



**GOVERNMENT OF KOSOVO**  
RWC Hidromorava



European Investment Bank



European Bank for Reconstruction and Development

**Gjilan & Mitrovica Wastewater Infrastructure**

**Gjilan, Technical Addendum including  
Environmental and Social Due Diligence**

**Stakeholder Engagement Plan**

**Final**

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<b>Author(s):</b>	Heidi Hjorth, Fritz Schwaiger
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## ABBREVIATIONS

EBRD	European Bank for Reconstruction and Development
EIB	European Investment Bank
LALRF	Land Acquisition and Livelihood Restoration Framework
PAP	Project Affected Persons
PIP	Priority Investment Programme
RWCH	Regional Water Company Hidromorava
SEP	Stakeholder Engagement Plan
WWTP	Wastewater Treatment Plant

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## 1 INTRODUCTION

This document is the Stakeholder Engagement Plan (SEP) for the Gjilan Wastewater Project, which is planned by the Regional Water Company Hidromorava (RWCH) and financed by the European Bank for Reconstruction and Development (EBRD) and the European Investment Bank (EIB).

The Overall objective of the SEP is to define stakeholder engagement and public information disclosure activities for the project and thus presents the specific stakeholder engagement activities that RWCH will undertake before and during the project's construction phase and during operations. It highlights the way in which RWCH plans to communicate with local residents and other stakeholder groups who may benefit from, be affected by, or be interested in project activities. It also explains the grievance mechanism, through which stakeholders can raise any concerns and other comments.

The SEP takes into account best international practice in relation to information disclosure and outlines the general engagement principles that RWCH will adopt. The SEP will be reviewed and updated on a regular basis. If activities change or new activities relating to stakeholder engagement commence, then the SEP will be updated and shared with project stakeholders.

The SEP is available in English, Albanian and Serbian. The SEP can be found on the RWCH and Gjilan Municipal Administration websites and in hardcopy in the RWCH and Gjilan Municipal Administration offices.

## 2 DESCRIPTION AND CONTEXT OF PROPOSED PROJECT

The Government of Kosovo requested the European Bank for Reconstruction and Development (EBRD) and the European Investment Bank (EIB) to support the implementation of the wastewater treatment plant (WWTP) and related sewage infrastructure of Gjilan. An update of the existing Feasibility Study was carried out in 2018 and has resulted in a Priority Investment Programme (PIP).

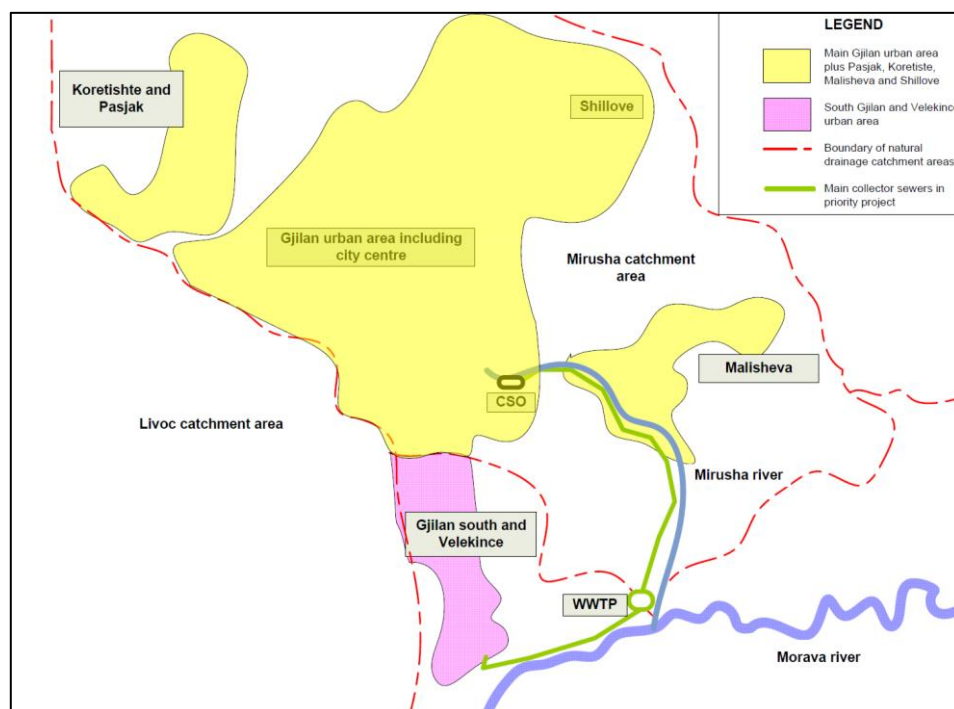
This Stakeholder Engagement Plan relates to the design, construction and operation activities in connection with the proposed EBRD and EIB supported PIP, which will be implemented from Gjilan Municipal Administration, and the subsequent operations by RWCH.

