



PLAVA VODA REGIONAL WATER SUPPLY PROJECT

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Javno Preduzeće/Poduzeće Regionalni Vodovod

"PLAVA VODA"
d.o.o. Travnik

STAKEHOLDER ENGAGEMENT PLAN DRAFT REPORT

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Table of Contents

1. INTRODUCTION	1
1.1. PROJECT SUMMARY	1
1.2. SCOPE OF THE DOCUMENT	1
2. LAWS AND REGULATIONS	1
2.1. FBiH LEGISLATION	1
2.2. STATUTORY CONSULTATIONS	1
3. EBRD POLICIES	2
3.1. EBRD ENVIRONMENTAL AND SOCIAL POLICY (2008)	2
3.2. EBRD PUBLIC INFORMATION POLICY (2008)	2
4. PREVIOUS STAKEHOLDER ENGAGEMENT	3
4.1. PUBLIC HEARING FOR EIA	3
4.2. PROJECT'S CENSUS AND SOCIO-ECONOMIC SURVEY	3
4.3. CONSULTATIONS AND SHARING OF INFORMATION	3
5. PROJECT STAKEHOLDERS	4
6. STAKEHOLDER ENGAGEMENT PROGRAM	6
6.1. AVAILABLE INFORMATION AND COMMUNICATION TOOLS	6
6.2. INFORMATION PROVIDED BY CONTRACTORS	8
6.3. CONSULTATIONS	8
6.4. TIMETABLE	10
6.5. FORMAL REQUEST FOR INFORMATION	10
7. IMPLEMENTATION RESPONSIBILITIES	12
8. GRIEVANCE MECHANISM	13
9. MONITORING AND REPORTING	15
ANNEX 1. PUBLIC GRIEVANCE FORM	16
ANNEX 2. FORMAL ACCESS TO INFORMATION REQUEST FORM	17

1. Introduction

1.1. Project Summary

The Public Company Regional Water Supply "Plava Voda" d.o.o. Travnik ("Public Company") is implementing the Plava Voda Regional Supply Project ("the Project"), which is being considered for financing by a parallel loan from the European Bank for Reconstruction and Development ("EBRD") and Council of Europe Development Bank ("CEB").

The purpose of the Project is to extend water exploitation from the Plava Voda spring, located in the town of Travnik (which currently uses it to a limited extent for local water supply), to serve other three municipalities in the Central Bosnia Canton (Novi Travnik, Vitez and Busovaca), as well as the municipality of Zenica, in the neighbouring Zenica-Doboj Canton. There is a high demand for clean and efficient supply of water in the above mentioned municipalities. Thus, the ultimate aim of the Project is to satisfy the needs of concerned population by providing reliable long term water supply through joint effort of the involved Municipalities.

The loan funds will be used for the construction of water intake structures at the Plava Voda spring, together with the construction of a main transport pipeline, about 33 kilometres long, from the spring in Travnik, through Novi Travnik, Vitez and Busovaca to the city of Zenica. The Project also includes the construction of supporting facilities to enable connections to the existing water distribution networks of the five municipalities. This will be the first regional (Federal) project in BiH, which will provide a long term solution for potable water supply in five municipalities with total population of 250,000.

It is expected that the project implementation will last for app. 3 years. The planned implementation period is 2015 – 2018. A detailed dynamic plan of the implementation will be prepared prior to commencement of the works.

1.2. Scope of the Document

The Project intends to ensure precise and timely identification of potential negative environmental and social impacts. In accordance with the Project objectives and for the purpose of informing and engaging stakeholders in the Project, the Company has prepared this Stakeholder Engagement Plan (SEP).

The purpose of the SEP is to clearly communicate to all interested parties the stakeholder engagement program which is to be implemented by the Company throughout the entire project cycle. In addition to providing clear and understandable information to all parties interested in the Project, project activities and its potential impacts, the objective of the SEP is to provide an opportunity to all stakeholders to express their opinions or concerns, and accordingly enable the Company to take into account and timely respond to such requests. The SEP also defines a grievance mechanism which will be used throughout the entire project cycle.

