

**TURKIYE PUBLIC AND MUNICIPAL
RENEWABLE ENERGY PROJECT
(PUMREP)**

**1,228.77 kWp / 999 kWe Solar Power Plant
of
Gürsu Municipality**

Stakeholder Engagement Plan

Date of Issue: 21 July 2025

REVISION HISTORY

Version No	Version	Date of Issue	Prepared by	Submitted to
01	Initial Draft	21 May 2025	ÇA Engineering	ILBANK
02	Draft	27 May 2025	ÇA Engineering	ILBANK
03	Draft	13 June 2025	ÇA Engineering	ILBANK
04	Draft	18 June 2025	ÇA Engineering	ILBANK
05	Draft	23 June 2025	ÇA Engineering	ILBANK
06	Draft	21 July 2025	ÇA Engineering	ILBANK

TABLE OF CONTENTS

TABLE OF CONTENTS	i
LIST OF TABLES	ii
LIST OF FIGURES	iii
LIST OF ABBREVIATIONS	iv
EXECUTIVE SUMMARY	5
1. INTRODUCTION/PROJECT DESCRIPTION	7
1.1. Objectives	7
1.2. Components of subproject.....	8
1.3. Location	8
1.4. Area of Influence	10
2. OBJECTIVE/ DESCRIPTION OF SEP	13
3. STAKEHOLDER IDENTIFICATION AND ANALYSIS	14
3.1. Methodology	14
3.2. Affected parties	16
3.3. Other interested parties.....	16
3.4. Disadvantaged/ vulnerable individuals or groups	17
4. STAKEHOLDER ENGAGEMENT PROGRAM	22
4.1. Summary of stakeholder engagement done during project preparation.....	22
4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement	23
4.3. Stakeholder engagement plan	23
4.4. Reporting back to stakeholders	27
5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES	29
5.1. Project Implementation Unit (PIU).....	29
5.2. Resources.....	29
5.3. Management functions and responsibilities	30
6. GRIEVANCE MECHANISM	32
6.1. Grievance Mechanism at National Level	32
6.2. Sub-project Level Grievance Mechanism	33
6.3. Grievance Mechanism for Workers	36
7. MONITORING AND REPORTING	39
7.1. Summary of how SEP implementation will be monitored and reported.....	39
ANNEXES	40
Annex-A Sample Grievance Submission Form.....	40
Annex-B Sample Grievance Closure Form.....	42
Annex-C Grievance Database Form	43
Annex-D Sample Consultation Form (For Stakeholder Participation Meeting(s)).....	44
Annex-E Images of the interview.....	45
Annex-F A Garden With Trees But in an Idle State	46

LIST OF TABLES

Table 1. Ericekköyü Neighborhood vulnerable and disadvantage groups	18
Table 2. Influence/Interest Table for Stakeholder Prioritization	20
Table 3. Stakeholder Engagement Plan	25
Table 4. Sample Table for Stakeholder Engagement Log.....	28
Table 5. Roles and Responsibilities	30
Table 6. Grievance Mechanism Flow Chart	37

LIST OF FIGURES

Figure 1. Sub-project Energy Transmission Line	8
Figure 2. Sub-project Location.....	9
Figure 3. Sub-project Access Road	10
Figure 4. Sub-project Area of Influence	12
Figure 5. Gürsu Municipality Grievance Mechanism	34

LIST OF ABBREVIATIONS

AoI	Area of influence
CIMER	Presidency's Communication Centre
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
EHS	Environmental Health and Safety
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Management Report
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standard
ETL	Energy Transmission Line
E&S	Environmental and Social
FI	Financial Intermediary
GBV	Gender Based Violence
GM	Grievance Mechanism
GMCP	Grievance Mechanism Contact Person
IFC	International Finance Corporation
IFI	International Financial Institutions
ILBANK	İller Bank Inc.
MoEUCC	Ministry of Environment, Urbanization and Climate Change
MoM	Minutes of the Meeting
NGO	Non-Governmental Organizations
OHS	Occupational Health and Safety
OIP	Other Interested Parties
PAP	Project Affected People
PMU	Project Management Unit
PIU	Project Implementation Unit
PUMREP	Türkiye Public and Municipal Renewable Energy Project
Project	PUMREP
RE	Renewable Energy
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
SCM	Stakeholder Consultation Meeting
Sub-Project	1,228.77 kWp / 999 kWe Solar (Photovoltaic) Power Plant Project of Gürsu Municipality
SPP	Solar Power Plant
TurkStat	Turkish Statistical Institute
WB	World Bank
WBG	World Bank Group
YIMER	Foreigners Communication Centre

EXECUTIVE SUMMARY

The Türkiye Public and Municipal Renewable Energy Project (PUMREP) aims to support the Government of Türkiye to scale-up renewable energy use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed Renewable Energy (RE) market in public facilities help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country's climate mitigation commitment and enhance energy security.

ILBANK has established an Environmental and Social Management System (ESMS) effective on 24th of Dec 2023. The ESMS is aligned with the requirements of World Bank (WB) Environmental and Social Framework (ESF, 2018) including Environmental and Social Standards (ESSs) forming part of the ESF, and E&S polices and standards of other International Financial Institutions (IFIs) ILBANK collaborates with. It will be applicable to all ILBANK projects and subprojects financed through International Financial Institutions (IFIs).

The ESMS is aimed at ensuring systematic identification, assessment, management, monitoring, and reporting of the environmental and social (E&S) risks and impacts of the projects and subprojects financed by the IFIs. This process should be implemented on an ongoing basis throughout their loan duration in line with the requirements of the national legislation, international agreements and conventions ratified by Türkiye and E&S standards of lending IFIs (World Bank for the PUMREP). As a critical element of the ESMS, ILBANK has adopted and published¹ an E&S Policy applicable to all ILBANK projects and subprojects financed through IFIs.

The sub-project is categorized as of Moderate Risk as per the Risk Screening conducted under ILBANK ESMS and World Bank ESF. One of the tasks under the scope of the sub-project is the preparation of a Stakeholder Engagement Plan (SEP) in accordance with ILBANK's ESMS and WB ESF including applicable Environmental and Social Standards (ESSs), World Bank Group (WBG) General Environment Health and Safety (EHS) Guidelines and Industry Sector Guidelines, and the national legislation in force in Türkiye.

The subproject is planned to be built in Bursa Province Gürsu District Ericekköyü Neighborhood lot 92 of block 3082. The parcel which has 18,523 m² area, will be partially for the SPP; 13,986 m² of the parcel area will be allocated specifically for the solar panels and related infrastructure. The parcel belonged to Gürsu Municipality since 03.02.2022. SEP has been developed to ensure that project-affected parties, other interested groups, and vulnerable or disadvantaged stakeholders receive relevant, timely, and accessible information. The SEP establishes a structured approach to stakeholder engagement, enabling Gürsu Municipality to identify all stakeholders, understand how they are affected by the sub-project, and ensure its implementation is inclusive and community-oriented. By fostering and maintaining constructive and ongoing relationships, particularly with project-affected parties, SEP supports participatory and socially responsible sub-project execution.

¹ <https://www.ilbank.gov.tr/sayfa/ilbank-environmental-and-social-policy>

This ensures that stakeholder perspectives are incorporated into the sub-project's design and its environmental and social performance.

SEP is therefore prepared to identify all stakeholders, inform them about the sub-project and its potential environmental and social risks and impacts, and their interest in the sub-project and to establish an effective communication with stakeholders and to define procedures and principles to improve participation. This Plan aims to create long-term relations between the sub-project and local communities based on mutual trust and transparency. In addition, it is aimed to reduce the negative effects that may arise from the sub-project and increase the positive effects.

This plan includes the legal framework, process of identifying stakeholders, explaining the stakeholder engagement program (comprising purpose and timing, proposed strategy for information disclosure, proposed strategy for consultation, future engagement activities). In addition, specific engagement and disclosure activities targeting vulnerable/disadvantaged groups/individuals identified under the SEP have been defined.

In order to obtain information about the current socio-economic structure of the neighborhood in the subject area studies, as well as to determine the level of information about the sub-project, opinions and concerns about the sub-project, a sub-project site visit was organized by CA Engineering Senior Project Manager on 02.05.2025. Finally, a Grievance Monitoring Table is presented at the end of this SEP and the tools of monitoring activities to be carried out to evaluate the performance and effectiveness of the sub-project are suggested.

1. INTRODUCTION/PROJECT DESCRIPTION

1.1. Objectives

Türkiye Public and Municipal Renewable Energy Project (PUMREP) (here in after the “Project”) aims to support the Government of Türkiye to scale-up Renewable Energy (RE) use in the public sector by focusing on central government buildings and municipalities. The Project is financed by World Bank (WB) to support introducing RE technologies in municipalities. İller Bankası A.Ş. (ILBANK) acts as the Financial Intermediary (FI). The RE installations will be primarily used to offset the overall energy consumption from public facilities (i.e. administrative buildings, water supply and water treatment, public lighting, etc.) and thus reduce the municipalities’ energy bills. Gürsu Municipality is one of the sub-borrowers and has a sub-project financed under PUMREP. The sub-project involves the construction and operation of Gürsu Municipality 1,228.77 kWp / 999 kWe Solar Power Plant, located within the borders of Ericekköyü Neighborhood in the Gürsu District of Bursa Province. Therefore, this plan is prepared in line with PUMREP’s Stakeholder Engagement Plan which is a framework document in order to define the stakeholder engagement process including the grievance mechanism.

The sub-project is classified as “Moderate Risk Category” according to the E&S Risk Screening and Classification conducted by ILBANK in line with the ILBANK ESMS.

As part of the sub-project, a subproject-specific Environmental and Social Management Plan (ESMP) Checklist and a Stakeholder Engagement Plan (SEP) will be prepared. These documents will be developed in accordance with:

- ILBANK’s ESMS,
- the World Bank’s Environmental and Social Framework (ESF),
- applicable Environmental and Social Standards (ESSs),
- World Bank Group (WBG) General Environmental, Health and Safety (EHS) Guidelines,
- relevant Industry Sector Guidelines, and

national legislation currently in force in Türkiye.

