Grievance Uptake	Grievances can be submitted via: -Hotline: 185 -Website: www.adana-aski.gov.tr -Official letter -Email: info@adana-aski.gov.tr	Continuous	ASKİ (PIU), Contractor
Sorting & Processing	Grievances will be categorized (e.g., environmental, social, land acquisition, construction-related).	Upon receipt of complaint	ASKİ (PIU), Contractor
Acknowledgement & Follow-up	Receipt of the grievance will be acknowledged by ASKİ within 2 business days.	Within 2 business days of receipt	ASKİ (PIU)
Verification, Investigation, and Action	Investigation will be conducted based on the nature of the complaint. Resolutions will be developed in coordination with relevant project teams.	Within 10 business days	ASKİ (PIU), Contractor
Provision of Feedback	Complainants will receive feedback regarding the resolution of their grievance.	Within 15 business days	ASKİ (PIU)
Monitoring & Evaluation	Data on grievances will be collected and analyzed periodically to assess trends and improve project engagement.	Quarterly during construction Yearly during operation	ASKİ (PIU)

5.4 National Grievance Channels

CİMER is a centralized grievance channel that allows citizens to report issues related to public institutions and projects. Complaints submitted to CİMER are forwarded to the relevant authorities for resolution.

CİMER:

Website: https://www.cimer.gov.tr/

Hotline: 150

Phone: +90 312 590 20 00

Postal Address: T.C. Cumhurbaşkanlığı Külliyesi, Beştepe/ANKARA

Fax: +90 312 473 64 94

YİMER (Foreigners Communication Center) provides a grievance channel specifically for foreign residents and refugees in Türkiye. Complaints submitted to YİMER are forwarded to the relevant authorities for resolution.

YİMER:

Website: www.yimer.gov.tr

Hotline: 157

Phone: +90 312 157 11 22

Postal Address: T.C. Cumhurbaşkanlığı Külliyesi, Beştepe, ANKARA

5.5 SEA/SH-Specific Provisions in the Grievance Mechanism

Although the risk of Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) is considered low for this project, the GM will include provisions to handle such cases confidentially and ethically. Information about the SEA/SH grievance mechanism will be delivered through trained ASKİ personnel assigned at the project site (e.g., social experts, field staff, or communication officers). These trained personnel will conduct face-to-face awareness sessions with all project workers and local stakeholders to ensure that everyone understands their rights, available channels for complaints, and the principles of confidentiality.

The following steps should be outlined the Confidential Grievance Handling Protocol:1) Reports related to Sexual Exploitation and Abuse (SEA) or Sexual Harassment (SH) shall be received only by personnel who are specifically trained and authorized to handle such cases (e.g., the designated Social Expert or responsible staff assigned under the Project).

2) Upon receipt of a complaint, and only with the explicit consent of the survivor, the case will be referred directly to the social expert responsible for the Project within the PMU within 24 hours, without any preliminary assessment of the content.

3) Information related to the complaint will be shared only with the Head of PIU, and only when necessary. No other individuals or institutions have access to the case details under any circumstances.

4) The survivor’s identity will be strictly protected, and at no point shall the survivor be confronted with the alleged perpetrator.

5) Referrals will be made to psychosocial support, legal aid, and medical services as needed, in line with the survivor’s informed consent.

This protocol is designed in compliance with World Bank ESS10 and Good International Industry Practice (GIIP) and adopts a survivor-centered approach to ensure confidentiality, dignity, and the protection of affected individuals.

In accordance with World Bank ESS10 and good international practice, the following provisions will be integrated:

- Anonymous reporting options, including grievance boxes in the construction site and phone hotline,

- A Confidential Grievance Handling Protocol that protects the identity and dignity of complainants. Protocol should include a survivor centered approach, offering immediate referral to psychosocial support services, legal aid, and, if needed, medical assistance.
- Training of Social Expert or Responsible on gender sensitivity, non-judgmental listening, and trauma-informed approaches to manage SEA/SH-related grievances appropriately.

6 MONITORING AND REPORTING

6.1 Summary of How SEP Implementation will be Monitored and Reported

PIU will monitor the SEP activities throughout the lifetime of the Project. Following the disclosure of this SEP, it will be updated based on stakeholder feedback. Communication tools included in the SEP but not accepted by the stakeholders will also be updated with feedback. In addition, SEP will be updated in case of major changes that may arise in the scope of the Project. Apart from these, a summary of the implementation of the grievance mechanism will be published on the ASKİ website (www.adana-aski.gov.tr) after removing the identity information of the persons to protect their identity.

