Republic of Serbia

Ministry of Construction, Transport

and Infrastructure

Nemanjina 22-26, 11000 Belgrade

PROJECT LEVEL STAKEHOLDER ENGAGEMENT PLAN

(SEP)

for the

PHASE 1 OF THE MULTI-PHASE PROGRAMMATIC APPROACH

Railway Sector Modernization Project

In the

Republic of Serbia

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ABBREVIATIONS

CGD	Central Grievance Desk
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GM	Grievance Mechanism
GoS	Government of Serbia
GRS	Grievance Redress Service
IZS	Infrastructure Zeleznice Srbije
LGAD	Local Grievance Admission Desk
MCTI	Ministry of Construction, Transport and Infrastructure
MoF	Ministry of Finance
NGO	Non-Governmental organization
OG	Official Gazette
OHS	Occupational Health and Safety
OIP	Other Interested Parties
PIT	Project Implementation Team
PIU	Project Implementation Unit
PSEP	Project Level Stakeholder Engagement Plan
RD	Railway Directorate
RPF	Resettlement Policy Framework
RS	Republic of Serbia
SC	Srbija Cargo
SOE	State Owned Enterprise
SPSEP	Sub-Project Level Stakeholder Engagement Plan
SV	Srbija Voz
WB	World Bank

GLOSSARY

Consultation: The process of sharing information and getting feedback and/or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

Environmental and Social Standards (ESSs): The 10 Environmental and Social Standards (ESSs) setting out the requirements that apply to all new World Bank investment project financing enabling the World Bank and the Borrower to manage environmental and social risks of projects.

Project: Refers to the Rail Modernization Project supported by the World Bank and implemented by the Ministry of Construction, Transport and Infrastructure through a Project Implementation Unit (PIU) and technically supported by Project Implementation Teams (PITs) housed under Infrastrukture Zeleznice Srbije (IZS), Srbija Cargo (SC) and Srbija Voz (SV) respectively.

Project Affected parties: includes those affected or likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities.

Other interested parties: refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women`s organizations, other civil society organizations, and cultural groups.

Stakeholders: Collective reference to individuals or groups who: (a) are affected or likely to be affected by the project (*project-affected parties*); and (b) may have an interest in the project (*other interested parties*).

Stakeholder engagement: is the continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It takes into account the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges. Engagement begins as early as possible in project preparation because early identification of and consultation with affected and interested parties allows stakeholders views and concerns to be considered in the project design, implementation, and operation

Recalibrating Stakeholder engagement: Adapting activities of stakeholder engagement in the times of the COVID-19 pandemic and the need for physical distancing

Project level Stakeholder Engagement Plan (PSEP): This Plan document prepared to guide development of sub-project specific SEPs, and ensure effective stakeholder engagement while transitioning towards them.

Sub-project level Stakeholder Engagement Plan (SPSEP): Sub-Project specific document assisting in effective engagement with stakeholders throughout the life of the project and specifying ground rules who, when, why and how should be receiving information, providing feedback and be meaningfully consulted. These will be prepared as soon as the specific locations, technical and technological details, stakeholder groups, and schedule of activities are known.

1. INTRODUCTION

1.1 Project Description and Context

Since 2013, the Government of the Republic of Serbia (GoS) has increased its focus on investments in railways, by allocating new financial resources. The World Bank (The Bank), as a trusted partner, who had supported important elements of Serbia's railway reform in the past, was asked to invest in the implementation of the Serbia Railway Sector Modernization Project (Hereinafter: The Project) for continuation of institutional, physical and operational modernization of the railway sector.

The Project is designed to achieve its objectives through three (3) Components.

Component 1. Infrastructure Investments and Asset Management. Under this Components some of the following activities are planned (others are yet to be identified):
The interventions will include but are not limited to

- renewal of existing lines and high-risk rail level crossing crossings
- track renewal on several railway sections (regular maintenance of the left track from the Pancevo bridge to Pancevo main railway Belgrade center - Pancevo Main - Vrsac - state border,
- regular maintenance of the tracks on the section Belgrade Center - Crossroads Pancevo Bridge - tunnels "Stadion" and "Vracar",
- regular track maintenance on the part Belgrade Center - Crossroads G - tunnel "Dedinje",
- regular maintenance of the Triangle track: Karadjordjev Park crossroads - Dedinje crossroads - "midfield" tunnel and
- rehabilitation of parts of the tunnels structure according to the study of the tunnel "Dedinje", "Stadion" and "Vracar),
- construction of the triangle between the magistral rail Subotica-Bogojevo – state border and regional rail Novi Sad-Odzaci-Bogojevo,
- construction of main railway station - Belgrade Centre (Prokop),
- procurement and installation of 4 measuring stations,
- development of technical documentation for phase 2 and 3 MPA and Asset Management.

Component 2. Institutional Strengthening and Project Management. Activities under this component will focus on further institutional transformation of the rail sector and introduction of changes necessary to deepen and intensify recent reforms. Implemented activities should ensure sustainability of the recent reforms by further corporatization and commercialization of the sector

Component 3. Railway Modernization Enablers. This activity will initiate the structured planning of intelligent railway systems in the Serbian railways. finance the preparation of an SMS action plan and the implementation of selected SMS interventions, commissioning of a study on how new passenger services will integrate with existing and future urban transport, support efficient and sustainable urban land use, and reinforce economic development and will finance technical assistance to Serbia Cargo for the introduction of business process support systems, financial reporting systems, and document management systems

1.2 Purpose and justification for the PROJECT LEVEL SEP

Operations and activities for which the World Bank`s Investment Project Financing (IPF) is sought after October 1,2018, fall under the application of the Environmental and Social Framework (ESF)[1]. The ESF comprise, inter alia, the 10 Environmental and Social Standards which set out mandatory requirements for the Borrower and the Project. Under the ESS10, a Stakeholder Engagement Plan (SEP) should be developed prior to Project appraisal that sets out the principles and procedures for stakeholder engagement in a manner that is consistent with ESS10. Where the design and location of the subproject cannot be known during project preparation, as is the case for this project, **a Project level Stakeholder Engagement Plan (PSEP) - this document** should be prepared by the Borrower, reviewed and approved by the World Bank and publicly disclosed and consulted before Project Appraisal.

In response to the commitment of the GoS to comply with the ESF and WB Requirements, the Government of the Republic of Serbia has developed this PSEP laying out the approach to meeting the objectives of World Bank ESS 10: Stakeholder engagement.

Specifics such as project location, technical and technological details, and other key factors are not known and will be decided at a future date, which is why a project level stakeholder engagement Plan (SEP) is deemed appropriate. The PSEP will guide the development of sub-project specific SEPs, as soon as the specific locations, stakeholder groups, and schedule of activities are known. This is part of an iterative process in communicating with stakeholders who may be affected by or might be interested in the Project throughout its life cycle. To allow uptake of Stakeholders concerns and problems during the project planning stage a fully functional Grievance Mechanism is developed and presented in details in chapter 9.

In order to meet best practice approaches, the project through implementation of this PSEP and the SEPs will apply the following principles for stakeholder engagement throughout the project cycle:

- *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 stakeholders' feedback, for analyzing and addressing comments and concerns;
- *Inclusiveness and sensitivity*: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times 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, in particular women, youth, elderly and the cultural sensitivities of diverse ethnic groups.

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[1] The ESF is accessible at - https://www.worldbank.org/en/projects-operations/environmental-and-social-framework. Lates accessed on July 21, 2020

1.3 Scope and structure of the PSEP

The stakeholder engagement will be integrated into project's environmental and social performance and project design and implementation. The scope of the PSEP follows the World Bank's ESS10 requirements. The adequacy of the engagement methods shall be part of the Monitoring & Evaluation (M&E) segment of the Project.