2. Laws and Regulations

2.1. FBiH Legislation

The Public Company Regional Water Supply “Plava Voda” is a special purpose vehicle established in 2009 by the Municipalities of Travnik and Zenica, for the purpose of owning and operating the spring intake works and the transmission pipeline, pump stations and branch mains to the service reservoirs serving the municipalities, and operations and maintenance facilities. The Company establishes communication methods with interested parties and stakeholders pursuant to the Law on Free Access to Information in the Federation of Bosnia and Herzegovina (Official Gazette of FBiH, number 32/01, hereinafter referred to as LFAI).

The Company is obliged to provide access to information to all stakeholders, as well as every natural person or legal entity. In the framework of its capabilities, it is also obliged to undertake all necessary measures of providing assistance to natural persons or legal entities seeking to exercise their rights. Exceptionally, access to information may be limited under certain circumstances, by establishing an exception in each separate case, solely in the manner, situation and under the conditions defined by the LFAI (such as the protection of the decision making process of public authorities or the protection of privacy of a third person, etc).

In addition, the current environmental legislation of the Federation of Bosnia and Herzegovina, particularly the Law on Environmental Protection (Official Gazette of FBiH, number 33/03 and 38/09) stipulates that every person and every organization must have adequate access to information regarding the environment which is at the disposal of public authorities, including information on hazardous materials and activities in their communities, and be enabled to participate in the decision making process.

2.2. Statutory Consultations

The Environmental Impact Assessment procedure and the public hearing processes in FBiH are regulated by the *Federal Law on Environmental Protection* (Official Gazette of FBiH, No. 33/03 and 38/09), which prescribes that the competent ministry is obliged to organize public hearings for projects that require an EIA.

In addition, the *Federal Regulation on Projects Subject to Obligatory Environmental Impact Assessment (EIA) and Facilities Which May Be Constructed and Operated Only With a Valid Environmental Permit* (Official Gazette of FBiH, No. 19/04) prescribes for which projects it is compulsory to prepare an EIA. According to the article 4 dž) of the Rulebook, “groundwater abstraction activities or artificial groundwater recharge schemes in cases where the annual volume of water to be abstracted or recharged amounts to 3 million cubic metres or more” is considered a project for which EIA is obligatory.

In line with the above mentioned laws and regulations, a public hearing was held during the permitting procedure of the Project, as defined in the Federal Regulation, and the environmental permit was issued by the Federal Ministry of Environment and Tourism. The public hearing held during the course of obtaining the permit is described in subsequent sections of this document.

In addition, public consultations are required in the framework of preliminary water permit issuing procedure. According to the Article 124 of the Water Law, the public is to be informed by posting information on the announcement board of the body responsible for issuing the water permit and in the local media. A period of 30 days is to be left for written comments. In case of a need, the responsible body can organise a public hearing. According to Article 25 of the Rulebook on Content, Scope, Conditions, the Manner of Issuing and Archiving of Water Documents (Official Gazette of FB&H, no. 6/08), the issued agreement/permit is to be posted on the Water Agency’s public board and website. Interested stakeholders can file complaints to the issued permit according to the FBiH Law on Administrative Procedure.

3. EBRD Policies

The provisions of EBRD Environmental and Social Policy (2008) and Public Information Policy (2008) for public consultations and access to information are fully taken into account in preparation of this Stakeholder Engagement Plan.

3.1. EBRD Environmental and Social Policy (2008)

The EBRD Environmental and Social Policy covers the environmental and social dimensions of sustainable development. EBRD considers stakeholder engagement as an essential part of good business practices and corporate citizenship, and a way of improving the quality of projects. In particular, effective community engagement is central to the successful management of risks and impacts on communities affected by projects, as well as central to achieving enhanced community benefits.

According to the Policy, stakeholder engagement is an ongoing process involving:

- (i) The client’s public disclosure of appropriate information so as to enable meaningful consultation with stakeholders, *Note:* The foreseen public disclosure of information for the Project, including the type of information to be provided and channels of information dissemination, is provided in Chapter 5 of this document.
- (ii) Meaningful consultation with potentially affected parties, *Note:* The designed consultation process for the Project aimed at ensuring a meaningful consultation with all affected stakeholders is described in in Chapter 5 of the document.
- (iii) A procedure or policy by which people can make comments or complaints. This process should begin at the earliest stage of project planning and continue throughout the life of the project. *Note:* The grievance mechanism for the Project, which will be used throughout the preparation and project implementation, is described in Chapter 7. The grievance form is given in the Annex 1 of the Stakeholder Engagement Plan.

The above described process should begin at the earliest stage of project planning and continue throughout the life of the project.