This SEP of Gürsu Municipality is an action plan which was prepared for the Gürsu Municipality 1,228.77 kWp/999 kWe Solar (Photovoltaic) Power Plant sub-project and sets out methods for effective communication and interaction with stakeholders.

The ultimate purpose of this SEP is to establish and maintain constructive dialogue between Gürsu Municipality and all stakeholder groups which are project affected people (PAP), other interested parties (OIP) and vulnerable/disadvantaged individuals or groups that are essential for the successful management of the Sub-project. Gürsu Municipality is fully committed to undertaking necessary engagement activities related to sub-projects in a manner that is consistent with international good practice as outlined in next sections.

SEP provides a roadmap for the Gürsu Municipality's engagement with stakeholders and contributes to the achievement of the sub-project objectives and operation of the sub-project in a transparent, inclusive, responsive and cooperative manner. Stakeholder engagement activities will also contribute to environmental and social assessments, by identifying the stakeholders' concerns about the sub-project, thus facilitating the effective solution of these impacts and concerns.

1.2. Components of subproject

The sub-project includes the installation of "1.228,77 kWp / 999 kWp Solar Power Plant" in the lot 92 of block 3082 in Ericekköyü neighborhood. One 1,250 kVA transformer will be used in the power plant. A total of 1,800 meters of energy transmission line will be constructed for the grid connection, including 1,700 meters underground and 100 meters overhead lines (See Figure 1). In addition, the existing stabilized road will be used as the sub-project access road within the scope of the sub-project. No new road will be constructed.

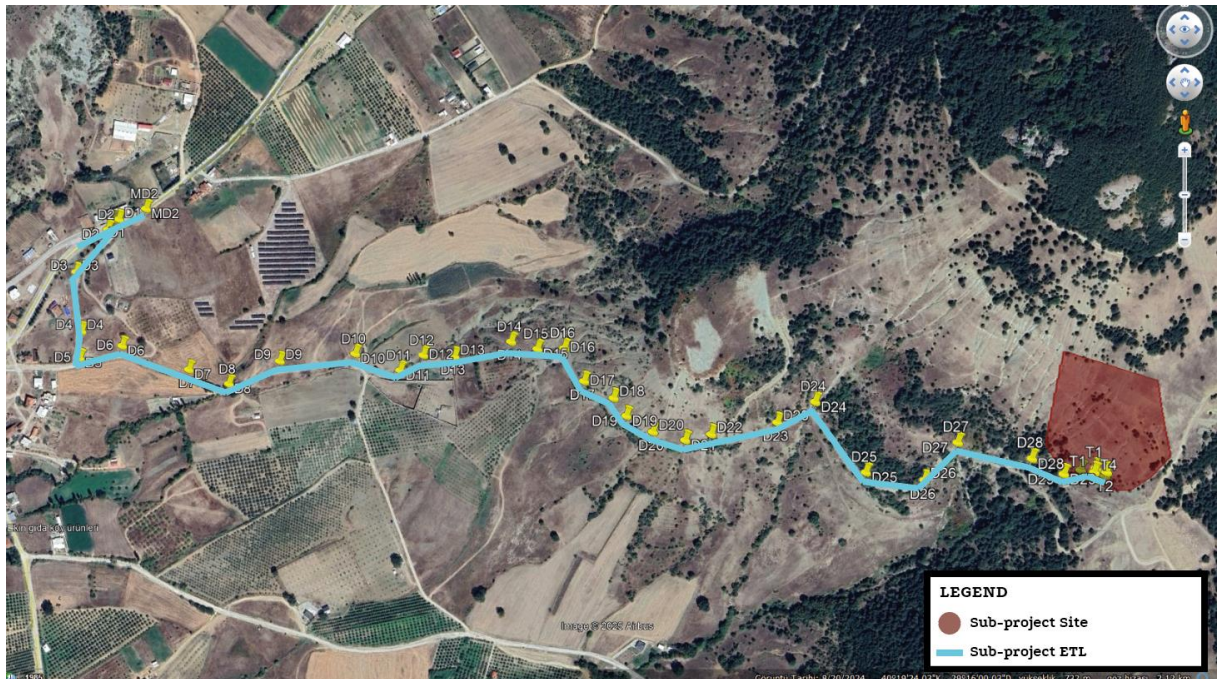


Figure 1. Sub-project Energy Transmission Line

1.3. Location

The sub-project covers the establishment and operation of "1.228,77 kWp / 999 kWe Solar Power Plant" by Gürsu Municipality on lot 92 of block 3082 located within the borders of Ericekköyü Neighborhood, Gürsu District of Bursa Province (See **Hata! Başvuru kaynağı bulunamadı.**).

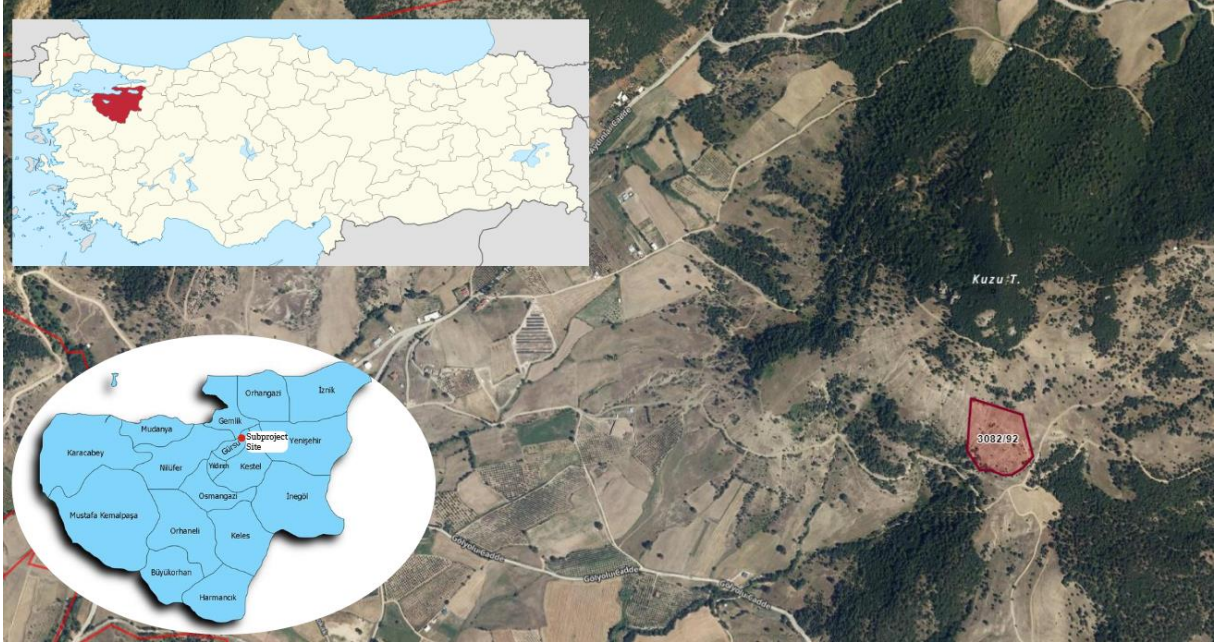


Figure 2. Sub-project Location

The parcel (3082/92) belongs to the Gürsu Municipality since 03.02.2022. The property was originally owned by the village legal entity and, in accordance with Law No. 6360, enacted under the Metropolitan Municipality Law, it was registered in the name of the municipality. This transfer occurred automatically by law as part of the administrative restructuring of local governments. There is no agricultural or animal husbandry activity area or commercial enterprise on the land. It has not been used as a commercial enterprise by the municipality or 3rd parties before. There is no area around the SPP land where agricultural and animal husbandry activities are carried out. However, there is a Ericcek Lake recreation area located approximately 850 meters to the southeast. There is an access road to the sub-project area and this road will be placed in the sub-project activities. There will be no Road widening or improvement activities (See Figure 3).

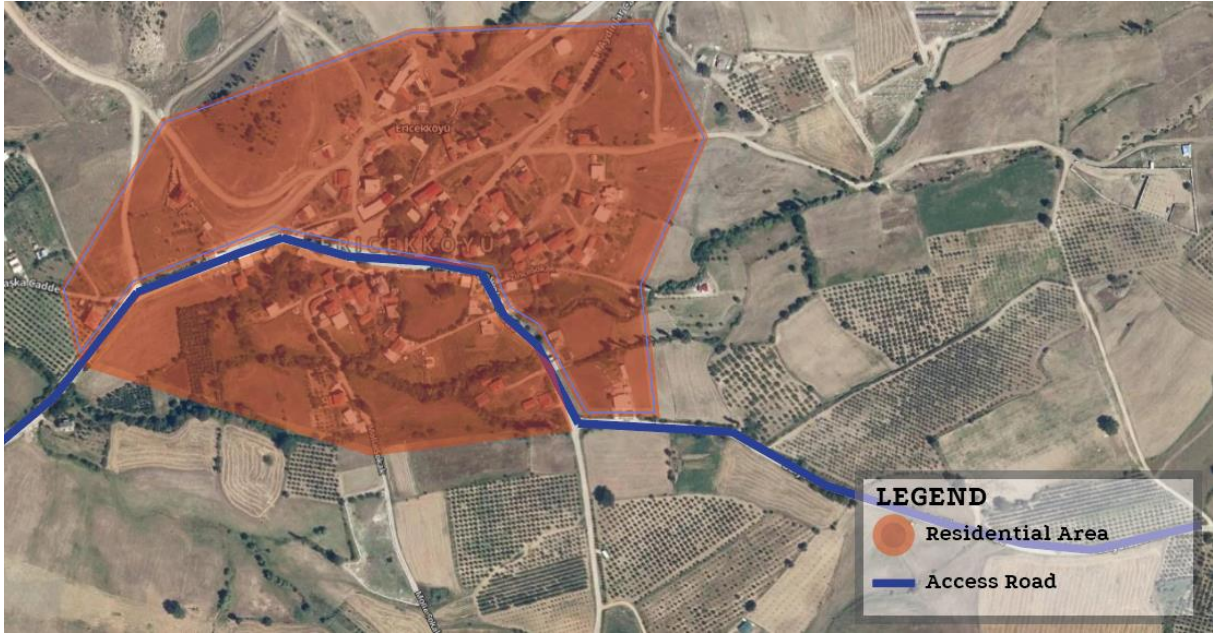


Figure 3. Sub-project Access Road

1.4. Area of Influence

The sub-project is located in the Ericcekköyü Neighborhood, Gürsu District Bursa Province. The subproject site is approximately 1,350 meters away from Ericcekköyü neighborhood. The

access road passes through the center of Ericekköyü neighborhood. The sub-project access route does not intersect with any critical infrastructure such as hospitals, fire departments, or educational institutions that provide emergency services.