1.4 Summary of potential environmental and social impacts

The potential project level environmental and social impacts, as identified in the ESMF likely to be the adverse and beneficial impacts of the project and the focal topics for stakeholder engagement activities, include, but are not limited to:

- Permanent and temporary acquisition of land,
- Physical or economic displacement, loss of assets, loss of livelihood and related compensation procedures,
- Temporary restriction in access to land,
- Labor influx,
- Temporary diversions and closure of rail routes and access roads,
- Community health and safety form construction works,
- Potential impacts on air quality due to movement of vehicles and equipment, earthworks, open piles of topsoil and spoil, and the operation of combustion engines and/or,
- Noise, dust, waste generation and traffic disturbance from construction vehicles and machinery,
- Generation of local income through the recruitment of workers from local communities to the project.
- The Project`s added value and community benefits and support.

The Sub-project specific SEPs will elaborate on the details of impacts of relevance to affected and interested parties and will tailor messages accordingly.

1.5 Project Locations

This project will be implemented nationwide. While some of the Sub-Projects locations mostly in terms of geographic location are generally known, a large number still remains to be identified as do the technical and technological details. Geographically the Project will be implemented countrywide. Although the locations are identifiable details on the activities are not fully known which does not allow sharing of information and requiring feedback from the stakeholders.

1.6 National Legislation Requirements

The commitments and requirements of the Republic of Serbia to citizen engagement are not residing under a single self-standing law or regulation. However, the recognition of importance of citizen engagement is infused in the legal system and clearly recognized by mandatory procedures provided under individual laws. Serbia having acquired the EU candidate country for membership status, is taking a huge effort to reach

environmental standards in line with the EU acquis which extends to issues of stakeholder and citizen engagement as well.

From the highest legal act down to an ample normative framework comprising the Serbian legal system, a strong commitment and openness to stakeholder engagement is evident. Key laws governing the stakeholder and citizen engagement activities include, but are not limited to:

The Constitution of the Republic of Serbia (2006) proclaims the rule of law and social justice, principles of civil democracy, human and minority rights and freedoms, and commitment to European principles and values. The Article 74 proclaims the right to healthy environment and grants the right to timely and comprehensive information on the state of the environment.

The Law on free access to information of public interest (2004) states that governmental agencies, social associations and officials are required to provide each person with the possibility of receiving and becoming acquainted with documents of public interest, except in cases anticipated by law. shall govern the rights of access to information of public importance held by public authorities, with a view to exercising and protecting the public interest to know and attaining a free democratic order and an open society. By virtue of this Law access to information shall be granted to all stakeholders, including every natural person or legal entity upon written request unless otherwise regulated by the Law. Within 15 days of receipt of a request at the latest, the authority shall inform the applicant whether the requested information is held, and grant him/her access to the document containing the requested information or issue or send to the applicant a copy of the document, as the case may be

Law on Public Information and Media (2014) stipulates that public information is free and is not subject to censorship, that the public has the right and the interest to be informed on issues of public interest, that monopoly in the media is not allowed, that information on the media is public.

The Law on Environmental Impact Assessment (2004 as amended in 2009) provides categorization of industries and projects and identifies types of environmental assessment required against respective categories of industries or projects and provides procedures for disclosure, presentation and consultation requirements, and sets these as mandatory with a disclosure minimum of a minimum of 20 days.

The Republic of Serbia ratified **the Aarhus Convention on Access to information, public participation in decision-making and access to justice in environmental matters** and it links environmental and human rights and is based on the 8 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.

Other stakeholder engagement, disclosure and transparency requirements within certain topics and sectors are embedded in the applicable laws regulating each of the treated subject. They are broadly compliant to the requirements of ESS10 but have certain shortcomings when it comes to active outreach and continuous engagement strategies.

1.7 World Bank's Environmental and Social Standard on Stakeholder Engagement (EES10)

The World Bank's ESS 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". Specifically, the ESS10 requires the following:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will 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 and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not." (World Bank, 2017: 98).

In certain instances where the specifics for creating a detailed Stakeholder Engagement Plan are not available, a stakeholder engagement framework (SEF) may be adopted. The SEF will guide the development of an SEP, as soon as the specific locations, stakeholder groups, and schedule of activities are known. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEF, including on the identification of stakeholders and the proposals for future engagement.

2. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITISES

The specific nature of the Project required a broad engagement with various project stakeholders with main discussions between the World Bank and the Government, institutional and sector specific institutional Stakeholders. The preparation of the Project was affected by the unparalleled constrains the global COVID-19 pandemic imposed to travels and face-to-face meetings.

The specific stakeholder engagement activities that have taken place during Project preparation include:

- Numerous discussions and communication exchange between the World Bank and government agencies at the national, regional and local level;
- Communication and meetings with other national and international donors working in the rail sector;
- Review of project preparation status with representatives from the Ministry of Construction, Transport and Infrastructure and including safeguard documentation;
- Multiple meetings and communication exchange with the Infrastructure Zeleznice Srbije discussing the Project design, investment priority needs;
- Multiple meetings and communication exchange with Srbija Cargo discussing the Project design;
- Multiple meetings and communication exchange with Srbija Voz discussing the Project design.

While the project plans to conduct an active engagement with non-state stakeholders during implementation as soon as the preparation of subprojects starts, a gender in transport survey was conducted during preparation and feedback received from female population has been used for the design of the project. The

feedback received includes the development of passenger rail services which many poorer female population in particular those in rural areas consider would significantly improve their mobility and socioeconomic conditions as rail services typically provide lower cost and safer means of transport. In addition, an active media campaign was conducted to inform the general public about the project. An active stakeholder engagement will be conducted following approaches provided in this SEP once the project implementation starts and their feedback will be incorporated into the design of project activities.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

ESS 10, read in conjunction with ESS1, recognizes the following categories of stakeholders:

1) **Project Affected Parties**. These includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, wellbeing, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities. They are the individuals or households most likely to observe/feel changes from environmental and social impacts of the project.

2) **Other Interested parties (OIPs)** refers to: individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups. The stakeholder identification has been expanding to a wider area than the project will affect, since the locations have not all been identified and important details of project activities are still under development.

3) **Disadvantaged/Vulnerable Individual or Groups.** Includes those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon whom they depend.

3.1 Project Affected Parties

The Project Affected Parties of the Project are likely to extend over the following groups of stakeholders:

- Passengers;
- Freight companies,
- Locomotive operators,
- Persons residing in areas were Sub-project specific works will be executed
- Persons affected by land acquisition and resettlement,
- Women benefitting from a new HR strategy for SOE railway sector companies
- Vulnerable group

- The Ministry of Construction, Transport and Infrastructure (MCTI)

- The Railways Directorate (RD)

- Serbian Railways Infrastructure (IZS)

- Serbia Voz

- Serbia Cargo

- Serbian Railways AD

- Private rail cargo operators

The sub-project specific SEPs to be prepared at later stages will expand the list of projects affected parties and include for each sub-project those likely adversely by the project activities. These may also include parties affected by beneficial impacts, but the focus of engagement shall lie on drivers of the adverse impacts.

3.2 Other Interested Parties

'Other Interested Parties' constitute 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. Accordingly, there are a number of other stakeholders who have a stake, have expressed, or may express interest due to a variety of reasons. They include project implementing agencies, project partners, political institutions, service providers, host communities, civil society organizations, NGOs, religious institutions, political authorities, academic institutions, and project beneficiaries.