EBRD expects clients to identify and interact with their stakeholders on an ongoing basis, and to engage with potentially affected communities through disclosure of information, consultation, and informed participation.

Performance Requirement 10 of the Policy is dedicated to the issue of stakeholder engagement and sets out the Bank’s requirements for clients to identify stakeholders potentially affected by their projects, disclose sufficient information about issues and impacts arising from the projects and consult with stakeholders in a meaningful and culturally appropriate manner. All EBRD-financed projects undergo environmental and social appraisal both to help the EBRD decide if an activity should be financed and, if so, the way in which environmental and social issues should be addressed in planning, financing, and implementation. The client is responsible for ensuring that information disclosure and stakeholder engagement is carried out in accordance with PR 10. This Stakeholder Engagement Plan includes all the elements required by PR10.

3.2. EBRD Public Information Policy (2008)

The EBRD Public Information Policy sets out how the EBRD discloses information and consults with its stakeholders so as to promote better awareness and understanding of its strategies, policies and operations. The project documentation will be enclosed for public on the EBRD website in accordance with this Policy.

4. Previous Stakeholder Engagement

4.1. Public Hearing for EIA

During the preparation of the Environmental Impact Assessment for the Project in 2011 and in order to consult all relevant stakeholders on the contents and measures foreseen by the EIA document, the Federal Ministry of Environment and Tourism in cooperation with the Company held a public hearing meeting on 14 March 2011 in the premises of the Municipality of Travnik. The EIA document was made available to the public in the building of the Ministry and on its website (www.fmoit.gov.ba) prior to the public hearing.

The majority of comments/remarks expressed during the Public Hearing were directed at the lack of proper consultations with a wider range of Project stakeholders (local community offices, cultural heritage institutions, citizens of the Travnik Municipality) and the importance of taking into account the ecological minimum of the Plava Voda spring water which represents a municipal attraction especially in the summer months as white water flows create refreshing environment for visitors to the adjacent restaurants and is considered as a symbol of Travnik Town.

4.2. Project's Census and Socio-economic Survey

The Census and Socio-economic Survey were carried out in the period 23-26 April 2015 in all five municipalities covered by the Project.

The Project will require the *complete (permanent) expropriation* of 8 privately owned and 3 state-owned land plots positioned in the location of planned structures (such as pumping stations and water tanks) in the Municipality of Zenica, as well as the *incomplete (temporary) expropriation* of 772 privately owned and 268 state-owned land plots along the pipeline route for the purpose of placement of the main transport pipeline and its branches.

The total number of households affected by the Project is 197 (of which 161 reside in the Project area, and 36 live elsewhere). The total number of businesses affected by the Project is 16.

During the survey, the PAPs in old part of Travnik expressed concerns regarding road access during construction works in some of the narrow neighborhood streets, and dissatisfaction assuming that these streets will be closed during construction. Another concern raised by PAPs is about returning these roads into their original condition since they have had negative experiences with similar activities in the past.

The Socio-economic Survey showed that the population of Travnik and Zenica are better informed about the project than the population of Novi Travnik, Vitez and Busovaca.

4.3. Consultations and sharing of information

In October 2011, the Company also carried out public consultations in all 5 municipalities in order to address the high level of interest of stakeholders for the issues around new water supply system. The Company continued providing information to local media and on its website, which is regularly updated.

Based on the interest of Local Community (LC) Sumece (old town Travnik) for the Project, their representatives initiated and had several meetings with the Company over the past years. This LC also has its representative nominated to the commission established for the Project.

The Company publishes its operation reports regularly, as it is a legal requirement. These reports are made available to public via the website.

5. Project Stakeholders

Project stakeholders have been identified in order to address the consultation requirements. These stakeholders need to be informed about the Project activities and consulted throughout the entire project cycle. They include persons or groups that are:

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

Particular attention shall be paid to PAPs and vulnerable groups, especially to those who are directly affected by Project activities. PAPs and vulnerable groups include individuals or groups greatly affected by the Project and who have very little ability to influence the Project while having in mind that vulnerable groups need to be informed and consulted in a specific way, suited to their needs and vulnerability status. Measures for involvement of vulnerable stakeholder groups are further elaborated in Chapter 5 of this document.