According to WB ESSs, “where the sub-project involves specifically identified physical elements, matters and facilities that are likely to create impacts, environmental and social risks and impacts shall be identified in the context of the sub-project's Area of influence (Aoi)”. Within the scope of sub-project activities, the area of influence was determined as a result of interviews with local people and mukhtar during the site visit on 02.05.2025, based on components such as dust emissions, environmental noise, provision of local employment, local people's opinions about the sub-project, etc. and considering the locations of vulnerable and disadvantaged individuals/groups.

According to the construction phase dust emissions and environmental noise calculations explained in detail in the ESMP-Checklist, the noise levels that will occur at the sub-project site are dampened after a distance of 50 m and remain below the 65 dBA noise level limit value specified in Table 1 of Annex II of the "Environmental Noise Control Regulation" published in the Official Gazette dated 30.11.2022 and numbered 32029. The sub-project area of influence is shown in Figure 4.

The subproject area of influence includes the Ericekköyü Neighborhood. Although no direct construction occurs near these sites, they are considered within the area of influence due to their proximity to the access route.

During the site visit, an abandoned garden was identified on the transportation route. During the consultations with the garden owner, their opinions and suggestions regarding the sub-project were received. No negative opinions were encountered regarding the sub-project. The abandoned garden and consultation images are given in Annex-F A Garden With Trees But in an Idle State.

Therefore, the noise impacts of the subproject are not expected to exceed significant levels beyond a 50-meter radius, and the traffic impacts are anticipated to remain confined within the subproject site, without extending into the surrounding Ericekköyü neighborhood. The area of influence has been determined by considering these two factors.

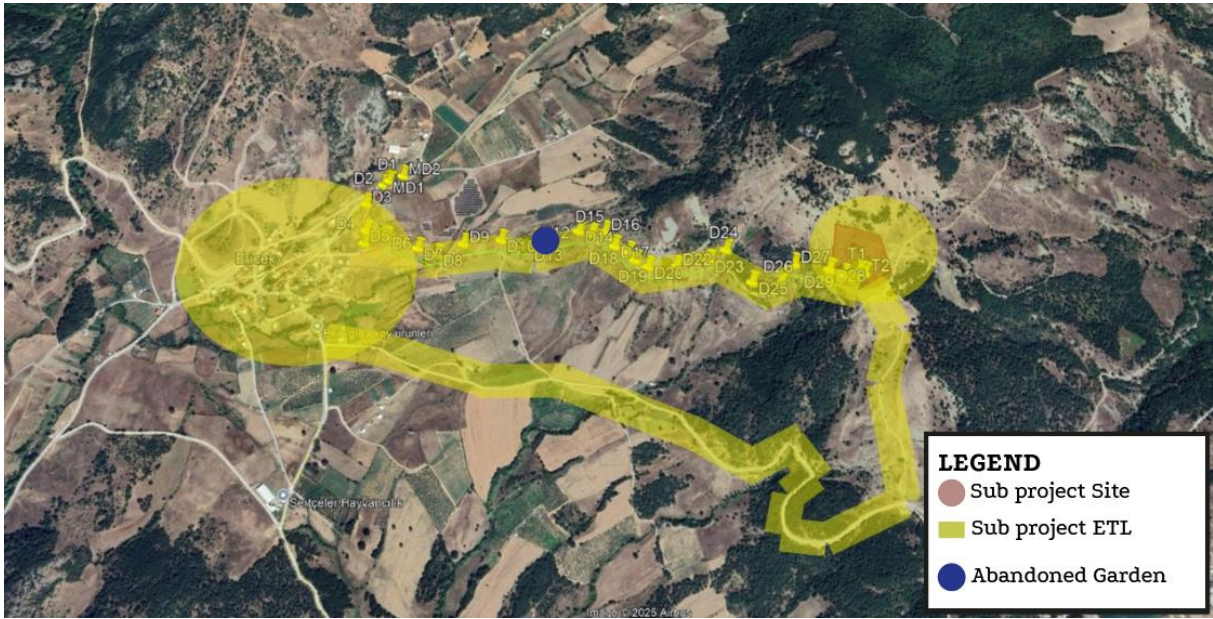


Figure 4. Sub-project Area of Influence

2. OBJECTIVE/ DESCRIPTION OF SEP

This Stakeholder Engagement Plan has been formulated to ensure that project-affected parties, other interested parties and vulnerable /disadvantaged individuals/groups that constitute the “stakeholders” are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the sub- project and its impacts. The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and grievance mechanism throughout the entire sub-project cycle. The SEP outlines how the Gürsu Municipality Project Implementation Unit (PIU) will communicate with stakeholders and includes a grievance mechanism by which people can raise concerns, provide feedback, or make complaints about subproject activities or related issues.

SEP increases awareness of the sub-project, identifies stakeholders’ views, ensures that their opinions and concerns are taken into consideration, and increases trust in the sub-project processes. This SEP aims to support Gürsu Municipality in identifying its stakeholders and fostering constructive relationships, particularly with those affected by the sub-project.

SEP promotes effective and inclusive engagement with affected parties throughout the subproject lifecycle, addressing potentially impactful issues. It ensures that information on the subproject and impacts are disclosed in a timely, understandable, and accessible manner. Additionally, the SEP provides affected parties with inclusive tools to voice concerns and grievances, enabling Gürsu Municipality to respond and manage these effectively. By creating a transparent and respectful environment, the SEP encourages the inclusion of diverse cultural norms and engagement capacities, fostering fair and open dialogue to address stakeholder concerns engagement.

SEP has been developed to comply with both national legal requirements and World Bank’s Environmental and Social Standard 10 (ESS10). The sub-project-specific this SEP is a living document that will be regularly updated based on ongoing discussions and engagement with stakeholders, reflecting their views and input throughout the sub-project.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder engagement is an inclusive process that will be carried out throughout the sub-project life cycle. When professionally designed and implemented, it supports the establishment of strong, constructive and responsive relationships that are essential for the successful management of a sub-project's environmental and social risks.

The purpose of stakeholder identification is to identify which stakeholders may be directly or indirectly affected - positively or negatively - ("project affected parties") or have an interest in the Sub-project ("other interested parties"). Effective stakeholder engagement requires identifying who the stakeholders are, understanding their needs and expectations, and their priorities and goals for the sub-project. This information was then used to tailor the engagement to each type of stakeholder.

3.1. Methodology

To follow best practices in stakeholder engagement, the subproject will apply the following principles:

- **Openness and Life-cycle Approach:** Public consultations will be held throughout the entire subproject life cycle in an open and transparent way, ensuring that there is no outside influence, manipulation, or intimidation.
- **Informed Participation and Feedback:** Relevant information will be shared with all stakeholders in an accessible format; opportunities will be provided for communicating stakeholder feedback and for analyzing and addressing comments and concerns.
- **Inclusiveness and Sensitivity:** Stakeholder identification will be undertaken to support better communications and build effective relationships during the subproject cycle. The participation process for the subprojects will be inclusive. All stakeholders at all times will be encouraged to be involved in the consultation and subproject implementation process. Equal access to information of all stakeholders will be provided to all stakeholders. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable or disadvantaged individuals/groups that may be at risk of being left out of subproject benefits and the cultural sensitivities of diverse ethnic groups.
- **Flexibility in Stakeholder Engagement :** Where social distance, cultural context, or governance factors preclude traditional face-to-face forms of engagement, the subproject's stakeholder communication strategy methodology will accommodate alternative forms of engagement, including various internet or telephone-based communication forms.

A site visit was conducted by the ÇA Engineering on May 2, 2025. During the site visit, meetings were held with Ericekköyü Neighborhood mukhtar, and information about the sub-project sites was gathered through on-site inspections. In this regard, meetings were conducted with the mukhtar of Ericekköyü neighborhood. On May 02, 2025, during the site visit, consultations were held with five (5) local residents living in the sub-project area of

influence to gather their views and concerns. Visual documentation of the meetings is provided in Annex-E Images of the interview.

Based on the feedback obtained from the five residents interviewed, the majority of individuals residing in the area are aware of the sub-project and expressed their support, particularly for its potential to contribute to the development of renewable energy capacity. Residents were informed about the possible environmental impacts during the construction phase, such as dust and noise. In response, the sub-project team explained that appropriate mitigation measures will be implemented. These include regular dust suppression activities and adjustments to working hours to minimize noise disturbances. Continuous monitoring will also be carried out throughout the construction phase.

During the site visit, an abandoned garden on the transportation route was identified. A face-to-face consultation was carried out with the landowner to gather qualitative input regarding the sub-project. The process was documented with photographic evidence, which is included in Annex-F A Garden With Trees But in an Idle State.

During the consultation, it was confirmed that the individual interviewed was aware of the sub-project. The landowner stated that they do not reside on the property but visit periodically for the maintenance of trees. It was also noted that a makeshift structure had been built for shade and resting purposes, but due to lack of use, it had deteriorated into a derelict state. The land is not currently used for agricultural or residential purposes and no claims of ownership impact or loss were raised by the landowner.

The neighborhood mukhtar and local residents expressed their expectations regarding employment opportunities, specifically the inclusion of unskilled labor in the sub-project.

The stakeholder group was informed about the grievance mechanism established under the sub-project. It was emphasized that any complaints or feedback during both construction and operation can be submitted through this mechanism. Contact information and channels for grievance submission will be publicly available and actively managed throughout the sub-project lifecycle.

Discussions with the mukhtar included topics such as the demographic status of the neighborhoods, suggestions and concerns regarding the sub-project. Meetings also covered the socio-economic and demographic structures, as well as infrastructure services, of Ericekköyü neighborhood. Additionally, individual consultations were held with five residents of Ericekköyü neighborhood to gather their opinions, suggestions, and concerns about the sub-project. All data specified in the report were processed based on the mukhtar interviews conducted during the site visit and the information received from the local people.