The following project for Priority Investment have been proposed

- ➔ Construction of a wastewater treatment plant;
- ➔ Collect and treat wastewater from Gjilan urban area and Velekince, and the villages of Malisheva, Koretishte, Shillove and Pasjak.

The design phase is expected to last for 6 months, between June and November 2020.

The construction to start in December 2020 and last for 12 months.



**Figure 2-1: Extent of the Project**

The project involves permanent land acquisition for the purpose of construction of the WWTP and the access road on the site near the village Uglara at the Morava river. According to the initial estimates, a total of 37 privately owned land plots will be affected by permanent land acquisition. These plots are categories as agricultural land. The total land to be acquired is approx..8 ha. The land acquisition process is detailed in the Land Acquisition and Livelihood Restoration Framework, and will be implemented prior to construction, December 2020.

### **3 RESPONSIBILITY FOR IMPLEMENTATION OF THIS SEP**

The RWCH is overall responsible for implementing the investments included in the PIP, as well as the subsequent operation and management. In line with this, the City Administration is responsible for implementation of stakeholder engagement and communication activities during the construction phase, while RWCH is responsible for stakeholder engagement and communication during the subsequent operations. To ensure consistent communication during construction and operations, RWCH will also be involved in stakeholder engagement and communication activities during the construction phase.

During the construction phase, the Gjilan Municipal Administration will be responsible for coordinating the stakeholder engagement and communication activities. RWCH's customer service unit will be responsible for stakeholder engagement and communication activities during operations.



## 4 REGULATORY REQUIREMENTS

Procedures for consultation with the public, disclosure of information and grievances relevant for this project are covered under Kosovo legislation. The *Law on Access to Public Documents No 03/L-215* guarantees the right of every legal person to have access to public documents. The *Law on Environmental Protection No 03/L-025* provides the obligation of the central and local institutions and all other authorized organizations to regularly, timely and objectively inform the public, whereas the *Law on Environmental Impact Assessment No 03/L-214* regulates the EIA procedure, including the obligation of authorities to hold public hearings.

According to the Law, persons have the right to obtain information about the performance of local governments, and submit complaints. Persons may address their inquiry or complaints either orally or in writing, including by email. Organizations must respond to written questions or complaints within 30 days.

For the current project, the Municipal Administration is required to put a summary of environmental and social information in the public domain and to hold public hearing(s). This will be done in close cooperation with RWCH.

## 5 OTHER REQUIREMENTS

EBRD's Performance Requirement in Information Disclosure and Stakeholder Engagement is to be fulfilled. The current Stakeholder Engagement Plan is formulated in accordance with this.

Details on the mentioned Performance Requirement is included in EBRD's Environmental and Social Policy, which can be found on: <http://www.ebrd.com/environmental-and-social-policy.html>

The key operational principles of effective stakeholder engagement for projects are summarised as follows:

- Providing meaningful information in a format and language that is readily understandable and tailored to the needs of the target stakeholder group(s);
- Providing information in advance of consultation activities and decision-making;
- Providing information in ways and locations that make it easy for stakeholders to access it and that are culturally appropriate;
- Respect for local traditions, languages, timeframes, and decision-making processes;
- Two-way dialogue that gives both sides the opportunity to exchange views and information, to listen, and to have their issues heard and addressed;
- Inclusiveness in representation of views, including ages, women and men, vulnerable and/or minority groups;
- Processes free of intimidation or coercion or incentivisation;
- Clear mechanisms for responding to people's concerns, suggestions and grievances; and
- Incorporating, where appropriate and feasible, feedback into project or program design, and reporting back to stakeholders.