Table 1. Identified Stakeholders for the Project

No.	Definition of stakeholders	Identified Stakeholder Group	Detailed Description of Identified Stakeholder Groups
1.	External stakeholders Project affected people/groups are <i>individuals, households and businesses, owners or users</i> , who will be subject to impacts caused by land acquisition and/or land use (permanent/temporary) related to the Project activities	Project affected peoples (PAPs)	<ul style="list-style-type: none"> ▪ Land owners in the Project area subject to complete or incomplete expropriation
2.	External stakeholders People affected by Project activities whether permanent to temporary	Local residents and businesses in the project area	<ul style="list-style-type: none"> ▪ Population affected by construction and by access restrictions
3.	External stakeholders Wider population of the involved Municipalities which may be directly or indirectly affected by Project activities.	Users of the new water supply	<ul style="list-style-type: none"> ▪ The wider population of the involved Municipalities which will benefit from better water supply
4.	External stakeholders Vulnerable groups include individuals or groups greatly affected by the Project and who have very little ability to influence the Project	Affected vulnerable groups	<ul style="list-style-type: none"> ▪ Physically and mentally disabled; ▪ Chronically ill persons; ▪ Unemployed; ▪ Women – single parents, and heads of the households ▪ Elderly.
5	External stakeholders Stakeholders with specific interest in the Project, who also have the ability to affect the final outcome of the Project	Municipalities, Municipal Water Utility Companies and LCOs	<ul style="list-style-type: none"> ▪ Municipality of Travnik; ▪ Municipality of Zenica; ▪ Municipality of Novi Travnik; ▪ Municipality of Busovača; ▪ Municipality of Vitez; ▪ Municipal Water Utility Companies of 5 municipalities ▪ All relevant LCOs in mentioned municipalities.

<p>6.</p>	<p>External stakeholders Non-governmental organizations in various field of activities, environmental NGOs, and other <i>civil society organizations</i> demonstrating an interest for the Project and/or are able to influence the Project</p>	<p>NGOs and business associations in the affected area</p>	<ul style="list-style-type: none"> ▪ Fishermen associations; ▪ Women organizations; ▪ Representatives of restaurants located on the Plava Voda stream in Travnik; ▪ Organizations for protection of the environment; ▪ Historical Museum of Travnik; ▪ Environment Fund of FBiH.
<p>7.</p>	<p>Internal stakeholders Stakeholders of high significance for the Project's success who are directly or indirectly in charge for project planning and implementation</p>	<p>Employees and workers</p>	<ul style="list-style-type: none"> ▪ Employees of the Public Company Regional Water Supply "Plava Voda"; ▪ Construction workers and temporary workers; ▪ Contractors; ▪ Companies contracted to monitor and supervise the works.

6. Stakeholder Engagement Program

In order to adequately respond to the needs of different groups, communication and information channels have been designed for all identified stakeholders in accordance with their needs.

6.1. Available Information and Communication Tools

In addition to the existing information available on the official website, the Company will disclose the following documentation regarding the Project:

- Project description
- Environmental Impact Assessment
- Non-technical Summary of the Environmental Impact Assessment;
- Summary of the Environmental and Social Action Plan (ESAP);
- Summary of the Project Implementation Monitoring Reports;
- Resettlement and Compensation Framework (RCF) and the Resettlement Action Plan (RAP);
- Stakeholder Engagement Plan (SEP);
- Summary of conclusions from the consultative meetings and public discussions held;
- Grievance form.

During the project preparation in 2011, the environmental and social disclosure package was developed which contained the following: (i) Environmental and Social Impact Assessment, (ii) Stakeholder Engagement Plan, (iii) Land Acquisition and Compensations Framework, (iv) Non-Technical Summary. These documents have been made available since 2011 at the Plava Voda Company website (<http://www.jprvplavavoda.ba>) and on the EBRD's website. These documents will remain available throughout the life of the project, including the updates prepared and made available in 2015. In addition, the hard copies of the above mentioned disclosure package will be available at the premises of the company (address provided at the end of the document), and in all affected municipalities.

All interested stakeholders will be timely informed about the exact time and place of venue by using the foreseen means of communications specified in the SEP.

The Company will also provide printed copies of the above mentioned documents which will be available in the building of the Company and the local community offices covered by the Project, in accordance with the planned schedule for the implementation of the Program. Information on the availability of information concerning the Project, including the type of provided information and the location where printed copies can be obtained, will be submitted to the local media.