As stated in WB ESS10, stakeholder definition is divided into three groups;

- Are affected or likely to be affected by the project (project-affected parties); and
- May have an interest in the project (other interested parties);
- Vulnerable/disadvantaged groups/individuals.

3.2. Affected parties

The term "project-affected parties" (PAP) refers to individuals or groups who are likely to be affected by the sub-project due to direct impacts or potential risks on their physical environment, health, safety, cultural practices.

The key PAP's who will be cooperated and consulted about and during the sub-project, including individuals, groups and communities are:

- Residents of Ericekköyü Neighborhood: Since the Ericekköyü neighborhood falls within the sub-project's area of influence, its residents may experience direct and indirect impacts. These may include potential environmental impacts such as dust, noise, and increased traffic, as well as socio-economic changes related to local infrastructure, access to public services, and fluctuations in demand for essential facilities (e.g., healthcare centers, markets, commercial businesses). According to TURKSTAT 2024 data, Ericekköyü Neighborhood has a total population of 168 consisting of 89 men and 79 women. Detection of individuals who reside in Ericekköyü neighborhood but live elsewhere shows that an additional 62 people temporarily stay in the neighborhood during vacation periods, contributing to seasonal population changes. However, there are 62 people whose population is in other places and who come to the neighborhood for vacation.
- Workers to be employed for the subproject (including supply chain workers): Workers engaged in construction, operation, and maintenance activities will be directly involved in subproject-related tasks. Their primary concerns will relate to occupational health and safety conditions, working conditions, and compliance with labor standards.

3.3. Other interested parties

Other interested parties (OIP) include individuals, groups and others who may have an interest in the sub-project because of their location, proximity to natural or other resources, or the sector or parties involved in the sub-project. This may include public administrations, local government officials, community leaders, media representatives and non-governmental organizations (NGOs). Non-Governmental Organizations (NOGs) were identified as other interested parties due to their roles in facilitating communication across communities, shaping public opinion, and improving outreach to different social groups. Their involvement also contributes to addressing local concerns through direct engagement.

The following NOGs were identified and included in the stakeholder engagement process:

- Yeşil Bursam Association
- Ecological Life Association
- Nature and Environment Protection Association
- Environment and Cultural Values Protection and Promotion Foundation

A telephone interview was held with these NGOs during the site visit. They stated that they were interested in the sub-project as it was within their scope of activity. Governmental

Bodies were determined as OIPs based on their regulatory, supervisory and coordination roles.

- Ministry of Environment, Urbanization and Climate Change, due to their environmental regulation, permitting, impact monitoring and supervision roles,
- Ministry of Labor and Social Security, with their supervisory roles on occupational safety, working conditions, local employment opportunities,
- Bursa Governorship and Central District Governorship, as provincial and district level coordination authorities, with their role of ensuring integration into sub-project management frameworks,
- Bursa Provincial Civil Society Relations Directorate, with its role of communication with local NGOs and Community Organizations, was determined as OIPs specific to the sub-project.

As Local Administrators; Bursa Metropolitan Municipality, as it has many authorities such as infrastructure, transportation, environmental management, fire department and zoning throughout the city Gürsu District Governorship in terms of the execution and coordination of public services at the district level mass communication channels at both the national and local levels have been identified as OIP due to their essential roles in disseminating information about the sub-project to a broader audience, shaping public opinion and perception, making sub-project developments and updates accessible to non-technical stakeholders, ensuring transparency and increasing public awareness.

The National Press determined for the sub-project;

- Anadolu Agency
- Demirören News Agency

Local Press;

- Katılımcı ve Şenlikli Newspaper
- Bursa News
- Bursa Hakimiyet News
- Kent Bursa Newspaper

When research needs to be conducted within the scope of the sub-project, universities are considered as one of the key stakeholders. For this reason, Bursa University was determined as OIP.

Maintaining regular relationships with media stakeholders is sufficient to provide regular information at local and national level in Gürsu District. In all cases, the media plays an important role in informing the public and building public perception of the sub-project. Detailed information on other Interested Parties is provided in

Table 2.

3.4. Disadvantaged/ vulnerable individuals or groups

Disadvantaged/vulnerable individuals and/or groups are persons who may be disproportionately impacted or further disadvantaged by the subproject compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the subproject. Vulnerable/disadvantaged individuals or groups are those who often lack the means to express their concerns, may have difficulties in understanding the impacts of the sub-project, or face challenges in participating in the consultation process.

Vulnerable and disadvantaged individuals and/or groups residing in Ericcekköyü Neighborhood, where the sub-project activities will be carried out, may be adversely affected due to their limited ability to express concerns, understand the interests of the sub-project, or access and comprehend project-related information. In Ericcekköyü Neighborhood, vulnerable/disadvantaged individuals or groups are including individuals over 70 and living alone, female headed households, physically and mentally disabled individuals, people who are looking for work but cannot find work and individuals over 70 and living alone.

- **Individuals Over 70 and Living Alone**

The decrease in physical and mental capacity and the possibility of chronic diseases increasing with age may limit the participation of these individuals in daily activities and the project. In addition, living alone reduces their opportunities to receive support, making them more vulnerable.

- **Female-headed households**

In families headed by women, the economic burden falls largely on the shoulders of a single individual. These households are usually low-income, and women are under a serious burden in terms of both earning a living and domestic responsibilities. This situation may create time and resource limitations in effective participation in the project.

- **Mentally disabled individual**

Individuals with mental disabilities may experience limitations in terms of decision-making, communication and social interaction. These individuals need support in terms of accessing information and benefiting from project activities; this makes them more vulnerable in terms of social exclusion and inequality of opportunity.

- **Physically disabled individual**

Physical disabilities can increase dependency in transportation, spatial access, and daily living activities. They may experience disadvantages in participation due to limited physical access to project applications. Special arrangements are required for these individuals to be included in the project processes.

- **Individuals who are looking for work but cannot find work**

Individuals with low- or irregular-income levels may have difficulty meeting their basic needs. This situation causes them to direct their time and resources primarily to livelihood concerns. Therefore, participation in project activities may fall behind other priorities.

Details of vulnerable and disadvantage individuals/groups according to the information obtained from the mukhtar of Ericekköyü Neighborhood are given in Table 1.

Table 1. Ericekköyü Neighborhood vulnerable and disadvantage individuals/groups

Vulnerable and Disadvantage Groups	Number of People
Over 70 years of age and living alone	10
Female-headed households	10
Mentally disabled individual	1
Physically disabled individual	2
Individuals who are looking for work but cannot find work	6
Total Vulnerable and Disadvantage Groups	29

Source: Mukhtar Meeting, 2025.

According to the interviews conducted with mukhtar of Ericekköyü neighborhood on 02.05.2025 during the consultations carried out and the information received from the municipality staff, there are no refugee residing in the sub-project area.

There is no language spoken in the region other than Turkish. Verbal information will be provided to women parent groups in Quran courses and primary and secondary schools in the neighborhood. There are 5 Quran courses, 46 schools in Ericekköyü neighborhood.

Programs will be developed so that the vulnerable and disadvantaged individuals/groups, whose details are provided in Table 2 do not have difficulties in participating in the consultation activities and events. A shuttle service will be provided to ensure that the mentioned groups participate in the consultation meetings. They will be picked up from their homes and returned to their homes upon completion of the event. Gürsu Municipality is responsible for providing these supports.

The stakeholders were determined as a result of the interviews with the mukhtar of Ericekköyü neighborhood and local people, interviews with non-governmental organizations. Stakeholder groups within the scope of the subproject are as follows in

Table 2.

Table 2. Influence/Interest Table for Stakeholder Prioritization

Stakeholder Group		Cause of Impact/Risk	Level of Interest	Level of Influence
Project Affected Parties	<ul style="list-style-type: none"> Ericcekköyü Neighborhood residents 	Heavy vehicles used during the construction process may create temporary traffic congestion in the neighborhood, but other than that, the sub-project is not expected to have any permanent environmental and/or social impacts on the residents	High	Medium
	<ul style="list-style-type: none"> Workers (including supply chain) to be employed for the sub-project activities 	Potential risks related to working conditions, etc.	High	High
Vulnerable individuals or groups	<ul style="list-style-type: none"> People over 70 years of age; Female head of households Mentally disabled individual Physically disabled individual Individuals who are looking for work but cannot find work 	<ul style="list-style-type: none"> <i>People Over 70 Years of Age</i> may have difficulty physically attending stakeholder participation meetings or information activities. <i>Female Head of Households</i> may have obstacles in terms of time and access to participating in information meetings due to family responsibilities. <i>Mental and physically disable individual</i> need support in participating according to their disability. <i>Unemployed individuals seeking employment</i> are more limited in participating in sub-project activities due to their different priorities due to concerns about meeting their basic needs. 	High	Medium

Other Interested Parties	<p>NGOs:</p> <ul style="list-style-type: none"> • Yeşil Bursam Association • Ecological Life Association • Nature and Environment Protection Association • Environment and Cultural Values Protection and Promotion Foundation 	<p>NGOs can submit suggestions on the environmental and social impacts of the sub-project depending on their field of activity; therefore, it is important to effectively manage the information and transparency processes.</p>	Medium	Low
	<ul style="list-style-type: none"> • Governmental Bodies <ul style="list-style-type: none"> ○ Ministry of Environment, Urbanization and Climate Change ○ Ministry of Labor and Social Security ○ Bursa Governorship ○ Bursa Provincial Directorate of Civil Society Relations Centre District Governorship ○ Bursa Environment, City and Culture Presidency • Local administration <ul style="list-style-type: none"> ○ Bursa Metropolitan Municipality ○ Gürsu District Governorship • National Press <ul style="list-style-type: none"> ○ Anadolu Agency ○ Demirören News Agency • Local Press <ul style="list-style-type: none"> ○ Katılımcı ve Şenlikli Newspaper ○ Bursa News ○ Bursa Hakimiyet ○ Kent Bursa Newspaper • Bursa Uludağ University 	<p>A positive impact is expected with the energy generated from the sub-project. Government agencies may be involved in the permitting process, land acquisition process or in organizing consultations with communities.</p>	Medium	Low

4. STAKEHOLDER ENGAGEMENT PROGRAM

The main objectives of the stakeholder engagement program and the planned schedule for the various stakeholder engagement activities are to define at what stages and at what intervals these activities will be carried out throughout the life of the sub-project. Information is provided on how the public will be made aware of future opportunities to review information and provide their views, if decisions about public meetings, locations and timing of meetings have not yet been made.