The contractor will deliver ESMRs to PIU monthly. After reviewing these ESMRs, the Project Owner will submit the ESMRs on its environmental and social performances to ILBANK as quarterly, along with a summary of the grievances and how they are resolved, including the grievance logs, together with the Grievance Register. The grievance mechanism established for the Project is intended to be used effectively and the statistical summary of the outputs of the grievance mechanism will be reported to PMU. Thus, the topics that the complaints are concentrated on, the number of complaints, solutions and timing will be tracked through the database and the Grievance Register provided in Appendix-E.

The key performance indicators to be used during the implementation of this SEP are set out in Table 6-1.A budget has been allocated for the implementation of this SEP, including monitoring activities, as detailed in the Resettlement Plan, with continuous monthly monitoring estimated at 100,000 TRY and to be conducted by ASKİ (Independent Social Expert).

Table 6-1. Key Performance Indicators (KPI) and monitoring actions – Stakeholder Engagement

No	KPI	Goal	Project Phase	Monitoring Measures	Assessment Frequency

1	• Number and type of grievances, including the following details:
	  ○ Gender, province, category of grievance, status of grievances (closed, pending, resolved), etc.
	  ○ Number of invalid grievances
		• Decrease in number of grievances received
		• Increase in grievance closeout rate (closed grievances /total number of grievances)
		• Decrease in time of grievance closeout
			Construction and Operation	Database	Monthly (Construction)
					Biannually (Operation)

2	• Number of grievances responded in the target timeframe of 15 business days	• 90% target	Construction and Operation	Database	Monthly (Construction) Biannually (Operation)
3	• Providing feedback to stakeholders on the implementation of the GM (the number and type of consultations, number of participants, type of stakeholders engaged etc.)	• Regular reporting to stakeholders on the results of the GM	Construction and Operation	Reporting	Quarterly (Construction) Biannually(Operation)
4	• Number of Planned Stakeholder Engagement Activities • Type of planned Stakeholder Engagement Activities • Number of participant stakeholders • Type of participant stakeholders • Activity records, meeting minutes, participant records and related reports, documents, etc.	• Increase in the number of activities carried out • Increase in the number of participants • Increase in the number of different types of stakeholders (as group or person)	Construction and Operation	Reporting	Monthly (Construction) Biannually (Operation)

* The assessment frequency has been determined in line with the project's internal monitoring commitments. However, weekly internal checks by the contractor and project units should be recommended to ensure timely submission and effective resolution of grievances.

6.2 Reporting Back to Stakeholders

Effective stakeholder engagement requires a continuous feedback loop to ensure transparency and maintain trust among all involved. Stakeholder feedback will be documented and systematically reviewed to ensure that concerns and recommendations are integrated into project implementation. A designated stakeholder engagement team within ASKİ, composed of social experts, communication officers, and field staff, will be responsible for collecting, analyzing, and responding to stakeholder inputs. This will ensure that reporting mechanisms are not only informative but also participatory.

A limited number of communication methods that are feasible and sustainable within ASKİ's operational capacity will be prioritized. These include stakeholder meetings, official notices through community leaders (e.g., mukhtars), and digital channels such as the institutional website and email. These methods include:

- **Stakeholder Consultation Meetings & Community Consultations:** Periodic Quarterly meetings will be held with affected communities, landowners, and relevant authorities to provide updates on the project status, address new concerns, and gather feedback on mitigation measures.
- **Official Notifications:** Written notices (e.g., through local authorities such as mukhtars) will be used to inform stakeholders—particularly landowners and community representatives—about significant project developments.
- **Digital Communication Channels:** Information regarding project updates, environmental and social monitoring reports, and responses to stakeholder inquiries will be shared via ASKİ's official website, other relevant digital platforms, and via email.

These communication channels were identified in consultation with ASKİ and are considered feasible within its institutional capacity. Other methods (e.g., printed brochures, public posters) may be considered if a specific need arises during implementation.