3.3 Disadvantaged or Vulnerable Individuals or Groups

Of particular importance is to understand whether adverse project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, or they are likely to be excluded/unable to access Project benefits. Such groups may often not have a voice to express their concerns or understand the impacts of a project. This PSEP shall ensure that disadvantaged or vulnerable individuals or groups, relevant to the project, are identified, that their particular sensitivities, concerns and barriers to project information are assessed and that they fully understand project activities and benefits and participate in consultation processes. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

The specific details of groups and individuals vulnerable to impacts from the project are not yet known since the details of locations and technological issues of activities are still to be identified. The drivers of vulnerability will be in details assessed and identified during development of the sub-project specific SEPs. Based on the initial screening some of the identified groups may include:

- Retired elderly and people with disabilities and chronical disease;

- Single parent headed households, male and female;
- People with low literacy and ICT knowledge,
- Economically marginalized and disadvantaged groups,
- Persons living below the poverty line
- Women.

Vulnerable groups affected by the project will be further confirmed through the process of preparation of sub-project specific SEPs and consulted through dedicated means, as appropriate.

As the Program addresses passenger rail services, there would be scope for improved mobility for people in rural areas, people with disabilities, and/or the elderly to gain better access markets and jobs. It will be important to analyze the gender implications of the Program, as women's experiences with transport systems differ from those of men, particularly as related to decision-making, facilities planning, safety, reliability, affordability, and accessibility. With the Bank's technical advice, the GoS is currently finalizing a country-wide Gender in Transport study. This study analyzes gendered mobility patterns of transport users, with a view to enhance transport service provision for men and women alike, and to create better access to employment opportunities for females and improve their workplace advancement. The study's findings will be incorporated into a Transport Strategy for Serbia and its associated action plan, to be produced in 2020 with support from a World Bank Reimbursable Advisory Service[2], and the proposed MPA would operationalize the study's recommendations insofar as railway transport is concerned. Taking this into consideration targeted messages will be planned to adequately address women taking into consideration their specific interest and engagement needs (related to child and home care, work and household choruses and alike).

3.4 Summary of stakeholder engagement needs and Analysis of their Interest and Influence

Identified stakeholder groups and their level of influence cross-referenced with their interest they may have in the project will determine the type and frequency of engagement activities necessary for each group. Using the color coding of interest and influence matrix below will help determine where to concentrate stakeholder engagement efforts and why.

The table below identifies the key stakeholder groups and categories, the nature of their interest in the project and their level of interest in and influence over the project and is based on the color code in the matrix below

Table 1: Influence and interest matrix

Level of Influence

High	Involve/engage	Involve/Engage	Partner
Medium	Inform	Consult	Consult
Low	Inform	Inform	Consult

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[2] Improving Serbia's Transport Sector Performance: Policy Options for the Future (P171975).

| Low | Medium | High | Level of Interest |

Table 2: Level of stakeholder engagement based on their level of interest and level of influence

Project Stakeholder Group			Nature of interest	Level of interest	Level of Influence	Level of engagement
Project Affected People	Individuals	Local population along railway routes, stations, junctions	Interest in potential impacts during civil works, duration of civil works, traffic management plan.	High	Medium	Consult
		Local population whose businesses/livelihoods in and around subprojects is temporarily or permanently affected	Interest in project impact on their livelihoods and understanding the compensation procedure and additional support and assistance in restoration of living standards	High	Medium	Consult
		Passengers	Concerns about disruption of traffic, interested in alternative lines during rehabilitation works on the line	High	Low	Inform
		Commuters	Avoid adverse impacts from diversion of traffic, in expectation of efficient and safe transport service	High	Medium	Consult
		Tourists (national and foreign)	Concerns about accurate information on construction and rehabilitation works affecting their travel itinerary	High	Low	Inform
	Communities	In the project areas of Sub-Projects e.g Belgrade (inhabitants of Vozdovac, Senjak, Palilula etc), Pancevo, Bogojevo etc.	Concerns about community health and safety, traffic construction related impacts (noise, dust, damages, emissions, vibrations)	High	Medium	Consult
	Legal Entities	Private operators for freight transport	Concerns about disruption in carrying out the circle of freight transport	High	Low	Inform
		In the project areas of Sub-Projects	Concerns about disruption of business and operation activities	High	Low	Infrom

Project Stakeholder Group			Nature of interest	Level of interest	Level of Influence	Level of engagement
	Government Agencies and institutions	Infrastructure Zeleznice Srbije (IZS)	High expectations on timely implementation to receive benefit from economic development, lower costs and time savings, safety, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities. will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities	High	Medium	Consult
		Srbija Cargo	High expectations on timely implementation to receive Benefit from economic development, lower costs and time savings, safety, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities. will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities	High	Medium	Consult
		Srbija Voz	High expectations on timely implementation to receive benefits from economic development, lower costs and time savings, safety, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities. will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities	High	Medium	Consult
Other Interested Parties		Ministry of Finance	Loan Agreement oversight	High	High	Partner
		Ministry of Construction, Transport and Infrastructure (MCTI)	Main counterpart of the WB for Project implementation and permitting authority	High	High	Partner
		PIU hosed by MCTI	Project management and implementation, oversight, reporting, financial, environmental and social risk	High	High	Partner

Project Stakeholder Group			Nature of interest	Level of interest	Level of Influence	Level of engagement
Other Interested Parties	Government Agencies and institution		management, grievance management, SEP implementation and coordination			
		Local Governments (including line departments: land management, economic development, environment)	Serve as first point of contact, conduct field outreach, facilitate two-way communication	Medium	Low	Inform
		Various Government Inspections such as Labor, Construction etc/	Interested in enforcement of legal requirements in all aspects of project implementation with emphasis during construction activities.	High	Medium	Consult
		The World Bank	Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project	High	High	Partner
		Academic institutions (e.g. Faculty of transport and Traffic Engineering	Potential concerns over regarding environmental and social impacts and project designs

The project may provide a knowledge sharing avenue | Medium | Low | Inform |
| | | Rail transport associations, NGO s | Interested in project benefits Interest in procurement and supply chain, potential environmental and social as well as community health and safety | Medium | Low | Inform |

Project Stakeholder Group			Nature of interest	Level of interest	Level of Influence	Level of engagement
Other Interested Parties						
	IFI	National and international Contractors and Engineering Consultancies	Interested in participating in various bidding procedure	High	Medium	Consult
	Academia			Medium	Low	Inform
	Associations, NGO	Low-skilled, semi-skilled and high-skilled workers	Positive externalities beneficiaries through potential employment opportunities	High	Low	Consult
	Media	National media (Radio, TV, Newspaper)	Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement	Medium	Low	Inform

Project Stakeholder Group			Nature of interest	Level of interest	Level of Influence	Level of engagement
Vulnerable group	Individuals	Retired, elderly and people with disabilities and chronical disease; Single parent headed households, male and female; People with low literacy and ICT knowledge; Economically marginalized and disadvantaged groups; Persons living below the poverty line; Women	Interested in accessibility, affordability of project investments and how the project will affect them (e.g. cost of railway travel after project implementation)	High	Low	Consult

3.5 Stakeholder expansion

Each sub-project SEP will need to revisit the list of stakeholders and verify if there is a need to expand the list and engage with other stakeholders in course of the Project. This will be facilitated by filling out the stakeholder expansion questionnaire below at critical points during Project implementation but mandatory during preparation of respective subprojects. A potential update will be part of the Monitoring & Evaluation (M&E) segment of the Project.