4.1. Summary of stakeholder engagement done during project preparation

In order to inform the public about the sub-project, a site visit was carried out on 02.05.2025 to engage with the local community, gather their opinions and suggestions, and provide detailed information about the subproject. As part of this process, an interview was conducted with the Ericekköyü neighborhood mukhtar and Gürsu Municipality officials about the usage status of the sub-project site and the disadvantaged groups living in the region. Within the scope of the Stakeholder Engagement Plan, consultation meetings were held with Ericekköyü neighborhood residents (5 people) and the mukhtar by CA Engineering on 02.05.2025. In order to obtain general information about the socio-economic situation of Ericekköyü neighborhood and to learn about their knowledge levels about the sub-project, a "Community Level Survey" form was filled out by the consultant based on interviews with the mukhtar of Ericekköyü neighborhood.

During consultations with the local community, it was observed that they were aware of the potential environmental and social risks associated with the existing SPP but did not have any concerns. They expressed their support for the new SPP and emphasized the importance of utilizing renewable energy sources for the development of the region and the country. Information was provided about the Gürsu Municipality grievance mechanism, which they can use to share any opinions or complaints during both the construction and operation phases of the sub-project.

In addition to general awareness about the sub-project, local stakeholders were asked how they obtained information about the sub-project and whether any prior consultations had been conducted with the neighborhood mukhtar or local residents during Gürsu Municipality's field activities. Potential impacts of the sub-project on agricultural and livestock activities were also discussed in detail. It was confirmed that the sub-project site is located away from areas actively used for such purposes, thereby minimizing any risk of disruption.

Additionally, the mukhtar and local residents expressed their expectation that unskilled labor from the surrounding community would be employed during the construction phase of the sub-project.

During the consultation, local participants raised specific questions regarding the destination of the electricity to be generated and whether there would be any reductions in household electricity bills. In response, it was explained that the generated electricity would be directly fed into the national grid and would contribute to collective benefit rather than individual cost savings. While no direct decrease in electricity prices is expected, it was emphasized that

energy will be produced from renewable and sustainable sources, supporting long-term environmental and ecological benefits.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Identifying and managing stakeholder needs accurately in sub-project is critically important. Key stakeholder needs include regular updates about the sub-project, stakeholder participation in decision-making processes, direct or indirect benefits from the sub-project, and an effective communication mechanism. Tools such as surveys, workshops, and one-on-one interviews will be effectively utilized in information-sharing and engagement processes. Additionally, regular reporting, dashboards, and online communication tools will ensure transparent updates about sub-project progress. Community meetings and feedback mechanisms will help build trust in the sub-project while providing a better understanding of stakeholders' needs and expectations. Through these methods, stakeholder engagement in sub-project will be strengthened, making the projects more inclusive, sustainable, and effectively managed.

Stakeholders have been identified within the scope of the sub-project and consultations or key information meetings have been held with these stakeholders. Stakeholders identified in the region have been informed about the location, components and content of the sub-project.

This plan shows the nature and level of stakeholder interest in the project, how the engagement will be conducted, the frequency of engagement and the responsible unit of Gürsu Municipality, and the following matrix provides a tabular version of this program (See Table 3).

The responsible party/person should be determined by the representatives of Gürsu Municipality. The SEP will be implemented at the sub-project level. Consultation forms and full meeting minutes of those who participated in the consultations will be recorded, but will not be made publicly available as an annex to the SEP. When the SEP is disclosed, relevant data containing personal data will be blurred, taking into account the Personal Data Protection Law.

All supporting documentation for stakeholder activities [newspaper notices, attendee list, full meeting minutes (as an annex), sample brochure] will be included in the SEP.

Stakeholder Consultation Meeting within the scope of the sub-project will be held. A shuttle service will be provided to ensure the participation of vulnerable or disadvantaged individuals and/or groups. In addition, meetings will be planned at appropriate times (e.g. evenings or weekends) depending on their age and workload.

4.3. Stakeholder engagement plan

The main objectives of the stakeholder engagement program are to provide early information, explanation and consultation on various sub-project documents and activities in order to establish a dialogue with project stakeholders from planning to implementation and operation.

Gürsu Municipality will ensure that the sub-project is communicated to all stakeholders and that meaningful engagement and consultation activities are carried out. Consultation activities are designed with some basic guiding principles, including the following:

- Consultations should be widely advertised, especially among stakeholders, preferably one week before any meeting or engagement.
- A non-technical briefing should be provided prior to any event to ensure that people are informed about the assessment and results prior to the planned meetings.
- The location and timing of meetings should be designed to maximize stakeholder engagement and participation.
- The information provided should be clear, non-technical and in all appropriate local languages where necessary.
- Engagement should be facilitated so that stakeholders can voice their views and concerns.
- Any issues that arise should be addressed in the meetings or at a later time.

The following information should be included when documenting the stakeholder engagement activities to be carried out within the scope of the sub-project:

- Date(s) and location(s) of the consultation(s) and related notification(s) (newspaper advertisements, screenshots of social media announcements, etc.)
- Participant details (as per the Personal Data Protection Law),
- Meeting schedule/program (as well as information on what was presented and by whom),
- Summary meeting minutes (comments, questions and responses from presenters),

Review of comments, agreed actions, issues requiring follow-up actions and activities, including clarification of how stakeholders were informed about decisions taken.

Gürsu Municipality will make the subproject E&S documents available in both Turkish and English on its website². These documents can also be accessed at the Gürsu Municipality. Furthermore, subproject posters and information on the grievance mechanism will be displayed at local points, including the Mukhtar's Office in Ericekköyü Neighborhood. Stakeholder Consultation Meeting (SCM) will be conducted to review the draft E&S documents before they are finalized and disclosed. This process ensures that stakeholders insights and concerns are valued and integrated, fostering a more effective and inclusive outcome.

The proposed Stakeholder Engagement Schedule is provided in **Hata! Başvuru kaynağı bulunamadı.**

² <https://www.gursu.bel.tr/>

Table 3. Stakeholder Engagement Plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Pre-construction	At least 10 days before the construction phase begins	Information Statement <ul style="list-style-type: none"> • General information about the purpose, stages, sub project and E&S impacts/risks • Purpose, start date, duration and nature of land preparation, construction and operation activities • Implementation of mitigation measures related to relevant social and environmental impacts/risks • Grievance Mechanism • Information (ESMP-Checklist and SEP) on Gürsu Municipality website for review 	Stakeholder Consultation Meeting Face to face meetings Gürsu Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in work areas, mukhtar's office etc.	Residents of Ericcekköyü neighborhood, Local communities, Local government,	<ul style="list-style-type: none"> •Supervision Consultant, •Gürsu Municipality, •Sub-project Contractors
		Employment and Supply Strategies <ul style="list-style-type: none"> • Hiring employees • Staff training • Purchasing materials and services • Grievance Mechanism 	Stakeholder Consultation Meeting Gürsu Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in Mukhtar's office etc.	Local businesses, All local communities	
Construction	Once a month	Information Statement <ul style="list-style-type: none"> • Monitoring targets and activities to be carried out • Monitoring targets and activities and regular reporting of monitoring results to stakeholders 	Stakeholder Consultation Meeting Gürsu Municipality website Social Media Notice Boards Booklets etc. Posters to be hung in work areas etc.	Resident of Ericcekköyü Neighborhood, Local communities, Local government, Local business	Supervision Consultant, Gürsu Municipality, Contractor
		Traffic and Transportation Management <ul style="list-style-type: none"> • Road safety awareness, including safe passage through bypasses and connecting roads • Types, number and frequency of vehicles to be used during 	Face-to-face meetings, Depending on the demands of the stakeholder group, Posters to be hung in work areas, etc., Gürsu Municipality website	All communities living in the Ericcekköyü Neighborhood Vulnerable/disadvantaged individuals/groups	

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		<p>construction</p> <ul style="list-style-type: none"> • Collaboration with local communities and responsible authorities to improve signage, visibility and overall road safety, especially along roads near schools or other places where children are present, • Planning and timing of construction activities on roads, • Regarding training on traffic and pedestrian safety cooperating with local communities (e.g. school education campaigns) • Traffic measures and sub-project road use sharing with mukhtar • Grievance Mechanism 			

4.4. Reporting back to stakeholders

Participation Process and Basic Principles

Stakeholder participation begins before the preparation of the SEP and continues throughout the entire life cycle of the sub-project. Gürsu Municipality will be in constant communication with the identified stakeholders and will receive regular feedback, especially on environmental and social performance, implementation of preventive measures and the grievance mechanism.

Information and Consultation Process

In case of a significant change in the sub-project, the affected parties will be informed and consultation will be provided to reduce possible risks.

Different methods will be used to increase the access of target groups to information. In particular, the location, date and time for public meetings will be announced at least 10 days in advance. These announcements will be made through mukhtar offices, coffee houses, municipality building, brochure distribution, SMS and media.

Content of Meeting Minutes (Minimum Requirements)

- Meeting location and date
- Participant information
- Program flow
- Comments, questions and answers made (with photos)
- Agreed actions

Inclusion of disadvantaged/vulnerable individuals/groups:

Special measures will be taken for the participation of vulnerable individuals (disabled, elderly, women, employees, etc.):

- Provision of information materials in large print and Braille
- Selection of accessible venues and transportation support for remote areas
- Small-scale meetings with sign language interpreters for the hearing impaired
- Convenient timings or alternative information methods for employees (brochure, website, one-on-one meetings)

Feedback and Grievance Management

The grievance mechanism will be announced through multiple channels, including the Gürsu Municipality website, stakeholder meetings, neighborhood mukhtar, and, if necessary, public spaces such as coffeehouses, to ensure broad accessibility. All opinions collected will be evaluated by the Grievance Mechanism Communication Person (GMCP).

Gürsu Municipality will be responsible for engagement with stakeholders as an on-going process throughout the life of the sub-project. Stakeholder logs will also be filled out for engagement activities (Table 4).