The identified vulnerable groups will be informed about the information about the project made available for the stakeholders, and their access to information will be facilitated by the Company as appropriate for each person/family according to their specific needs and/or situation.

The Company will appoint a liaison officer for communication with the community, in charge of consultations with PAPs as well as representatives of local community offices. Prior to the commencement of the Project, all affected groups will be informed about the Project's scope and contact information to which they can address for further information. They will be informed about the availability of the publicly available information on the website of the Company (www.jprvplavavoda.ba). This type of information will be provided by using the Project Information Sheet or "Project Postcards", delivered to the household addresses of affected people and LCOs, as well as by posters at the LCO locations. In addition, directly affected households and businesses will be individually visited and informed about the impacts of the Project on their respective land plots, particularly the precise pipeline route with regards to each land plot.

Table 2: Stakeholder Communication Tools

Stakeholder	Population	Relevant issues	Communication / proposed media
<i>External stakeholders</i>			
Project affected people (PAPs)	197 households, 16 businesses and affected by land acquisition and/or access restrictions	Providing timely information on land acquisition activities	<ul style="list-style-type: none"> - Individual meetings to discuss Project impacts - Disclosure through the web: http://www.jprvplavavoda.ba - Delivering information by post - Public consultations - Delivering relevant documentation to local communities on whose territory expropriation is carried out (particularly: RCF and SEP) in written form
Household and businesses affected by construction works	People living in the neighbourhoods of old part Travnik	Providing timely information the nature and duration of construction works	<ul style="list-style-type: none"> - Individual meetings to discuss Project impacts - Disclosure through the web: http://www.jprvplavavoda.ba Public consultations Disclosure of information from contractors carrying out construction works in written form and during public consultations
Population affected by decreased water access or other restrictions due to new water supply regime	Population of Travnik, especially old part of Travnik	Providing timely information and alternatives/benefits from sharing water resources	<ul style="list-style-type: none"> - Public consultations - Project for tourism development of Travnik
Users of new water supply	243,278 inhabitants in five municipalities	Providing timely information to the public on construction activities	<ul style="list-style-type: none"> - Disclosure through the web: http://www.jprvplavavoda.ba - Daily newspapers: Dnevni avaz, Oslobođenje, Jutarnji List Radio: RSG, others
Affected vulnerable groups	57 identified households	<ul style="list-style-type: none"> Providing timely information on expropriation activities Assistance in interpreting and understanding the submitted information 	<ul style="list-style-type: none"> - Disclosure through the web: http://www.jprvplavavoda.ba - Delivering information by post - Proactively providing information and assistance in understanding the provided information and submitted documentation - Public consultations
Municipalities and LCOs	N/A	Providing timely information on planned construction works, consultations regarding the prepared plans and documentation, grievance management	<p>The Company will continue with regular contacts through internal communication channels such as contacts and meetings with the representatives of municipalities.</p> <p>Particular attention will be paid to consultations with the LCO "Stari</p>

Stakeholder	Population	Relevant issues	Communication / proposed media
			Grad" due to the fact that the Project has the highest impact on this LCO.
NGOs and business associations on affected area	N/A	Providing timely information, communication and consultation, grievance management	-Disclosure through the web: http://www.jprvplavavoda.ba -Daily newspapers: Dnevni avaz, Oslobođenje, Jutarnji List Radio: RSG, others -Informing by post or through local communities -Public consultations
<i>Internal stakeholders</i>			
Employees and workers: Company	6	Providing timely information	Internal bulletin board in the Company building, notifications along with paycheck receipt, grievance procedure for the employees
Employees and workers: Temporary construction workers, subcontractors or companies contracted for monitoring and supervision of works Employees of municipal water utility companies	Unknown	Grievance procedure, code of conduct and work safety and health regulations, environmental protection requirements	Information on contracts, bulletin board, training

6.2. Information Provided by Contractors

During the construction works, the contractors will submit monthly information regarding the progress of works, which will be disclosed on the website of the Company. The schedule of works and potential amendments to the schedule of works will be submitted approximately two (2) weeks prior to the commencement of the construction works to the LCOs as well as local newspapers for publishing. The schedules will provide information on the schedule of commencement and finalization of the works which may impact the affected groups (such as changes in the transport regime, access, noise and dust). At the same time, the opportunity to raise grievances will be provided (grievance mechanism in Chapter 8), and the contact information for disclosing information or allowing expressing concern will be presented. The notification will be disclosed on the website, bulletin boards, and LCOs.