Table 3*: Expansion and update questionnaire*

STAKEHOLDER EXPANSION AND UPDATE NEED QUESTIONNAIRE	
□ YES □ NO *If No the Project needs to expand the Stakeholder list*	Is our current list focused on relevant stakeholders who are important to our current and future efforts? *(Answers should be based on knowledge of the Project, feedback received and grievances registered tackling inadequate outreach, real or perceived exclusion and feedback during their Engagement)*
□ Yes □ No *If No the Needs assessment should be revisited or a supplementary conducted and Stakeholder list revisited*	Do we have a good understanding of where stakeholders are coming from, what they may want, whether they would be interested in engaging with the Project, and why? *(The answers should be based on the frequency of stakeholders approaching through communication channels other than the Projects, with suggestion for inclusion of groups or eligible activities etc.)*
□ Yes □ No *If No the Stakeholder list should be revisited as well as admission and evaluation criteria should be revisited*	Does the current engagement strategy adequately covers vulnerable groups? *(Answers should be based on the result of the feedback received through on-going consultations, Grievance log, and mid-term review of stakeholder engagement during project implementation)*

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4. STAKEHODLER ENGAGEMENT PROGRAM

4.1. Purpose and timing of stakeholder engagement program

The main goals of the stakeholder engagement program is to inform, disclose and consult on various project documents and activities early on to establish a dialogue with Project Stakeholders form project planning though implementation and operation. All safeguard documents prepared in anticipation and in expectation of the financing agreement from the World Bank will be disclosed and consulted on before Project Appraisal takes place. In anticipation of site specific SEPs drafts of ESF documents (i.e. ESMF, ESCP, LMP, RPF and Project level SEP) will be publicly disclosed at least 15 days before Public Consultations on the websites of the implementing agency and WB. The disclosure packages will include:

- Project announcements,

- Brief description of Project,

- Description of public consultation arrangements (time, place…)

- Ways of submitting comments and feedback

- Key deadlines

- The respective draft ESF documents

Project information and schedule of activities will be sj with what periodicity, and what decision is being undertaken on which people's comments and concerns. If decisions on public meetings, locations, and timing of meetings have not yet been made, provide specific information on how people will be made aware of forthcoming opportunities to review information and provide their views

4.2 Proposed Strategy for Disclosure

ESF documents (i.e. ESMF, ESCP, LMP, RPF and Project level SEP) will be disclosed electronically on the websites of the PIU, PITS and will be available in Serbian and English at

- the website of the MCTI (http://www.mgsi.gov.rs/)

- the websites of PITs, (https://infrazs.rs/, https://www.srbvoz.rs/, http://portal.srbcargo.rs/kargoportal/)

- the notice boards and websites of LMs

- through social media campaigns.

Printed copies will be made available at the PITs and PIU premises and during public consultation.

The Project will be announced through Radio, TV, written and electronic media as well as all available official social media accounts and web pages PIU, Serbia Voz, Serbia Cargo, Infrastruktura Zeleznice Srbije.
During Project Implementation any of the documents disclosed during preparation, if updated shall be re-disclosed and public consultations held.

Site specific management instruments developed to manage environmental and social risk and impacts such as Environmental and Social Management Plans (ESMPs), Resettlement Action Plans (RAP) will be disclosed

Contractors documents related to management of environmental and social risks (these may include traffic Management Plan, Emergency preparedness and response plans, Codes of Conduct for Employees and Contracted workers etc) shall be made available at Contractors website. Information on timing of project activities and related information shall be made public via various media, newspaper and radio at least 2 weeks prior to actual execution.

During the Project development and construction phase, the Social and Environmental specialist will prepare monthly reports on E&S performance for the PIU and the WB which will include an update on implementation of the stakeholder engagement plan Monthly reports will be used to develop quarterly reports. The quarterly reports will be disclosed on the Project website and made available at the level of project

4.3 Proposed Strategy for Consultation

Various stakeholder engagement activities are proposed to ensure awareness and meaningful consultations about Project activities. The outreach and stakeholder engagement will be gender appropriate, taking into consideration the after-hour chores of women. Targeted messaging will encourage the participation of women and highlight Project characteristics that are designed to respond to their needs and increase their access to Project benefits.

The project will carry out targeted consultations with vulnerable groups to understand concerns/needs in terms of accessing information and services and other challenges they face at home, at work places and in their communities.

Different engagement methods are proposed, but driven by the COVID-19 considerations and restrictions the Project will adapt virtual communication and consultation methods taking into account social distancing requirements. Hence, alternative ways will be adopted in accordance with the local laws, policies and new social norms in effect to mitigate the virus transmission, as well as relevant WHO guidelines and the Banks' Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings.[3] The alternative approaches to be practiced for stakeholder engagement will include:

(i)   small groups consultations if smaller meetings are permitted, or making reasonable efforts to conduct meetings through online channels (e.g. webex, zoom, skype etc.); Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;

(ii)   diversifying means of communication and relying more on social media, chat groups, dedicated online platforms & mobile Apps (e.g. Facebook, Twitter, WhatsApp groups, ViberApp groups, project weblinks/websites etc.);

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[3]
https://worldbankgroup.sharepoint.com/sites/wbunits/opcs/Knowledge%20Base/Public%20Consultations%20in%20WB%20Operations.pdf

(iii)   employing traditional channels of communications such TV, radio, dedicated phone-lines, SMS broadcasting, public announcements when stakeholders do not have access to online channels or do not use them frequently.

(iv)   Chose venues carefully based on hygiene and sanitation standards that can be achieved during the meetings;

(v)   Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders to do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;

(vi)   Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;

Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders

Table 4: Proposed Strategy of Consultation

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
RP, Project level SEP, LMP, Sub-project specific SEPs and ESMP preparation and implementation;	**Project Affected Parties** - People affected by land acquisition; People residing in project area; Vulnerable households Community members Rail users Passengers Lineside Neighborhoods People whose businesses/livelihoods in and around subprojects may be temporarily or permanently affected	Regular updates about the Project Land acquisition process; Project E&S principles; Resettlement and livelihood restoration options; Grievance mechanism process Potential Labor influx stemming from construction works Awareness raising on Gender Based Violence (GBV) Community Health and Safety Environmental and Social risks (other than resettlement) and mitigation measures Labor Management Procedures (applicable to the Project) for potential job-seekers Traffic management plan including signage	Public meetings. Trainings/workshops. Public notices; Electronic publications via online/social media and press releases; Dissemination of hard copies at designated public locations; Press releases in the local media; Information leaflets and brochures; audio-visual materials, separate focus group meetings with vulnerable groups, while making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc).	Project launch meetings. Survey of PAPs in affected locations Communication through mass/social media (as needed); *Bulletin boards of local councils* Information desks with brochures/posters in affected municipalities (continuous) 4 weeks in advance of work starting with a reminder two weeks before,	PIU
	Other Interested Parties (External); Municipalities Cadaster offices National and	Land acquisition process; Project scope, rationale and E&S principles; Grievance mechanism process	Face-to-face meetings; Joint public/community meetings with PAPs	Weekly (as needed)	PIU

	local				
	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, jobseekers	Project Design Sub-Project development s rationale and E&S principles	Public meetings, Mass/Social Media Communication Information leaflets and brochures; audio-visual materials Making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc).	Project launch meetings; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous) *TV/radio/social media on a regular (daily/weekly) basis*	PIU
	Other Interested Parties (External) Other Government Departments from which permissions/clearances are required; Other project developers reliant on or in the vicinity of the Project and their financiers	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Grievance mechanism process	Face-to-face meetings; Invitations to public/community meetings Making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc	As needed	PIU
	Other Interested Parties (Internal)	Project information - scope and rationale and E&S principles;	Face-to-face meetings; Trainings/workshops;	As needed	PIU