### **General Stakeholder Communication Records Maintenance:**

Communication records will be maintained by the related project department in Gjilan Municipal Administration. Records will be maintained of communication activities related to various stakeholder groups and of key incoming communication (i.e. general questions, complaints, etc.) and the response to these.

Stakeholder engagement activities conducted by contractors and complaints received by the contractors will also be recorded and reported to Gjilan Municipal Administration on a daily basis and are to be included into the RWCH's stakeholder engagement and complaints tracker.

## 6 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

### 6.1 GJILAN MUNICIPAL ADMINISTRATION

The Municipal Administration provides information on new infrastructure projects, which will improve the wastewater services. Such information is communicated through the local TV station, published in local newspapers and put on the website of the Municipal Administration. Additional information is provided through brochures, posters and flyers. Communication on operational issues, such as planned repair work, is left to RWCH.

It is a legal requirement to conduct public consultation on planned infrastructure projects. Normally, Gjilan Municipal Administration organises public meetings, with the participation of RWCH in public meetings related to water supply and wastewater projects. Both women and men participate in public meetings.

In relation to the decision of the location for the WWTP, limited consultation has been conducted.

Residents, businesses and institutions can contact Municipal Administration with requests, complaints etc. by letter, phone: 0280 320 781, or email: [info.gjilani@rks-gov.net](mailto:info.gjilani@rks-gov.net). The Municipal Administration passes water and wastewater related inquiries and complaint on to RWCH for action. However, most water and wastewater related inquiries and complaints are submitted directly to RWCH.

### 6.2 REGIONAL WATER COMPANY HIDROMORAVA

RWCH's main customer contacts are through the Customer service unit.

Customers submit applications for connections to the piped water supply and wastewater services to RWCH, which is then responsible for processing these requests. Some of the technical works to establish connections can be carried out either by RWCH or other organisations. A written agreement is signed between RWCH and the individual customer when a connection is established.

RWCH has experience in the participation of public hearing processes that are required according to Kosovo Act for the Right to Information. The RWCH adheres to national requirements, including the time set for response to inquiries and complaints.

It is part of RWCH's customer service that customers contact RWCH with inquiries and complaints. Customers have the possibility to submit their grievances and complaints in writing or by phone through RWCH's office. It is also possible to submit a complaint in person when management receives customers. All complaints are registered in logbooks. Responses to the complaints are given within the 15 days deadline prescribed by law, within 30 days in cases where special expertise, detailed investigation and/or collection of additional materials are needed. The customer service unit is open for inquiry 8am to 5pm on weekdays.

In addition to communicating with its customers regarding applications for connections, other requests and complaints, RWCH provides some information on the importance of paying bills on time, planned interruptions to the water supply and wastewater service, plans for improving water and wastewater services, efficient use of water and on tariff increases. RWCH disseminates information mainly in the following ways:

- Through the website, where general information on services including interruption and repair works are provided, as well as information on tariffs;
- The local newspapers, local TV and social media is used to remind customer to pay their bills on time, inform on changes in the payment procedures, tariff increases and announcement of planned interruption to water supply and wastewater services;

- Newsletters, brochures, leaflets and notice delivered directly to the households are also used for communication with customers.

## **7 IDENTIFICATION OF STAKEHOLDERS AND INFORMATION DISCLOSURE**

### **7.1 STAKEHOLDERS AND COMMUNICATION METHODS**

Main stakeholders include RWCH's current and potential customers, including households, budget and state organisations, commercial and industrial enterprises, and Project Affected Persons (PAPs), especially PAPs directly affected by the WWTP footprint through land acquisition and construction impacts. The mass media and local organisations are other important stakeholders.

The Municipal departments and enterprises as well as RWCH staff also need to be kept informed during the project implementation.