In summary, the contractors will:

- Contact directly all parties in order to provide information on the construction works at least two weeks prior to commencement of works, disclosing the schedule of works;
- Monthly update the information on the progress of works (to be delivered to the Company for online disclosure, and affected peoples via mail or personal contact);
- Disclose information on any delays to affected persons.

6.3. Consultations

Communication tools have been designed for all stakeholders, including the frequency of regular consultation activities of different types, and the time frames in accordance with which the consultations will take place. As

the basic type of consultation tool, public consultative meetings are foreseen to take place every 6 months, during Project preparation and implementation. The Company will schedule and hold regular meetings with the representatives of different stakeholder groups on a need basis, including the municipalities, representatives of LCOs, business associations and NGOs. For the needs of EIA consultations, public hearings are planned to be held. Table 3 provides a detailed insight into the foreseen consultation tools.

Public consultative meetings are aimed at providing regular gatherings of all stakeholders and are open for all interested parties. During these meetings, the participants are able to present their opinions and remarks with regards to the Project, as well as to suggest to the Company possible solutions of the issues raised or problems identified. The Company is responsible for documenting the issues raised during the meetings and, on that basis, to define an action plan in order to address these issues, as well as to inform the public about the activities implemented with the aim of addressing the issues in the Implementation Reports and/or Monitoring reports.

Public hearings are held to consult the public with regards to the contents of the EIA and other documents as described in earlier sections of this document.

Neighbourhood consultative meetings are aimed at engaging individuals, households and businesses affected by the construction activities into the consultation process.

Individual consultative meetings are aimed at engaging individual stakeholder groups regarding specific issues and on a need basis. This type of meetings can be initiated by the Company or by any identified stakeholder groups.

Table 3. Planned Consultations with Stakeholders

No.	Stakeholder Group	Foreseen Consultation Tools	Frequencies and Timeframe for Consultations
1.	Municipalities and LCOs	<ul style="list-style-type: none"> ▪ Public consultative meetings ▪ Neighbourhood consultative meetings ▪ Meetings with the Municipality and LCO representatives 	<p>At least one consultative meeting prior to commencement of the Project, and every 6 months during Project implementation. On a need basis, and every 3 months during the Project implementation.</p> <p>Consultative meetings with the LCO "Stari Grad" shall be held separately due to the significant impact of the Project on this LCO.</p>
3.	Population of the involved Municipalities, including the larger population	<ul style="list-style-type: none"> ▪ Public hearings ▪ Grievance mechanism 	Public hearings are held in accordance with the applicable local legislation.
4.	Population affected by land acquisition and people affected by construction and access impacts	<ul style="list-style-type: none"> ▪ Census and Survey ▪ Public consultative meetings 	<p>Individual visits to directly affected households and businesses prior to Project implementation.</p> <p>At least one public consultative meeting prior to commencement of the Project, and every 6 months during Project implementation.</p>
5.	Affected vulnerable groups	<ul style="list-style-type: none"> ▪ Census and Survey ▪ Public hearings ▪ Public consultative meetings ▪ 	At least one consultative meeting prior to commencement of the Project, and every 6 months during Project implementation.
6.	NGOs and businesses associations	<ul style="list-style-type: none"> ▪ Public consultative meetings ▪ Public hearings 	At least one consultative meeting prior to commencement of the Project, and every

		<ul style="list-style-type: none"> ▪ Meetings with NGO and associations' representatives 	6 months during Project implementation.
8.	Employees of the Public Company	<ul style="list-style-type: none"> ▪ Consultative meetings ▪ Workshops ▪ Trainings 	At least one consultative meeting prior to commencement of the Project, and every 6 months during Project implementation. In accordance with the internal timetable for trainings of the Company.
9.	Contractors, Employees of Municipal water utility companies	<ul style="list-style-type: none"> ▪ Consultative meetings ▪ Workshops ▪ Trainings 	At least one consultative meeting prior to commencement of the Project, and every 6 months during Project implementation. In accordance with the internal timetable for trainings of the Company and the Contractors.

All stakeholders will be informed about the exact date, time and venue where a public consultative meeting will be held, at least 7 days in advance, through disclosure through the website of the Company and daily newspapers/radio.

6.4. Timetable

Plava voda will nominate a community liaison officer prior to Project implementation.