Table 4. Sample Table for Stakeholder Engagement Log

Sub-Project Phase	Date and Location	Method used	Purpose of Activity	Target Stakeholders	Meeting Summary/ Key Issues Raised	Follow-up Actions	Information Shared/Documents Disclosed and Consulted

Construction Process Information

While temporary access or traffic restrictions are possible in the Ericcekköyü neighborhood, full road closures or major infrastructure disruptions are not expected during construction. Gürsu Municipality will announce the start and end dates of activities and subproject changes through local media. Since there will be no significant disruptions to daily life (such as road closures or power outages), voice announcements will not be used. However, updates will continue to be shared through local media. Gürsu Municipality will announce the start and end dates of the activities, design changes and important milestones through local media.

Documentation and Transparency

Minutes and attendance records of all meetings will be kept and will be added to the final SEP. Important updates during the construction and operation phases (such as schedule changes or urgent notifications) will also be shared through the Gürsu Municipality website, local SMS alerts, or via the neighborhood mukhtar, if necessary.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Project Implementation Unit (PIU)

PIU will be established within Gürsu Municipality and will consist of Gürsu Municipality personnel. The duties and responsibilities of PIU are explained in **Hata! Başvuru kaynağı bulunamadı..**

The PIU team will consist of a project coordinator responsible for overall subproject management, interdepartmental coordination and reporting to relevant authorities; a technical expert-engineer responsible for supervising technical implementation and ensuring that construction and infrastructure works comply with standards; an E&S expert responsible for supervising the implementation of environmental and social protection measures, including stakeholder participation and complaints management; a procurement and finance officer to manage procurement procedures and oversee the use of financial resources in accordance with the project budget; and a communication officer who coordinates communication with stakeholders and ensures timely transfer of project-related information to relevant parties.

A sufficient budget will be allocated for communication and grievance resolution mechanism to be established with stakeholders. The budget is included in the sub-project budget.

5.2. Resources

Gürsu Municipality is ultimately responsible for the environmental and social performance of the entire sub-project, including the performance of its own contractors and other contractors. A Project Implementation Unit (PIU) will be established to carry out operational and administrative tasks. The PIU staff will be Gürsu Municipality's own staff.

The PIU will be primarily responsible for coordinating stakeholder engagement activities. The collection of grievances, questions and feedback will be the direct responsibility of the PIU's GM contact (GMCP) and the Contractors' E&S Specialist.

The resources to be provided by Gürsu Municipality are as follows:

- A sub-project-specific area on the Gürsu Municipality's official website,
- An electronic database for grievances,
- Stakeholder engagement records,
- Printed documents (guides, brochures, posters, etc.) to be used in accordance with the SEP requirements.

5.3. Management functions and responsibilities

Gürsu Municipality/PIU will be the main party responsible for the implementation of the SEP and coordination with contractors, implementation, monitoring and reporting. Detailed roles and responsibilities regarding the stakeholder engagement of the sub-project are provided in **Hata! Başvuru kaynağı bulunamadı.**

Table 5. Roles and Responsibilities

Responsible Entity	Roles and Responsibilities
PIU of Gürsu Municipality	<ul style="list-style-type: none"> • Planning and implementation of the SEP; • Leading stakeholder engagement activities in close collaboration with the ILBANK PMU; • Management and resolution of grievances; • Consultation on specific SEP activities; • Announcing the important construction activities; • Reporting on implementation of SEP activities to ILBANK PMU; • Proper implementation of the grievance mechanism defined in the SEP, and • Executing defined grievance mechanism in the SEP properly and informing ILBANK PMU about the overall implementation status.
GMCP	<ul style="list-style-type: none"> • Act as a focal point for the GM in the PIU • Keep records and monitor sub-project-related grievances • Manage and coordinate the resolution process of sub-project related grievances • Review grievance records for relevant non-compliance issues or recurring issues related to stakeholder engagement and other sub-project activities • Coordinate and monitor PIU contacts at the contractor level • Collect sub-project related grievances from all different parties • Inform PIU and management about the resolution process • Prepare compiled PIU reports on the sub-project • Monitor contractors' grievance records and grievance resolution process and report to PIU in monthly progress reports • Maintain communication with PIU to respond/resolve grievances
E&S Consultant	<ul style="list-style-type: none"> • E&S Consultant is responsible for preparing the Environmental and Social Assessment Reports, i.e. ESMP Checklist and SEP, for the approval of ILBANK, • Providing the necessary information to the Gürsu Municipality, • Taking a part in organizing the ESMP Checklist stakeholder consultation meeting to be held for all stakeholders and • Submit final drafts of the reports as per the concerns/opinions of the stakeholders.
Supervision Consultant	<ul style="list-style-type: none"> • Ensure that the subproject complies with the methodology and other requirements specified in the E&S Documents (ESMP Checklist and SEP) during the implementation of sub-projects, • Recording and monitoring the resolution of grievances from contractors and reporting them to Gürsu Municipality (PIU) in the monthly progress reports, • Maintaining communication with PIU GM Focal Point for follow-up of grievances.
Contractor	<ul style="list-style-type: none"> • Recording and monitoring resolution of contractor grievances and reporting them to PIUs in monthly progress reports, • Maintaining communication with PIU GM Focal Point to follow up on grievances, • Organizing and conducting Stakeholder Consultation Meetings and related events for public information sharing, • Informing ILBANK (PMU) and Gürsu Municipality on all matters related to their relations with stakeholders, • Informing local communities on all environmental and social issues (e.g. noise, vibration, water quality monitoring, community health and safety, etc.) • Developing and implementing a grievance mechanism for both the E&S

Responsible Entity	Roles and Responsibilities
	<p>performance of the project and the workforce, including subcontractors, prior to the commencement of works in accordance with Gürsu Municipality's GM requirements.</p> <ul style="list-style-type: none"><li data-bbox="480 344 1426 409">• Submits monthly Environmental and Social Monitoring Reports (ESMRs) to Gürsu Municipality.

6. GRIEVANCE MECHANISM

The purpose of the Grievance Mechanism (GM) is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. The purpose of the public grievance mechanism and the workers grievance mechanism is to provide access to a grievance resolution procedure for sub-project affected people, including communities and sub-project workers. Grievances can be an indication of growing stakeholder concerns and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between sub-project worker's, local communities, and other stakeholders.

In the sub-project level Grievance Mechanism, Public Grievance Mechanism and Worker Grievance Mechanism, grievances will be submitted in Turkish through Turkish forms. In addition, if a stakeholder who does not speak Turkish but have grievances about the environmental and social performance of the sub-project or, necessary language support will be immediately provided by Gürsu Municipality.

The structured GM will ensure that grievances associated with the sub-project are addressed through a transparent and impartial process. The public will be informed about the GM through the disclosure and consultation of the SEP and through the stakeholder engagement activities to be conducted throughout the life of the sub-project.

6.1. Grievance Mechanism at National Level

The intake channels for the existing national level GMs are provided below:

Presidency's Communication Centre (CIMER): The Presidency's Communication Centre (CIMER) has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CIMER will be available to sub-project stakeholders as an alternative and well-known channel for conveying their sub-project-related grievances and feedback directly to state authorities.

- **CIMER Website:** www.cimer.gov.tr
- **CIMER Call Centre:** 150
- **CIMER Phone number:** +90 312 525 55 55
- **CIMER Fax number:** +90 0312 473 64 94
- **Address for Official Letter:** Republic of Turkiye, Directorate of Communications Kızılırmak Mah. Mevlana Bulvarı No:144 Çankaya/Ankara
- **Mail addressed to Republic of Turkiye,** Directorate of Communications
- **Individual applications at the community relations desks** at governorates, ministries and district governorates

The Foreigners Communication Centre (YIMER): The Foreigners Communication Center (YIMER) has been providing a centralized complaint system for foreigners. YIMER will be available to sub-project stakeholders as an alternative and well-known channel for conveying their sub-project-related grievances and feedback directly to state authorities.

- **YIMER Website:** www.yimer.gov.tr
- **YIMER Call Centre:** 157

- **YIMER Phone number:** +90 312 5157 11 22
- **YIMER Fax number:** +90 0312 920 06 09
- **Address for Official Letter:** Republic of Turkiye General Directorate of Migration Management, Çamlıca Mahallesi 122. Sokak No:4 Yenimahalle/Ankara
- **Mail addressed to Republic of Turkiye,** Directorate of Communications
- **Individual applications at the Republic of Turkiye General Directorate of Migration Management**

ILBANK Grievance Mechanism: ILBANK has established a transparent and comprehensive GM in September 2021 in order to receive, evaluate and address grievances pertaining to every international project it finances, and relevant mechanism will be in place during the course of the Sub-project. Complainants may - if they wish - submit their grievances to ILBANK as a higher authority through the following communication channels:

- **ILBANK Website:** <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- **ILBANK E-mail:** uidbbilgi@ibank.gov.tr and etikuidb@ilbank.gov.tr
- **ILBANK Phone number:** +90 312-508 79 79 and +90 312 508 79 80
- **ILBANK Address for Petition Service:** ILBANK Department of International Relations, GM Team (letters must be marked as personal or confidential) Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA

Any grievance and feedback lodged/conveyed through CIMER and/or YIMER related to the sub-project will be registered in the GM database and managed as per GM Procedures, as relevant, by observing the requirements stipulated by the Law on the Protection of Personal Data (Law No. 6698, 2016).

6.2. Sub-project Level Grievance Mechanism

As part of the stakeholder engagement, information and consultation process, grievance mechanism stakeholders are required to be informed about sub-project level grievance mechanism. The purpose of the grievance mechanism is to provide channels free from manipulation, coercion and intimidation through which local community members can submit their demands, concerns and complaints regarding the sub-project and its impacts. Responding to and resolving complaints in a timely, proactive, impartial, effective and efficient manner is essential according to international standards and requirements regarding stakeholder engagement. In particular, it provides a transparent and reliable process for fair and sustainable results. In this way, mutual trust and cooperation can be developed between the sub-project stakeholders and Gürsu Municipality through corrective actions. The main components of a successful grievance mechanism include the principles of anonymity, confidentiality and transparency.