Different methods of communication will be used during the construction period and also during the RWCH future operations. Communication methods includes mass media, written materials and website. Other appropriate communication channels may also be identified. Particular efforts will be made to ensure that poor people in Gjilan are reached with communication activities and that both women and men receive information and are consulted.

Project information will be placed on the website of the Municipal Administration. Other means of communication will also be used as for example regular newsletters and provision of information and discussions during the meetings with local communities and citizens.

The following chapters on disclosure of information, the stakeholder engagement programme, and the public grievance mechanism contain more specific details on the communication methods that will be used.

### **7.2 DISCLOSURE OF INFORMATION DURING DESIGN AND CONSTRUCTION PHASE**

At the start of the design phase, the Municipal Administration will provide information to its citizens and other stakeholders. The main contents of this information are outlined in Table 7-1 below.

Information will be distributed in all geographical areas of the Gjilan city, as all areas of the City will be affected by construction activities and/or tariff adjustments. Additionally, information will be distributed in Velekince, and the villages of Malisheva, Koretishte, Shillove and Pasjak.

The initial information will be distributed through press releases and brochures with contents similar to those outlined in the table below. Information on the project, the time schedule, and opportunities for public comments will also be posted in local newspapers in Albanian and Serbian languages. In addition, information will be available upon request.

**Table 7-1: Outline Contents of Project Information Leaflet**

Headings	Outline content
Main organisations	Gjilan Municipal Administration is the organisation overall responsible for construction activities and for stakeholder engagement and communication activities during the construction.  RWCH is the organisation responsible for operation and management of the water supply and wastewater facilities and for stakeholder engagement during operations.
Main project components	The PIP includes the following improvements to wastewater services: <ol style="list-style-type: none"> <li>1. Construction of WWTP</li> <li>2. Connection of Gjilan urban area and Velekince, and the villages of Malisheva, Koretishte, Shillove and Pasjak</li> </ol>
Time frame	2019 - 2022
City areas to benefit / be affected	All areas of the city of Gjilan, Velekince and the villages of Malisheva, Koretishte, Shillove and Pasjak
Opportunities and benefits	The main benefits: <ul style="list-style-type: none"> <li>• Improved wastewater services</li> <li>• Improved quality of the environment</li> <li>• Improved health of the population</li> </ul>
Impacts during construction as a consequence of project activities and expected notification of mitigation actions to be applied	Temporary traffic disruptions and interruption of the wastewater services: <ul style="list-style-type: none"> <li>• Announcements and signs for temporary diversion of the traffic</li> <li>• Announcements on temporary interruptions of the wastewater services</li> </ul>
Announcement of planned public hearings when a first draft of the final design of the sub-projects is available	A description of the public hearing process in the context of the project, including: <ul style="list-style-type: none"> <li>• Place and time of the public hearings (to be decided later)</li> <li>• Time frame: 2 weeks for provision of comments, complaints and proposals from the public</li> <li>• Time frame: 1 month for authorities to react and consider complaints and proposals</li> </ul>
Review and approval of the project	A description of the final review process by other external authorities and approval of the project <ul style="list-style-type: none"> <li>• Time frame: 3 weeks for review</li> </ul>
General grievance procedure during construction	<ul style="list-style-type: none"> <li>• Description of the grievance procedure</li> <li>• Organisation to contact: Gjilan Municipal Administration Bulevardi i Pavarësisë p.n. Telephone: 0280 320 781 Email: <a href="mailto:info.gjilani@rks-gov.net">info.gjilani@rks-gov.net</a></li> </ul>
Local and site specific information	Local information will be distributed through Gjilan Municipal Administration and the RWCH