	Other PIU and PIT Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Training on sub-management plans; Grievance mechanism process	Invitations to public/community meetings	

Construction (mobilization, construction, demobilization)	**Project Affected Parties -** Rail users Passengers People residing in project area; Vulnerable households People whose businesses/livelihoods in and around subprojects may be temporarily or permanently affected	Maintain constructive relationships with the communities adjacent to the Project facilities; Maintain awareness of environmental and safety practices in the local communities, especially emergency preparedness and response; Monitor community attitudes towards the Project Emergency preparedness and response Traffic management plan including signage Duration of civil works Environmental and Social risks (other than resettlement) and mitigation measures	Public meetings, trainings/workshops, separate meetings specifically for women and vulnerable; individual outreach to PAPs Making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities and HQ; Grievance mechanism Citizen/PAP survey - Upon completion of resettlement and/or construction	Quarterly meetings in all affected municipalities and with ongoing construction; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	PIU Supervision consultants; Contractor/sub-contractors; GM teams

	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Health and safety impacts; Employment opportunities; Environmental concerns; Grievance mechanism process; Traffic management plan including signage	Public meetings, trainings/workshops; Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, public relations kits, website; Information desks - In Municipalities and HQ; Grievance mechanism; Project tours for media, local representatives	Monthly/quarterly meetings in all affected municipalities with ongoing construction and headquarters; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	PIU (E&S team, CLOs, land acquisition department)
	Other Interested Parties (Internal) Other PIU Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope, rationale and E&S Principles; Training on ESIA and other sub-management plans; Grievance mechanism process	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	PIU Contractor/sub-contractors;

Post-construction and Operation phase (within life of the Project and defect liability period)	**Project Affected Parties -** Persons residing in project area; Vulnerable households	Satisfaction with engagement activities and GM; Grievance mechanism process; Community health and safety measures during operation;	Public meetings, trainings/workshops, individual outreach to PAPs Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities and HQ; Grievance mechanism	Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	PIU
	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Grievance mechanism process; Community health and safety measures during operation;	Mass/Social Media Communication Disclosure of written information Disclosure of activities on the MCTI website and of relevant rail companies	Communication through mass/social media (as needed);	PIU and MCTI Public relation team

Note: more specific methods for each sub-project will be defined in the sub-project specific SEPs, based on location and demographic specifics

At the early stage the PIU will organize project launch meetings. Such engagement will then continue whenever new Sub-Projects are agreed to be developed and will be integrated into the Sub-Project SEPs development program. The PIU will rely on the support from the respective Municipalities to help organize community meetings/sensitization sessions in all settlements throughout the project's lifecycle. Launch meetings shall be the first step in the Sub-Project preparatory activities. The Project will include targeted outreach to women and disadvantaged groups ahead of these meetings to ensure their integration in the engagement activities.

Mass/social media communication: The PIU shall engage an Environmental & Social specialist who shall be inter alia responsible for outreach and assisting the PIU in disclosure, dissemination of information and communication with the local population. The media for communication shall be as seen fit for each community taking into consideration the type and sensitivity of stakeholders. The local context shall be taken into consideration.

Communication materials: Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. PIU will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project's environmental and social performance both in English and Serbian. The website will also provide information about the grievance mechanism for the project (see next sub-section).

Grievance mechanism: In compliance with the World Bank's ESS10 requirement, a specific grievance mechanism will be set-up for the project. Details on the GM are presented in chapter 9. Dedicated communication materials (GM pamphlets, posters) will be created to help local residents familiarize themselves with the grievance redress channels and procedures. A GM guidebook/manual will also be developed and suggestion boxes installed in each affected municipality. In order to capture and track grievances received under the project, a dedicated GM Management Information System/database is planned. Internal GM training will also take place for Municipal and contractors' staff. The PIU`s website will include clear information on how feedback, questions, comments, concerns and grievances can be submitted by any stakeholder and will include the possibility to submit grievances electronically. It will also provide information on the way the GM committee works, both in terms of process and deadlines.

Information Desks: Information Desks will provide local residents with information on stakeholder engagement activities, construction updates, contact details of the PIU. The PIU will set up such information desks, in the premises of affected Municiaplity where they can meet and share information about the project with PAPs and other stakeholders. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

Citizen/PAP perception survey and feedback: Six months after each launch meeting the PIU will conduct sample-based stakeholder satisfaction surveys to collect feedback on: i) engagement process and the quality and effectiveness of methods ii) level of inclusiveness in the engagement process, iv) quality of the communication and dialogue with the internal stakeholders (PIU, Contractor, GM etc) during construction works. The survey results will be soliciting feedback on the effectiveness of the project activities that will be used for communication level improvements. This will allow the PIU to identify potential design issues. The survey data will be disaggregated by age, gender and location). Survey results with proposed corrective measures will be published on Ministry website and discussed at consultation meetings.

Trainings, workshops: Trainings on a variety of social and environmental issues will be provided to each contractor staff and possibly relevant local government stakeholder. Issues covered will include a sensitization to gender-based violence risks.

4.4 Proposed strategy to incorporate the view of vulnerable groups

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of the Environmental & Social specialist will help to ensure proactive outreach to all population groups. Focus groups dedicated specifically to vulnerable groups will be conducted to gauge their views and concerns including for Roma communities, households and individuals to identify any cumulative vulnerability stemming from their unintegrated status in the community and the project attributable impacts.

The project will carry out targeted consultations with vulnerable groups to understand concerns/needs in terms of accessing information, facilities and services supported by the project and other challenges they face at home, at work places and in their communities. Some of the strategies that will be adopted to effectively engage and communicate to vulnerable group will be towards:

- Women: ensure that community engagement teams are gender-balanced and promote women's leadership within these, design online and in-person surveys and other engagement activities so that women in unpaid care work can participate;

- People with disabilities: provide information in accessible formats, like braille, large print; offer multiple forms of communication, such as text captioning or signed videos, text captioning for hearing impaired, online materials for people who use assistive technology.

Based on further vulnerable groups identified during development of Sub-Project specific SEPs and identification of particular drivers of their vulnerabilities the strategy toward engaging with vulnerable groups will be adapted accordingly

4.5 Timeline.

Sub-Project Specific SEPS shall be prepared once the details of sub-projects are known. The implementation timeline is still not set and details will be part of the disclosure and engagement activities.

4.6 Review of comments

The comments on all disclosed data and ESF documents will be reviewed immediately upon arrival by the PIU E&S specialists. Major comment will be incorporated in the final version of the ESF documents and disclosed, together with a report on the feedback, i.e. (i) list of media the announcement was disclosed, (ii) content of the announcement, (iii) time of publishing, (iv) list of received feedback.

4.7 Future Phases of Project

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. During the Project development and construction phase, the Social and Environmental specialist will prepare monthly reports on E&S performance for the PIU and the WB which will include an update on implementation of the stakeholder engagement plan Monthly reports

will be used to develop quarterly and annual reports reviewed. The quarterly and annual reports will be disclosed on the Project website and made available at the level of project

4.8 Development of Sub-Project Level SEPs (SPSEP)

This PSEP serves as a roadmap for development of sub-project level SEPs (SPSEP) to be prepared for sub-projects as soon as the specific locations, stakeholder groups, and specific type and associated technologies and schedule of activities for the sub-project are known. These will propose targeted stakeholder engagement programs which largely depend on the Sub-Project details, including the footprint, geographic location and timing of the Project activities.