Gürsu Municipality handles public grievances and views through its website and complaint hotlines. This municipal GM system was established to receive grievances and requests from local citizens and intended to produce possible solutions within Gürsu Municipality for reported concerns. Gürsu Municipality website includes a communication page, which is the

mechanism where grievances/requests regarding Gürsu Municipality activities are submitted (see Figure 5). In addition, many sections of the homepage of Gürsu Municipality website include information about social media accounts and telephone numbers (such as the Alo 444 3 616 line/ Municipality Communication Line) to which grievances can be submitted.

- **Gürsu Municipality's Website:** <https://www.gursu.bel.tr/iletisim/hizmet-binalari>
- **Gürsu Municipality's Call Centre (hotline):** ALO 444 3 616
- **Gürsu Municipality's Address:** Zafer Neighborhood Beşevler Street No:5 Gürsu/BURSA

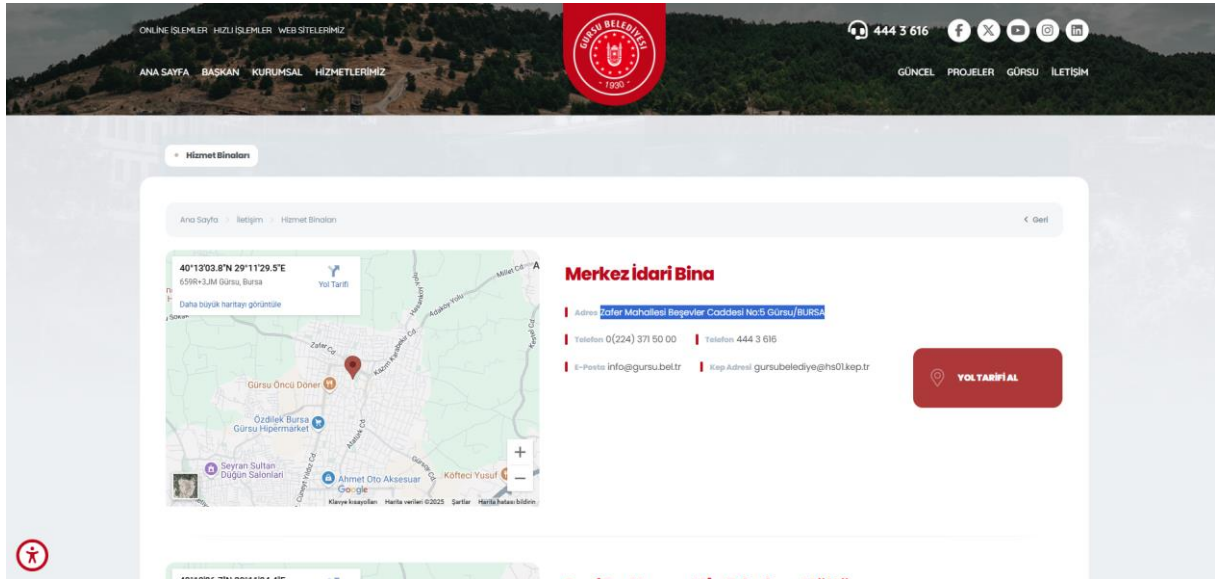


Figure 5. Gürsu Municipality Communication Web Page

Apart from the ILBANK Grievance Mechanism and in addition to all existing GMs at national level, a grievance mechanism will be established by Gürsu Municipality in order to receive, resolve and follow the concerns and complaints of the Sub-project affected communities as sub-project level. Grievance Mechanism (GM) to be established specific to the subproject as per WB will be implemented by Gürsu Municipality throughout the lifetime of the sub-project including pre-construction, construction, and operation phases. Gürsu Municipality PIU and construction contractor will be accessible for the stakeholders and will be responsible to respond to all grievances (complaints, requests, opinions, suggestions) in line with the ILBANK GM Procedure (2 days registration, 10 days evaluation, 15 days response). Relevant grievances will be monitored by the ILBANK GM Team. The personnel to be appointed by Gürsu Municipality will record the grievances and requests coming from different channels in a single established system and will provide solutions within the time and application framework determined in as described above, within the scope of this subproject, there will be different levels of GMs to be operationalized by different institutions and subproject parties. All GMs to be utilized in this subproject will follow the process flow. Gürsu Municipality personnel will record all grievances received through different GM channels presented in this SEP (including all verbal and written grievances even through the grievance boxes installed in the municipal building and any stakeholder engagement event/meeting) in their GM log.

The grievances, requests, suggestions and opinions of the public will be recorded through the GM contact person (GMCP) to be assigned by Gürsu Municipality. All grievances are examined to be classified according to whether they are real or not and whether they are related to sub-project activities. If a grievance is deemed unsuitable for investigation because it is not genuine or not related to sub-project activities, the complainant will be provided with an explanation as to why the grievance could not be followed up. Grievances received within Gürsu Municipality are evaluated and forwarded to the relevant units. Appropriate grievances are responded to according to the sub-projects social and environmental requirements defined in SEP.

Any grievances received by Contractor, CİMER, YİMER, İLBANK, WB etc. will be also directed to Gürsu Municipality's call center and Gürsu Municipality's subproject level grievance mechanism. Samples of grievance form and grievance closure and consultation form prepared for use within the scope of the sub-project are given in Annex-A Sample Grievance Submission Form, Annex-B Sample Grievance Closure Form and Annex-D Sample Consultation Form (For Stakeholder Participation Meeting(s)) respectively.

All grievances submitted through phone calls, emails, face-to-face meetings, or the Website are recorded upon receipt. Within two (2) business days, the Grievance Mechanism Contact Person (GMCP) shall notify the complainant that the grievance has been received and is under evaluation.

The complainant shall be contacted within ten (10) business days to explain the process and provide an initial response. If needed, consultations with relevant stakeholders will be held, and the complainant will be informed about the methodology used to address the grievance.

Each grievance will be handled with diligence, fairness, and impartiality. If the proposed solution is accepted by the complainant, corrective actions will be taken within 15 business days. The grievance will be closed following implementation, and the complainant will be notified through a third and final communication. All related documentation (Grievance Form, Closure Form, etc.) will be archived.

Unless otherwise agreed, grievances will be resolved within 30 business days. In case of delays, the reasons will be documented and reported. Grievances from contractors or subcontractors will be reported to GMCP by their E&S Specialist and entered into the Grievance Registry and Database on the same day, where they will be accessible to the PMU. The Grievance Tracking Table will include complainant details, dates, communication method, grievance status (open/reviewed/closed/rejected), and relevant explanations.

Throughout the process, all communications will be documented using Consultation Forms (see Annex-D Sample Consultation Form (For Stakeholder Participation Meeting(s))). If a grievance is rejected or not resolved satisfactorily, it will be reconsidered, and revised decisions may be proposed. The Project Implementation Unit (PIU) are responsible for consolidating, monitoring, and reporting grievance data monthly.

Management of Sexual Exploitation and Abuse/Sexual Harassment issues:

Since there are special procedures/principles for handling sensitive content grievances (i.e. sexual exploitation and abuse/sexual harassment and gender-based violence in the workplace or potential child abuse in sub-project areas), these grievances will be handled centrally at ILBANK, not at Gürsu Municipality's or Contractor level.

ILBANK's GM procedure has been prepared in accordance with WB ESF/ESS10 and it also complies with the World Bank's environmental and social standards. In case a sensitive complaint is received by the Contractor or Gürsu Municipality, they will be responsible for conveying the issue directly to the ILBANK GM focal point. However, Contractor and Gürsu Municipality should still be trained and informed about the principles applicable to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) and Gender Based Violence (GBV) cases.

Gürsu Municipality official who will manage the Grievance Mechanism will be knowledgeable about the guidelines prepared by the World Bank to prevent sexual exploitation, abuse and harassment cases for the projects financed under construction works. Grievances of gender-based violence, exploitation and harassment can result in negative reactions from the community. It is highly important that the victims raising grievances involving these issues can do so anonymously. In addition, the authorities handling the grievances should address such issues within confidentiality and with an unbiased approach and to ensure this, such grievances should be handled through a separate procedure

All stakeholders who have lodged a grievance may request that their applications be assessed in confidentiality. Gürsu Municipality will ensure that the name and contact details of the complainant are not disclosed without their consent.

6.3. Grievance Mechanism for Workers

The GM for employees (applicable to both Gürsu Municipality personnel and contractor and subcontractor employees) has been established in accordance with WB ESS2. The implementation of the GM for employees will be ensured throughout the financing life cycle of the sub-project. PIU requests contractors to develop and implement a grievance mechanism for the workforce, including sub-contractors, before starting work. The contractor and sub-contractors will prepare Labor Management Plan (LMP) that will include a detailed description of the grievance mechanism for employees.

Employees are informed about employee rights, basic occupational health and safety, the grievance mechanism and its operation at the time they start work. An up-to-date list of contact points is available in employee handbooks and/or bulletin boards. All processes related to the grievance mechanism are conveyed in a language that employees can understand.

When employees detect a hazard or risk for which no precautions have been taken regarding occupational health and safety, they inform the employee representative, occupational safety specialist and/or occupational physician selected by the employees about this hazard or risk. The employee representative shall forward the details of the hazard and risk to the occupational health and safety board, if any, or to the employer/employer's representative, and request an evaluation. If the problem is not resolved, all legal rights are reserved by applying to the contractor/subcontractor level GM contact persons through the grievance

boxes located at the workplaces. Requests regarding employee rights and occupational health and safety are collected in grievance boxes placed in areas that employees can easily access.

The collected grievances and suggestions are carried out in accordance with the periods determined in the process of the grievance mechanism.

After the applications are evaluated, if there is an imminent, urgent and vital danger, a notification can be made directly to the Labor Life Communication Center, ALO 170 line or the Provincial Labor and Employment Institutions Directorates operating in the province. Upon receipt of the requests, the workflow grievance mechanism is carried out in accordance with the workflow chart.

The Gürsu Municipality/PIU Team will be ready to handle grievances regarding working conditions. The Gürsu Municipality/PIU Team will evaluate grievances and suggest solutions for direct and contracted employees using this workers' GM, which all sub-project employees can easily access.

Grievance mechanism operation diagram details are given in Table 6.