**Table 7-2: Means of Disclosing Information**

Institution Responsible	Means of Information Disclosure	Target groups
Gjilan Municipal Administration	<ul style="list-style-type: none"> <li>• Brochure with contents as described in the previous table</li> <li>• Announcement in local newspapers, in Albanian and Serbian Languages, with the same overall contents as in the brochure</li> </ul>	Internal and external stakeholders and the general public, including local organisations
Gjilan Municipal Administration	<ul style="list-style-type: none"> <li>• Distribution of brochure</li> <li>• Information through meetings and household visits</li> <li>• Response to local inquiries</li> </ul>	<p>Women and men in all parts of Gjilan city, Velekince and the villages of Malisheva, Koretishte, Shillove and Pasjak, and from all socio-economic groups</p> <p>Households in Uglara village near the WWTP site and households affected by the land acquisition for the WWTP, access road and the right of way</p>
Gjilan Municipal Administration through relevant municipal departments	<p>Notification of streets in the neighbourhood and villages at the beginning of construction works:</p> <ul style="list-style-type: none"> <li>• Reminder of traffic changes and parking restrictions in streets where works will commence and the time schedule for the works</li> <li>• Contact telephone number for Gjilan Municipal Administration for emergencies or grievances to be posed close to work sites</li> </ul>	Local residents and businesses
Gjilan Municipal Administration	<ul style="list-style-type: none"> <li>• Overall contact point for information during implementation of the project and on request distributor of information on progress of work as described in approved reports and minutes of meetings</li> <li>• During construction responsible for structured responses to grievances (see section on grievance procedures)</li> </ul>	All stakeholders

## **8 STAKEHOLDER ENGAGEMENT PROGRAMME**

### **8.1 PUBLIC CONSULTATION PRIOR TO CONSTRUCTION**

It is anticipated that public meetings will be held giving the opportunity for all citizens in Gjilan city, Velekinca and the villages of Malisheva, Koretishte, Shillove and Pasjak to attend. The meetings will be held in Albanian and Serbian as relevant.

Comprehensive consultation process will be implemented related to the land acquisition process, as outlined in the LALRF.

The specific dates and places for the public meetings, with presentation of details of sub-projects, will be decided when the first draft design of the sub-projects is available in November 2020. The hearings will be arranged with the purpose to give local residents and other stakeholder groups an opportunity to discuss the sub-projects and provide feedback at the design stage where adjustments can still be made. At these hearings, all types of project-related questions and proposals can be raised, including potential effects on tariffs.

Relevant information will be compiled in hand-outs and distributed through the RWCH and will also be available at the office of Gjilan Municipal Administration.

The conclusions of the public meetings will be agreed during the meeting and recorded. In addition, the public will have two weeks after the date of the hearing to submit written comments to the planned activities.

The Municipal Administration has one month after the deadline for public proposals and comments to assess and clarify the relevance of all recorded material from the hearing process. All justified comments and proposals will be addressed and incorporated in the final design of the sub-projects before the construction activities start. At the end of the hearing process, a summary report of all relevant issues raised will be published, including explanations for inclusion or exclusion of proposals to the final project designs.

The activities, specifications, means of communication and output of the hearing process are shown in the following table.



**Table 8-1: The Public Hearing Process and Outputs**

Required Activities	Specification	Means of Communication and Outputs
Announcement of the public hearing	<ul style="list-style-type: none"> <li>Location, date and time will be announced in the local newspapers and on the bulletin board at the Gjilan Municipal Administration at least one week in advance of the meetings</li> <li>Information provided to households through the RWCH</li> </ul>	<ul style="list-style-type: none"> <li>Announcement in local newspapers in Albanian and Serbian (most relevant newspapers at time of announcement to be identified by the Municipal Administration.</li> <li>The RWCH provide information to local residents</li> </ul>
Holding public meetings and encouraging written proposals and comments to the sub-project design	<ul style="list-style-type: none"> <li>Meeting and discussions are arranged</li> <li>Deadline for submission of written comments and proposals (2 weeks after hearing)</li> </ul>	<ul style="list-style-type: none"> <li>Conclusions from public meetings are agreed at the end of the meetings and recorded</li> <li>Written comments and proposals are received</li> </ul>
Preparation and distribution of responses to comments and proposals received during the hearing process	<ul style="list-style-type: none"> <li>Gjilan Municipal Administration prepares a summary response report</li> <li>Deadline for reporting (1 month after the hearing)</li> </ul>	<ul style="list-style-type: none"> <li>Summary response report available at the offices of Gjilan Municipal Administration, as well as on the Municipal Administration website</li> </ul>