The scope and level of detail of the SEPs should be commensurate with the nature and scale, potential risks, and impacts of the project and the level of concern in the project and might be prepared for a certain group of project activities in the same area (e.g Rail Level Crossings at two adjacent municipalities, maintenance works on tunnels " Stadion", "Dedinje" and "Vracar" etc).

The Development of the SPSEP will be based on a screening to ensure relevant information that may be useful to understand the characteristics of people/communities that will be impacted by the project is included. This may for instance be: environmental data, census data, socio-economic data (information on income, employment…), gender data etc. and their implications from an environmental and/or social point of view will be explained. The Project description shall be kept targeted and relevant to understand the types of stakeholder groups impacted by the project.

A detailed overview of key issues raised in previous stakeholder engagement activities and how early stakeholder input has influenced project design shall be included in the SEPs. Lessons learned on any prior stakeholder engagement activities from past projects or ongoing similar projects shall be taken into account and described as relevant.

Each SPSEP shall revisit the list of identified stakeholders and their analysis and will ensure that those (i) that are affected or likely to be affected by the project (project-affected parties); and (ii) May have an interest in the project (other interested parties) are adequately identified. Some groups may be interested in the project because of the sector it is in (i.e. rail sector), and others may wish to have information simply because public finance is being proposed to support the project. It is not important to identify the underlying reasons why people or groups want information about a project—if the information is in the public domain, it should be open to anyone interested. Based on the analysis the SEPs adopt the engagement strategies based on stakeholder needs and analysis of their Interest and Influence

The SEP should be clear and concise and focus on describing the project and identifying its stakeholders. The focus will be on segregating what the key information will be in public domain, in what languages, and where it will be best accessible to allow inclusive access. The SEP needs to be targeted and should demonstrate a means of engagement that is stakeholder specific, concise yet comprehensive and should explain the opportunities for information access, public consultation, provide a deadline for comments, and explain how people will be notified of new information or have opportunities to provide feedback including how these will be assessed and taken into account.

The SPSEP will expand on the GM identified in this PSEP and identify and advertise local grievance entry points as part of the awareness building campaign.   Commitments to releasing routine

information on the project's environmental and social performance, including opportunities for consultation and how grievances will be managed shall be made.

The drivers of vulnerability will be in details assessed and identified during development of sub-projects, building upon the groups identified hereunder. The following can help outline an approach to understand the viewpoints of these groups:

- Identify vulnerable or disadvantaged individuals or groups and the limitations they may have in participating and/or in understanding the project information or participating in the consultation process.
- What might prevent these individuals or groups from participating in the planned process? (For example, language differences, lack of transportation to events, accessibility of venues, disability, lack of understanding of a consultation process).
- How do they normally get information about the community, projects, activities?
- Do they have limitations about time of day or location for public consultation?
- What additional support or resources might be needed to enable these people to participate in the consultation process? (Examples are providing translation into a minority language, sign language, large print or Braille information; choosing accessible venues for events; providing transportation for people in remote areas to the nearest meeting; having small, focused meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.)
- If there are no organizations active in the project area that work with vulnerable groups, such as persons with disability, contact medical providers, who may be more aware of marginalized groups and how best to communicate with them.
- What recent engagement has the project had with vulnerable stakeholders and their representatives?

 A summary of stakeholder needs will be identified readying inter alia on the drivers of vulnerabilities but also other barriers requiring adaptation of the common communication and engagement tools.

The SPSEPs will summarize the main goals of the stakeholder engagement program and the envisaged schedule for the various stakeholder engagement activities: at what stages throughout the project's life they will take place, with what periodicity, and what decision is being undertaken on which people's comments and concerns and

The SEPs will briefly describe what information will be disclosed in what formats, and the types of methods that will be used to communicate this information to each of the stakeholder groups. Methods used may vary according to target audience.

A Strategy for Consultation will be adopted with methods varying according to targeted audience (e.g. interviews surveys, public meetings, participatory methods). A strategy to incorporate the view of vulnerable groups and how the views of vulnerable or disadvantaged groups will be sought will be developed.

Details of what resources will be devoted to managing and implementing the Stakeholder Engagement Plan and what budget is allocated to ensure implementation including the monitoring and evaluation activities will demonstrate the capacity and commitment to implement the SEP and activities thereunder.

The SEPs shall be prepared in consultation with the stakeholder and disclosed and consulted on in line with the disclosure and consultation requirements outlined in this Project level SEP.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

Detailed budgets will be further specified in the Sub-Project Specific SEPs and may include budget categories listed in table below. The SEPs will make a fair and accurate estimation on the required budget to ensure implementation of the engagement strategies.

Table 5: Tentative budget Categories for effective implementation of engagement activities

Budget categories	
1. Staff salaries and related expenses	**4. Trainings**
1a Environmental and Social Consultant	4a. *Training on social/environmental issues for PIU and contractor staff*
1b. *E.g. Travel costs for staff*	4b. *Training on GBV for PIU and contractor staff*
2. Events	**5. Beneficiary surveys**
2a. *Project launch meetings*	5a. *Mid-project perception survey*
2 b Sub-Project launch meetings	5b. *End-of-project perception survey*
2b. *Organization of focus groups*	**6. Grievance Mechanism**
2c Conducting surveys	6a. *Training of GM committees*
3. Communication campaigns	6b Constitution of local admission points
3a. *Posters, flyers*	6c. *GM communication materials*
3b. *Social media campaign*	**7. Other expenses**
3c Workshops	7a. …

5.2 Management Functions and Responsibilities

The PIU will be overall responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach, disclosure and consultation activities, as well as for GRM functioning. The PIU will develop Sub-Project Specific SEPs.

Table 6: Management functions and responsibilities

Actor	Stakeholder engagement responsibilities
Ministry of Construction, Transport and Infrastructure	- High level promotion of the overall Project as part of the ongoing outreach and information campaign - Promotion of Sub-project activities with relevant local self-governments - Engage with other relevant Ministries high level stakeholders
Head of PIU	- Develop a communications strategy covering the lifetime of the project - Liaise with and manage the relationship with any contracted companies producing communication materials (posters, flyers, video/TV spots…) - Plan and manage the project's communications via all media channels (social media, TV, radio, written press…)
Environmental and Social Consultant hired by PIU	- Develop a communications strategy covering the lifetime of the project - Liaise with and manage the relationship with any contracted companies producing communication materials (posters, flyers, video/TV spots…) - Plan and manage the project's communications via all media channels (social media, TV, radio, written press…) - Maintain the Stakeholder Engagement Log (SEL)
Local Governments	- Build and maintain constructive relationships with all stakeholder groups in the respective municipality (business and religious leaders, community organizations…) - Identify any issue that may result in heightened concern to provide an early warning system on community issues and communicate these to the PIU - Receive and register any grievance voiced by project-affected parties or other interested parties and communicate them immediately to the PIU - Support the planning and logistics for capacity-building and communication events at the village level

To ensure successful PSEP implementation and preparation of Sub-Project Level SEPs and their implementation, the PIU will engage full-time Social Specialists for the duration of the Project to support the project and will rely on existing information sharing avenues of the MCTI, SC, SV and RD.

6. GRIEVANCE MECHANISM

The implementing agency (MCIT) does not have a grievance system in place and is using an ad hoc approach for any grievance that arrives using exiting contact information. Hence, Project level grievance mechanism (GM) will be established under the Railway Sector Modernization Project in Serbia. The GM will consist of a Central Feedback Desk (CFD) established and administered by the PIU

with Sub-Project specific Local Grievance Admission Desks (LGAD) (collectively referred to as Grievance Mechanism (GM)) established and within their remit administered by the local Governments with representatives from the key three stakeholder groups i.e. PIU representative, Municipal representative and representative of the PAPs. CFD shall be responsible for overall grievance administration. The LGAD shall serve as local admission point for uptake of grievances and acknowledgment of grievance receipt through local avenues (in the value chain labeled as Step 1, Step 2 and Step 3).