Table 6. Grievance Mechanism Flow Chart

Grievance Process	Requirement / Action
Submission of a grievance	Receiving the grievance by any communication channel explained above. At this point, if the grievance is a sensitive grievance involving child abuse, sexual harassment abuse or Gender Based Violence (GBV) immediate action will be taken within 2 days after receiving of the grievance. For the cases relevant to sexual exploitation and abuse/sexual harassment at workplace or any potential child abuse in the project sites, the grievance will be directed by the GM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers such as Ministry of Family and Social Services and Prosecutors Office.
Registration of grievance	Registering/recording through making an entry in the sample grievance register table. All the grievances will be registered within two working days and feedback will be given to the complainant. If the complainant requests that this grievance be treated anonymously, this grievance will be recorded anonymously and the request will be met.
Forwarding of grievance	The grievance is forwarded to relevant persons (site manager on construction sites and experts of the PIU) responsible for handling the grievance in not later than three working days upon receiving the grievance (except for any emergent grievance, which would be handled as appropriate).
Evaluation of a grievance	Evaluating the grievances within 10 working days and determining whether the grievance meets the admissibility criteria. If the grievance is not valid, providing relevant explanation to the complainant.

Grievance Process	Requirement / Action
Response for a grievance	<p>If the grievance is valid, identifying and taking corrective measures for resolving the grievance in not later than 15 working days upon receiving.</p> <p>All comments and grievances will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.</p> <p>At this point, it should be noted that the action taken and the result of this anonymously recorded grievance should be shared on the Gürsu Municipality website, so that anonymous complainants is informed about their grievance and the results.</p>
Recording the result of a grievance	Recording the result of the grievance in register table.
Right to Appeal	<p>If the grievance cannot be resolved with the existing process, applicants can always apply to relevant legal institutions. Such institutions can be summarized as follow:</p> <ul style="list-style-type: none"> • Civil Courts of First Instance • Administrative Courts • Commercial Courts of First Instance • Labor Courts, and • Ombudsman (https://ebasvuru.ombudsman.gov.tr/)

7. MONITORING AND REPORTING

7.1. Summary of how SEP implementation will be monitored and reported

It is the responsibility of Gürsu Municipality to ensure that the SEP is fully integrated and implemented in all sub-project activities. All stakeholders will be consulted and will be able to use the GM throughout the sub-project lifecycle. On the other hand, the SEP will form part of all tender documents related to the physical works within the scope of the sub-project.


As part of the World Bank ESF requirements, ESMP Checklist and SEP will be made public when approved for public disclosure and approved by İLBANK, and the disclosure will be the responsibility of the sub-project Implementers and the consultant firm Gürsu Municipality. Gürsu Municipality will ensure that the SEP is published in hard copy and on its website. Similarly, several copies of all prepared environmental and social documents will be available locally in Gürsu Municipality, where affected groups such as the Mukhtar offices operating in the Gürsu District of Bursa Province and local NGOs can easily access.

The SEP is a dynamic document and will be reviewed, updated and approved when necessary (e.g. changes in the design of sub-project components according to Environmental and Social Monitoring Reports (ESMRs), stakeholders' requests/grievances regarding the sub-project. Implementation of the SEP throughout the implementation of the sub-project, elimination of non-conformities, etc.). Gürsu Municipality will be responsible for making a statement through communication channels for each updated version of the SEP.

Gürsu Municipality will monitor the sub-project throughout its lifetime considering the stakeholder engagement process. The approved SEP will be reviewed biannually and updated if required according to the project improvements and the unexpected public reactions. The GM established by the Gürsu Municipality will be used effectively and the statistical summary of the outputs of GM will be reported to İLBANK together with all the requests received, resolved and unresolved, Grievance Register, Grievance Monitoring Table and Environmental and Social Monitoring Reports (ESMRs) on a monthly basis. With monthly reporting, total number of grievances, monthly number of grievances, distribution of grievances by subject, gender, grievances answered within 1 days, grievances resolved within 30 days, list etc. is necessary.


ANNEXES

Annex-A Sample Grievance Submission Form


	GÜRSU MUNICIPALITY			
	SOLAR POWER PLANT PROJECT			
GRIEVANCE FORM				
Person Filling Out the Form:		Date and time:		
Inteview Agenda:		Reference No: Gürsu Municipality-Project Code-0001-2.		
1. INFORMATION ABOUT THE COMPLAINANT				
Name surname: <i>If the complainant requests that this grievance be treated anonymously, this grievance will be recorded anonymously and the request will be met.</i>		How received the Grievance:		
TC Identification number:		Telephone / Toll Free Li <input type="checkbox"/>		
Telephone:		Face to Face Meeting <input type="checkbox"/>		
Address:		Website / Email <input type="checkbox"/>		
Email:		Other (Explain) <input type="checkbox"/>		
Stakeholder Type				
Public <input type="checkbox"/>	PAP <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Trade Association <input type="checkbox"/>	NGO <input type="checkbox"/>
Interest Group <input type="checkbox"/>	Industrial Association <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. DETAILED INFORMATION ABOUT THE GRIEVANCE				
Description of the grievance:				
Solution method requested by the complainant				

<p>Registrant Name Surname/Signature</p>	<p>Complainant Name Surname/Signature</p>
---	--

Annex-B Sample Grievance Closure Form

	GÜRSU MUNICIPALITY
	SOLAR POWER PLANT PROJECT
GRIEVANCE CLOSE OUT FORM	
Reference form:	
1. DETERMINATION OF CORRECTIVE ACTION	
1	
2	<input type="checkbox"/>
3	<input type="checkbox"/>
4	<input type="checkbox"/>
5	<input type="checkbox"/>
2. CLOSE OUT THE GRIEVANCE	
<i>This section will be filled and signed by the Complainant in case the grievance stated in the "Grievance Registration Form" is resolved</i>	
Name Surname / Signature of the Person Closing the Grievance/Date	Name Surname / Signature of Complainant/Date

Annex-D Sample Consultation Form (For Stakeholder Participation Meeting(s))

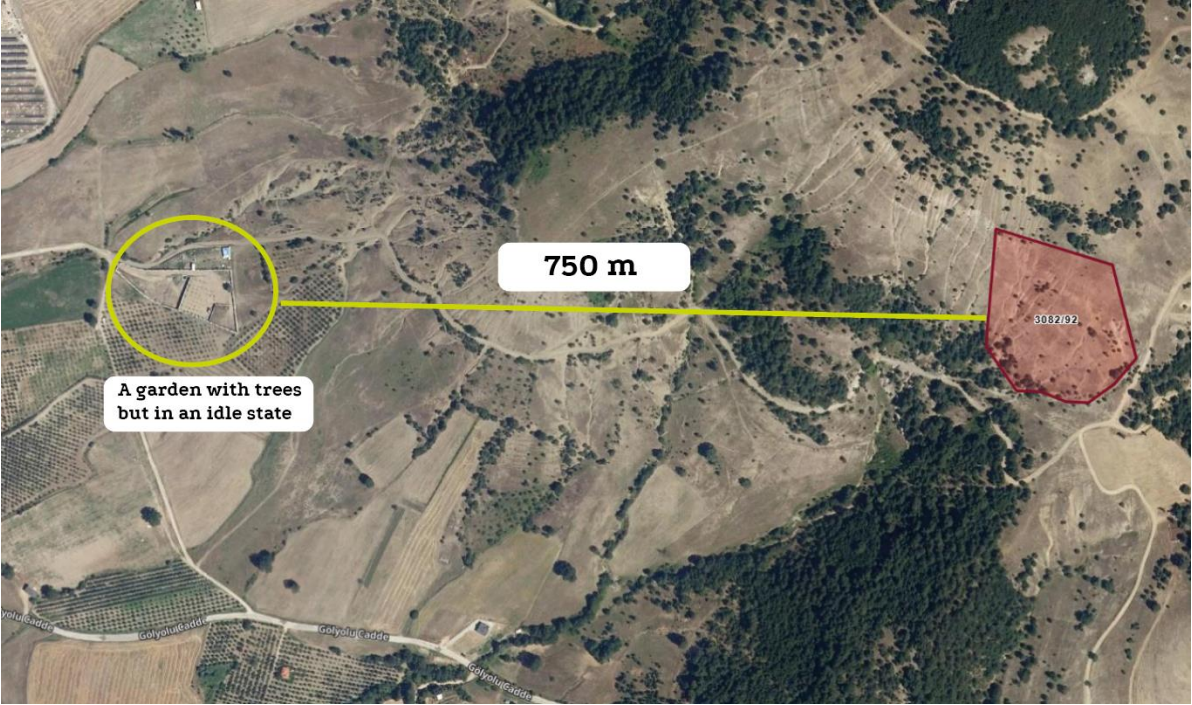
	GÜRSU MUNICIPALITY SOLAR POWER PLANT PROJECT	
	CONSULTATION FORM	
Person Filling Out the Form:	Date time and place:	
Meeting Agenda:	Interview Registration Number:	
1. INTERVIEW INFORMATION		
Interviewed Institution:	Form of Communication	
Name and Surname of the Interviewee:	Telephone / Toll Free Li <input type="checkbox"/>	
Telephone:	Face to Face Meeting <input type="checkbox"/>	
Address:	Website / Email <input type="checkbox"/>	
Email:	Other (Explain) <input type="checkbox"/>	
Stakeholder Type		
State agency <input type="checkbox"/>	PEB <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>
Job Room <input type="checkbox"/>	NGO <input type="checkbox"/>	Interest Group <input type="checkbox"/>
Industrial Union <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>
University <input type="checkbox"/>		
2. INTERVIEW DETAILS (List of Invitees and actual participants, Summary of presentations made by whom, minutes of meeting will be annexes of this form.)		
Questions about the project:		
Concerns/feedback regarding the project:		
Responses to the views expressed above:		

Annex-E Images of the interview

During the field visit, the project manager(first from the right) met with the mukhtar of Ericekköyü neighborhood (second from the right) and three residents of Ericekköyü neighborhood.



Annex-F A Garden With Trees But in an Idle State



A garden with trees but in an idle state



A meeting was held with the owner of the abandoned garden located on the access route to the sub-project site. His views and suggestions regarding the sub-project were received. No negative thoughts were detected about the sub-project.