The draft project design proposal, including comments on proposals from the public hearings, will be submitted through Gjilan Municipal Administration to relevant authorities and RWCH's labour union for their final review. These includes:

- Gjilan Municipal Administration
- Department of City Planning;
- Department for Environmental Protection;
- Department for Social Development;
- Management of RWCH;
- Labour Union at RWCH; and
- Others required by law (to be identified during implementation, as applicable)

A review period of three weeks followed by discussions of any further changes will serve as the background for the final approval of the project and will be confirmed by the signing of a Memorandum of Common Understanding.

## **8.2 STAKEHOLDER ENGAGEMENT AND COMMUNICATION DURING THE OPERATION PHASE**

The medium and long-term stakeholder engagement and communication plan will be based on existing engagement activities undertaken by RWCH. Additional topics and means of communication may be identified during future interactions between RWCH and its current and potential future customers and this SEP will be updated accordingly to reflect these changes.

## 9 PUBLIC GRIEVANCE MECHANISM

### 9.1 PUBLIC GRIEVANCE MECHANISM DURING CONSTRUCTION AND OPERATION PHASE

For purposes of this project, the Municipal Administration will establish a specific grievance mechanism for any concerns and complains to be handled in a systematic manner. Information on the grievance mechanism will be distributed together with other project information.

During the construction phase, all communication on grievance from the public will be channelled through an established Public Reception of Gjilan Municipal Administration.

The intention is that any problem or complaint arising during the construction period as well as concerns or complaints on the sewerage services will be handled by the same team. Complaints may for example be related to noise, traffic, access to schools and businesses, problems for disabled and elderly people and working conditions for workers of the contractors. The unit will handle communication in Albanian and Serbian as appropriate.

During operation, all communication on grievance form the public will be managed by RWCH.

The grievance mechanism to be applied is described in the figure below.