The system and requirements (including staffing) for the grievance redress chain of action – from registration, sorting and processing, and acknowledgement and follow-up, to verification and action, and finally feedback – are embodied in this GM. As a part of the GM outreach campaigns, MCTI will make sure that the relevant staff are fully trained and has relevant information and expertise to provide phone consultations and receive feedback. The project will utilize the existing system (hotline, online, written and phone complaints channels) to ensure all project-related information is disseminated and complaints and responses are disaggregated and reported.

Initially, GM would be operated manually, however, development of an IT based system is proposed to manage the entire GM. Quarterly reports in the form of Summary of complaints, types, actions taken and progress made in terms of resolving of pending issues will be submitted for the review to the Head of PIU. Once all possible avenues of redress have been proposed and if the complainant is still not satisfied then the GM would advise of their right to legal recourse.

The GM shall serve as both Project level information center and grievance mechanism, available to those affected by implementation of all Project sub-components and be applicable to all Project activities and relevant to all local communities affected by project activities. The GM shall be responsible for receiving and responding to grievances and comments of the following four groups:

- A person/legal entity directly affected by the project, potential beneficiaries of the Project,

- A person/legal entity directly affected by the project through land acquisition and resettlement,

- Other interested parties with interest in the project, and

- Residents/communities interested in and/or affected by project activities.

The Central Feedback Desk (CFD) shall be effective immediately after appraisal of the Project, in order to manage and appropriately answer complaints during its different phases while the LGAD shall be effective upon decision on each new Sub-Project has been taken. In addition to the GM, legal remedies available under the national legislation are also available (courts, inspections, administrative authorities etc.).

The PIU will cooperate with Local Governments in joint efforts to establishing functioning GM and informing stakeholders about the GM role and function, the contact persons, admission channels, and the procedures to submit a complaint in the affected areas. Information on the GM will be available:

- On the website of the MCTI (http://www.mgsi.gov.rs/)

- on the websites of PITs, (https://infrazs.rs/, https://www.srbvoz.rs/, http://portal.srbcargo.rs/kargoportal/)

- on the notice boards and websites of LMs

- through social media campaigns.

Although the Project's Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) and Gender Based Violence (GBV) risk was assessed as low (because of (i) the expected local employment and (ii) expected low number of workers on construction sites) the GM will, on a precautionary base, be enabled to recognize SEA/SH and GBV grievances. Such grievances will be managed separately by a trained expert, but will use the same process value chain and timeframes described bellow (chapter 4.8. Grievance admission and process value chain). The necessary training for the appointed staff member who is to deal with such grievances will be provided by a WB's Social Specialist.

4.5 Raising grievances

Effective grievance administration strongly relies on a set fundamental principle designed to promote the fairness of the process and its outcomes. The grievance procedure shall be designed to be accessible, effective, easy, understandable and without costs to the complainant. Any grievance can be brought to the attention of the GM personally or by telephone or in writing by filling in the grievance form by phone, e-mail, post, fax or personal delivery to the addresses/numbers to be determined. All grievances can be filled anonymously. The access points and details on local entry points shall be publicized and shall be part of the awareness building once further micro locations of the Sub-Projects are known.

4.6 Grievance administration

Any grievance shall follow the path of the following mandatory steps: receive, assess and assign, acknowledge, investigate, respond, follow up and close out.

Once logged, the GM shall conduct a rapid assessment to verify the nature of grievances and determine on the severity. Within 5 days from logging it will acknowledge that the case is registered and provide the grievant with the basic next step information. It will then investigate by trying to understand the issue from the perspective of the complainant and understand what action he/she requires. The GM will investigate the facts and circumstances and articulate an answer. The final agreement should be issued and grievant be informed about the final decision not later than 30 days after the logging of the grievance. Closing out the grievance occurs after the implementation of the resolution has been verified. Even when an agreement is not reached, or the grievance was rejected, the results will be documented, actions and effort put into the resolution. If the grievance could not be resolved in amicable endeavor, the grievant can resort to the formal judicial procedures, as made available under the Serbian national legal framework. Logging a grievance with the GM does not preclude or prevent seeking resolution from an official authority, judicial or other at any time (including during the grievance process) provided by the Serbian legal framework.

In case of anonymous grievance, after acknowledgment of the grievance within three days from logging, the GM will investigate the grievance and within 30 days from logging the grievance, issue the final decision that will be disclosed on the PIU's website.

The GM shall keep a grievance register log, which will include grievances received through all admission channels, containing all necessary elements to disaggregate the grievance by gender of the

person logging it as well as by type of grievance. However, the personal data of each Grievant shall be protected under the Data Protection Law. Each grievance will be recorded in the register with the following information at minimum:

- description of grievance,

- date of receipt acknowledgement returned to the complainant,

- description of actions taken (investigation, corrective measures),

- date of resolution / provision of feedback to the complainant,

- verification of implementation, and

- closure.

To avoid duplication of Grievances by the same person on the same matter, simply because different admission channels exist, the LGAD and the CGD shall weekly exchange information on grievances received and compare the Grievance logs. The centralized log at the level of the CGD will contain notes on potentially duplicated submissions. Multiple submissions, on same events, by same grievant shall be resolved by one decision, which will be stated and the grievant appropriately informed.

In case a grievance cannot be resolved in manner satisfactory to the complainant he/she has the right for an appeal. In such cases the resolution of the grievance will be reviewed by a commission at the level of the implementing agency (MCTI). This will serve as second tier grievance level. The commission will consist of three appointed members that are not directly involved in Project implementation. The commission will acknowledge the receipt of the appeal within 3 days and issue the final decision within 5 days of the receipt of the appeal. The decision of the commission will entail a detailed explanation of the grievance resolution process as well as the explanation of the final decision and guidance on how to proceed if the outcome is still not satisfactory for the complainant.

4.7 Grievances and beneficiary feedback reporting

The role of the GM, in addition to addressing grievances, shall be to keep and store comments/grievances received and keep the Central grievance log administered by the PIU. In order to allow full knowledge of this tool and its results, quarterly updates from the GM shall be available on the MCTI website. The updates shall be disaggregated by gender, type of grievances /complaints and updated regularly.

4.8 Grievance log

The PIU will maintain grievance log to ensure that each complaint has an individual reference number and is appropriately tracked and recorded actions are completed. When receiving feedback, including grievances, the following is defined:

- Type,

- Category,

- Deadline for resolving the appeal, and

- Agreed action plan.

Each complaint should be assigned with an individual reference number and is appropriately tracked and recorded actions are completed. The log should contain the following information:

- Name of the grievant, location and details of the grievance,

- Date of submission,

- Date when the Grievance Log was uploaded onto the project database,

- Details of corrective action proposed,

- Date when the proposed corrective action was sent to the complainant (if appropriate),

- Date when the grievance was closed out,

- Date when the response was sent to the grievant.

4.8 Grievance admission and process value chain

The GMM includes the following steps:

<u>STEP 1</u>: Submission of grievances: either orally, in writing via suggestion/complaint box, through telephone hotline/mobile, mail, SMS, social media (WhatsApp, Viber, Facebook etc.), email, website, and the LGAD. The GRM will also allow anonymous grievances to be raised and addressed. The site specific SEPs shall include details of Grievance entry points and focal points.