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APPENDIX – A Reconnaissance Photo

APPENDIX –B-1 Individual Consultation Form

ADANA ASKİ	**ADANA ASKİ** *Imamoglu - Yedigoze Dam Water Transmission Line Project*			
	INDIVIDUAL FORM			
Form Completed by:			Date and Time:	
Subject of Interview:				
1. MEETING DETAILS				
Interviewed Entity:			Mode of Communication ☐	
Name-Last Name of the Interviewee:			Telephone / Toll Free Number ☐	
Telephone:			Face-to-Face Meeting ☐	
Address:			Website / E-mail ☐	
E-mail:			Other (Describe) ☐	
Type of Stakeholder				
☐ Government Authorities	☐ Local Communities	☐ The Contractor	☐ NGOs	☐ Vulnerable Groups

☐ Affected Persons (PAPs)	Other (please specify):			
2. INTERVİEW DETAILS				
Project-related questions:				
Project-related concerns/feedback:				
Responses to the views provided above:				

Recorded by
Name/Last Name:

Signature:

Complainant's
Name/Last Name:

Signature

Appendix B-2: Public Consultation Meeting Record Template

Project Title: İmamoğlu - Yedigöze Dam Water Transmission Line Project

Date of Meeting:

Time:

Location:

Meeting Type: Public Stakeholder Consultation Meeting

1. Organizer Information

Organizer Entity	Contact Person	Title	Contact Details
ASKİ (PIU)			

2. Presenters

Name	Organization	Title	Presentation Topic

3. Participant List

Name	Affiliation	Contact (Optional)	Signature (If Applicable)

(Attach a separate attendance sheet if necessary.)

4. Summary of Presentation(s)

- Overview of the Project and current status
- Environmental and Social risks and mitigation measures
- Grievance Mechanism introduction
- Rights of Project Affected Persons (PAPs)

5. Questions / Comments Raised

Participant Name	Question / Comment	Respondent	Response Summary

6. Stakeholder Type (check one)

☐ Government Institution ☐ Affected Person (PAP)

☐ Local Authority ☐ Vulnerable Groups

☐ NGOs ☐ The Contractor

☐ Other (please specify):

7. Documents Shared

- Printed brochures (ESMP summary, SEP info)

- PowerPoint slides

- GM leaflet

7. Key Outcomes / Agreed Actions

- Community members asked for improved communication via mukhtars

- ASKİ agreed to notify residents 15 days prior to major works

- Additional meeting to be planned in [location]

Form Completed by: [Name, Title]

Signature: _____

Date:

APPENDIX –C Sample Grievance Form

ADANA ASKİ	**ADANA ASKİ** *Imamoglu - Yedigoze Dam Water Transmission Line Project*
	GRIEVANCE FORM

Form Completed by:	Date and Time:
Subject of Meeting:	

1. PARTICULARS OF THE COMPLAINANT

Name-Last Name:	**Grievance Communicated by:**
TR ID No:	Telephone / Toll Free Number ☐
Telephone:	Face-to-Face Meeting ☐
Address:	Website / E-mail ☐
E-mail:	Other (Describe) ☐

Type of Stakeholder

Government Authorities ☐	Local Communities ☐	The Contractor ☐	NGOs ☐	Vulnerable Groups ☐

☐ Affected Persons (PAPs)	☐ Other (please specify):			
2. DETAILED INFORMATION ON THE GRIEVANCE				
Description of the grievance:				
Solution method requested by the complainant				

Recorded by:

Name-Last Name/Signature

Complainant's

Name-Last Name/Signature

APPENDIX –D Sample Grievance Closure Form

ADANA ASKİ	**ADANA ASKİ** *Imamoglu - Yedigoze Dam Water Transmission Line Project*
	GRIEVANCE CLOSURE FORM

Form Completed by:	Date:
1. DETERMINATION OF THE CORRECTIVE ACTION	
1	
2	
3	
4	
5	
Responsible Departments	
2. GRIEVANCE CLOSURE	
This section will be completed and signed by the complainant, if the grievance provided in the Grievance Log Form is remediated.	

Grievance Closure Date:

Grievance Closer's Full Name/Signature:

Complainant's Full Name/Signature:

APPENDIX –E Sample Grievance Register

Complaint Register Number	How Complaint is Received (Grievance Form, Community Meeting, Telephone)	Level of Grievance (Municipality/Utility Level, Regional ILBANK Office, ILBANK HQ Level)	Date of Complaint Received	Location of Complaint Received	Name of Person Receiving Grievance	Land Parcel # (If complaint is related to land)	Complainant Information					Project Component Related to Complaint	Grievance Category (expropriation/land acquisition related, environmental issues,	Complaint Summary	Grievance Status (open, closed or pending)	Action Taken				Supporting Documents for Grievance Closeout (bank receipt for compensation, grievance closure
							Name/Surname	ID Number	Telephone/ e-mail	Village-District	Gender					Responsible Person/Department	Action Planned	Due Date of the Addressing the Grievance	Date of Action Taken	

Source: ILBANK Grievance Register Table