**Figure 9-1: Flowchart for Processing Grievances**

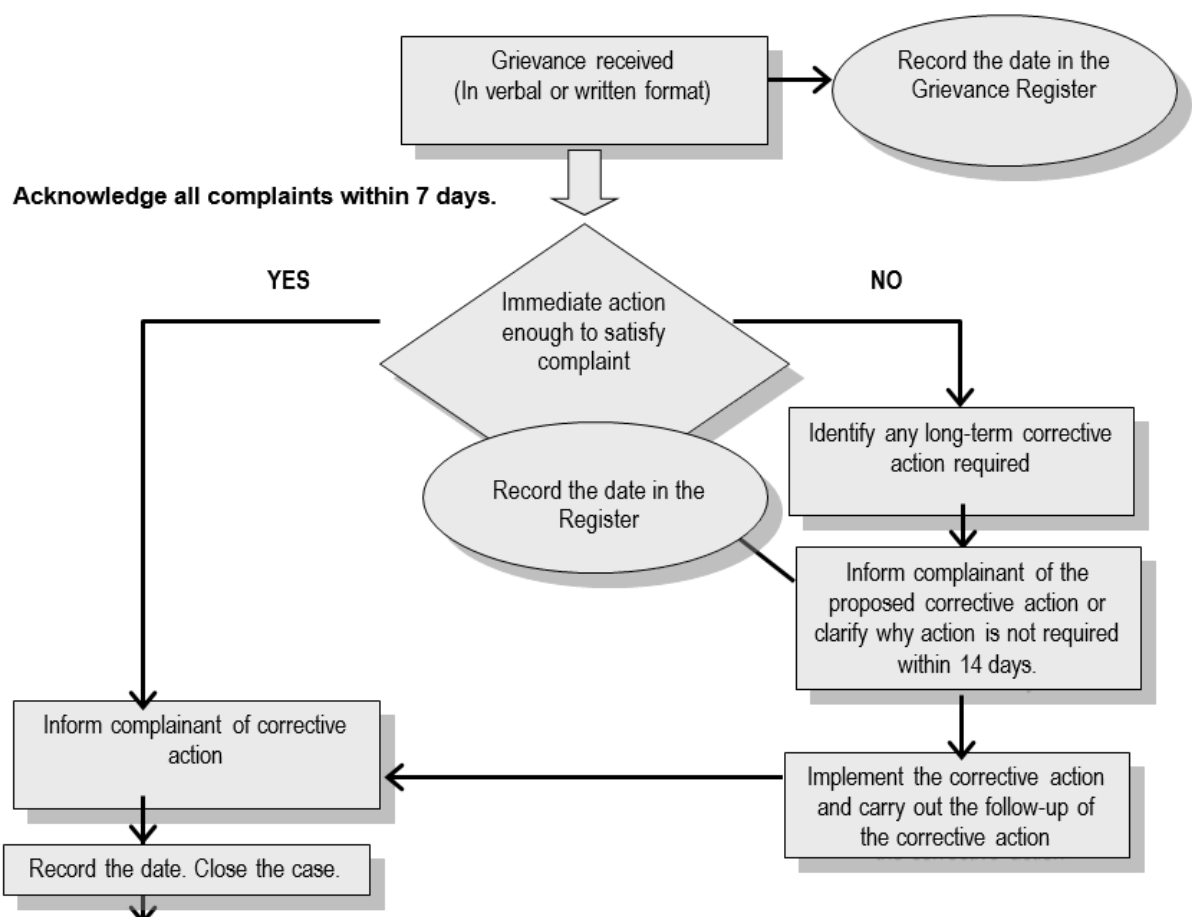


Figure 9-2: Public Grievance Form

<b>Public Grievance Form</b>	
It is possible to submit an anonymous grievance. If you wish to submit an anonymous grievance, you should not submit your contact information. Submitting an anonymous grievance means you will receive no response to your grievance.	
<b>Reference No:</b>	
<b>Full Name</b>	
<b>Contact Information</b>  <b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ _____ _____
	<input type="checkbox"/> <b>By Telephone:</b>
	<input type="checkbox"/> <b>By E-mail:</b>
<b>Preferred Language for communication</b>	<input type="checkbox"/> <b>Albanian</b> <input type="checkbox"/> <b>Serbian</b>
<b>Description of Incident or Grievance:</b> What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
<b>Date of Incident/Grievance</b>	
	<input type="checkbox"/> <b>One time incident/grievance (date _____)</b> <input type="checkbox"/> <b>Happened more than once (how many times? _____)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	
Signature: _____	
<b>Please return this form to:</b> Gjilan Municipal Administration Bulevardi i Pavarësisë p.n. Telephone: 0280 320 781 E-mail: info.gjilani@rks-gov.net	

## 10 CONTACT INFORMATION

### 10.1 DESIGN AND CONSTRUCTION PHASE

Gjilan Municipal Administration is responsible for stakeholder engagement during the design and construction phase. The relevant contact information is:

Gjilan Municipal Administration  
Bulevardi i Pavarësisë p.n.  
Telephone: 0280 320 781  
Email: [info.gjilani@rks-gov.net](mailto:info.gjilani@rks-gov.net)  
<https://kk.rks-gov.net/gjilan>

Kreshnik Aliu, Project Manager  
Email: [kreshnikaliu@hotmail.com](mailto:kreshnikaliu@hotmail.com)  
Telephone: 045 713 113

The PIU can also be contacted through the following project email: [infoftuz@gmail.com](mailto:infoftuz@gmail.com)

### 10.2 OPERATIONS PHASE

RWCH is responsible for stakeholder engagement during the operations phase. The relevant contact information is:

Regional Water Company Hidromorava  
Vëllezërit Gërvalla p.m. 60000 Gjilan  
Telephone: 44 983 071  
Email: [info@kru-hidromorava.com](mailto:info@kru-hidromorava.com)  
<http://kru-hidromorava.com>

Veton Shaqiri, Coordinator  
Email: [vetonshaqiri@gmail.com](mailto:vetonshaqiri@gmail.com)  
Telephone: 045 999 961