<u>STEP 2</u>: Recording of grievance, classifying the grievances based on the typology of complaints and the complainants in order to provide more efficient response, and providing the initial response immediately if possible. The typology will be based on the characteristics of the complainant (e.g., vulnerable groups, persons with disabilities, people with language barriers, etc) and also the nature of the complaint

<u>STEP 3</u>: Acknowledgement of grievance within 5 days.

<u>STEP 4:</u> Investigating the grievance and due diligence- investigation involves gathering information about the grievance to determine its eligibility and to generate a clear picture of the circumstances surrounding the issue under consideration. This process normally includes site visits, document reviews, a meeting with the GM user (if known and willing to engage) and meetings with individuals and/ or entities who can assist with resolving the issue. Reasonable efforts will be taken to address the complaint. If the grievance is vague and not clear enough, the GM is obliged to help and provide counsel and even help in redrafting the submission, in order for the grievance/ to become clear, for purposes of an informed decision by the GM, in the best interests of persons affected by the Project. If the GM is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The decision shall give a clear assessment on the grievance/complaint, clear ruling and recommendations for fair remedy and propose measures to modify future conduct that caused the grievance as well as proposed measures to compensate if mitigation measures cannot remedy the harm or injury. The decision shall be in writing and shall be delivered to the person who filed the grievance as well as to any other person or entity to which the recommendation and measures shall apply or is under obligation by Law. The person who filed the grievance can express his/her personal satisfaction to the outcome of the grievance resolution

procedure. Unilateral decision shall be an exception and resolution shall be sought through a dialogue between the GM and the Grievant,

STEP 5: Communication of the decision within 30 days.

STEP 6: Complainant Response: either grievance closure or taking further steps if the grievance remains open. Before any closure of complaints/grievances, the GM shall:

- Confirm that the required GM actions have been enforced, that the grievance resolution process has been followed and that a fair decision has been made;

- Organize meeting(s) within 10 days of being contacted by the concerned parties to discuss how to resolve the issue, if not previously conducted;

- Recommend the final decision on the mitigation measure to the complainant/aggrieved party;

- Implement the agreed mitigation measure;

- Update the Grievance Report Form and have it signed by the complainant/aggrieved party;

- Sign the Grievance Report Form and log the updated information of the grievance into the Grievance Registry; and

- Send copies of relevant documents (e.g. completed Grievance Report Form, mitigation measure, minutes of the meetings, if appropriate) to the concerned parties.

The Sub-project specific SEPs shall have details on each Grievance admission points, grievance administration processes, timelines, investigation activities and closure conditions including the 2nd tier resolution instance.

Until such details are disclosed Stakeholders are encouraged to send all grievances, concerns and queries to the contact points below:

Table 7: CFD contact details.

Description	Contact details
Implementing agency:	Project Implementation Unit housed under the Ministry of Construction, Transport and Infrastructure
Main contact:	During the transitional period until the E&S Consultant is appointed the Head of PIU shall be the main contact person
Address:	Omladinskih brigada 1, V Floor, office 555, 11070 Novi Beograd
E-mail:	TBD
Website:	www.mgsi.gov.rs
Telephone:	+ 381 11/213 74 31

Further details on local access details LGAD are to be known and disseminated at later stages and shall be part of the awareness raising campaign of the sub-project SEPs.

4.9 Monitoring and reporting on Grievances

The CFD will be responsible for:

- Collecting data from LGAD serving as local admission points on the number, substance and status of complaints and uploading them into the single regional database;

- Maintaining the grievance logs on the complaints received at the regional and local level;

- Monitoring outstanding issues and proposing measures to resolve them;

- Disclosing quarterly reports on GM mechanisms;

- Summarizing and analyzing the qualitative data received from the local Grievance Admission points on the number, substance and status of complaints and uploading them into the single project database;

- Monitoring outstanding issues and proposing measures to resolve them.

The regular social monitoring reports to the WB shall be submitted through the PIU, which shall include a section related to GM which provides updated information on the following:

- Status of GM implementation (procedures, training, public awareness campaigns, budgeting etc.);

- Qualitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback) and number of resolved grievances;

- Quantitative data on the type of grievances and responses, issues provided and grievances that remain unresolved;

- Level of satisfaction by the measures (response) taken;

- Any corrective measures taken.

7. WORLD BANK GRIEVANCE REDRESS SERVICE

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit: http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service

8.   MONITORING AND REPORTING

Monitoring reports documenting the environmental and social performance of the Project will be prepared by the PIU and submitted to the World Bank quarterly as part of the overall progress reporting requirements as set forth in the Loan Agreement (to be signed). These reports will include a section regarding stakeholder engagement and grievance management.

Table 8 proposes a comprehensive set of indicators related to stakeholder engagement performance at this stage. The achievement of indicators shall rely on information from the SEL and the Grievance Log.

Table 8: Monitoring indicators

Indicator	How will it be monitored	Responsibility	Frequency
Engagement with affected parties			
Number and location of formal meetings	Minutes of Meetings	PIU's Social Specialist	Quarterly
Number and location of informal/ spontaneous meetings	Minutes of Meetings	PIU's Social Specialist	Quarterly
Number and location of community awareness raising or training meetings	Minutes of Meetings	PIU's Social Specialist	Quarterly
Number of men and women that attended each of the meetings above	List of Attendees	PIU's Social Specialist	Quarterly
For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project environmental and social management system	Minutes of Meetings	PIU's Social Specialist	Quarterly
Engagement with other stakeholders			
Number and nature of engagement activities with other stakeholders, disaggregated by category of	Minutes of Meetings	PIU's Social Specialist	Quarterly

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Indicator	How will it be monitored	Responsibility	Frequency
stakeholder (Governmental departments, municipalities, NGOs)			
Grievance Resolution Mechanism			
Number of grievances received, in total and at the local level, on the website, disaggregated by complainant's gender and means of receipt (telephone, email, discussion)	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Number of grievances received from affected people, external stakeholders	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant.	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Number of LGD meetings, and outputs of these meetings	Minutes of meetings signed by the attendees	PIU's Social Specialist, Grievance Focal Point	Quarterly
Trends in time and comparison of number, categories, and location of complaints with	Grievance Log	PIU's Social Specialist,	Quarterly

Indicator	How will it be monitored	Responsibility	Frequency
previous reporting periods		Grievance Focal Point	

Note: **Minutes of meetings of formal meetings and summary note of informal meetings will be annexed to the quarterly report. They will summarize the view of attendees and distinguish between comments raised by men and women.**

8.1 Reporting back to stakeholder groups

The sub-project specific SEPs, after having had developed, will be periodically updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. This in particular will be the case if COVID-19 recalibrating of engagement methods is necessary. Any major changes to the project related activities and to its schedule will also constitute a change calling for an reflection in the SEPs.

Periodic summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- Adopt software solutions to scale up the two-way interaction and feedback, by using survey platforms, preferable using one dashboard to make it easy to measure and understand the feedback (any platform in use and central governmental MCTI level, or alternatively /in addition (as required) SurveyMonkey or alternative online platform can be applied), in order to meet citizens' expectations for change created by their engagement, use their input to facilitate improved development outcomes;
- Monitoring of a beneficiary feedback indicator on a regular basis. The indicators may include: number of consultations, including by using telecommunications carried out within a reporting period (e.g. monthly, quarterly, or annually); number of grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline; number of press materials published/broadcasted in the local, regional, and national media.

Refinement of the stakeholder feedback methods will be outlined in the sub-project specific SEPs.