The timetable and the venue designated for public consultation meetings, envisaged to take place every 6 months, will be precisely defined after the Project's start date is determined. The next Project public meeting will take place in September 2015.

All information on the project that will be made available to the public, and set out in SEP will be disclosed to public prior to start of the project. The information relevant for the First public meeting will be provided in advance, prior to the meeting, and will remain available on the Company's website for the life of the loan.

Prior to the commencement of the project, all affected groups will be informed about the Project's scope and contact information which they can address for further information. They will be informed about the availability of the publicly available information on the Company's website. This type of information dissemination will be carried out by using the Project Information Sheet or "Project Postcards", delivered to the household addresses of affected people and LCOs, as well as by posters at the LCO locations.

Neighbourhood and LCO meetings will take place on the need basis and every 3 months after the project effectiveness until the completion of the project.

6.5. Formal Request for Information

In case the Company receives a formal request for access to information, it will apply the provisions and procedures set out by the LFAI and is explained below:

The formal request is submitted in written form in one of the official languages in the Federation of BiH¹. The request for access to information may be submitted personally to the protocol of the Company (with the receipt seal, date and signature), by registered mail, fax, or by electronic mail.

In case the Company does not have the information requested, and in case it does not have access to the information requested, it is obliged, within eight (8) days of receipt, to forward the request to the competent institution or legal entity. The Company is obliged to notify the requester about the undertaken measure by

¹ The Company is entitled to receive and respond to formal enquiries in English language, and to submit information and documents in English language.

issuing a Conclusion. Within fifteen (15) days upon receiving the request, the Company is obliged to notify the requester whether he/she has been granted access to the requested information².

In case the Company grants access to requested information completely or partially, it is obliged to notify the requester by issuing a Decision. The Decision determines the possibility of personal access and examination of information in the offices of the Company at a time suitable for the requester and the Company personnel, or the possibility of delivering the information in written form to the requester if the document containing the information does not exceed ten pages.

The official form for requesting access to information can be found in Annex 2.

²In case of exceptions and the need to examine the confidential commercial information or information of public interest, the deadline may be prolonged, according to the LFAI. The requester must be notified of all actions and reasons for prolonging the deadline.

7. Implementation Responsibilities

The Company and the involved Municipalities are responsible for the implementation of the SEP during the entire project cycle. The Company will appoint a Community Liaison Officer in charge of consultations with all stakeholders.

All contractors in charge of carrying out specific Project activities are obliged to implement the SEP. The provisions of SEP implementation, including the grievance mechanism, entrusted to contractors will be laid out in the tender documentation and contracts signed with the contractor.

8. Grievance Mechanism

Any comments or concerns can be brought to the attention of the Company (or the Contractor) verbally or in writing (by post or e-mail) or by filling in a grievance form (see Annex 1). All grievances will be recorded in a register and assigned a number, and acknowledged within seven (7) days.

The Company (or the Contractor) will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If the Company is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 25 days upon the acknowledgement of grievance.

If the Company is not able to address the particular issue raised through the grievance mechanism or if action is not required, it will provide a detailed explanation/justification on why the issue was not addressed. The response will also contain an explanation on how the person/organization which raised the complaint can proceed with the grievance in case the outcome is not satisfactory. A separate grievance mechanism is available for workers as well as for the land acquisition and involuntary resettlement.

If the complainant is not satisfied with the implemented corrective action and/or a justification on why the corrective action is not required, the complaint will be directed to the Grievance Commission. The Grievance Commission will be established for the Project and comprised of one representative of the Company (other than the person directly involved in resolving the grievance described in the previous steps) and one representative of the relevant municipality affected by the Project and selected by the municipality officials. Additionally the Commission may include a representative of Cantonal authorities or PAP representative, if deemed necessary. The Commission will re-evaluate previously carried corrective action and/or the justification on why an action is not required, and reconsider alternatives to address the complaint on the satisfactory manner. The complainant will be informed about the proposed alternative corrective action and follow-up of alternative corrective action within 25 days upon the acknowledgement of grievance.

If the complainant is still not satisfied with the implemented solutions of the Company (or the Contractor) and that of the Grievance Commission, the complainant may seek for other legal remedies, including the formal judicial appeal in accordance with the local legal framework.

Grievances need to be sent on the addresses provided in the contact information below.

Contact information:

Contact person: Ernad Granic

Address: Zenjak bb, Travnik

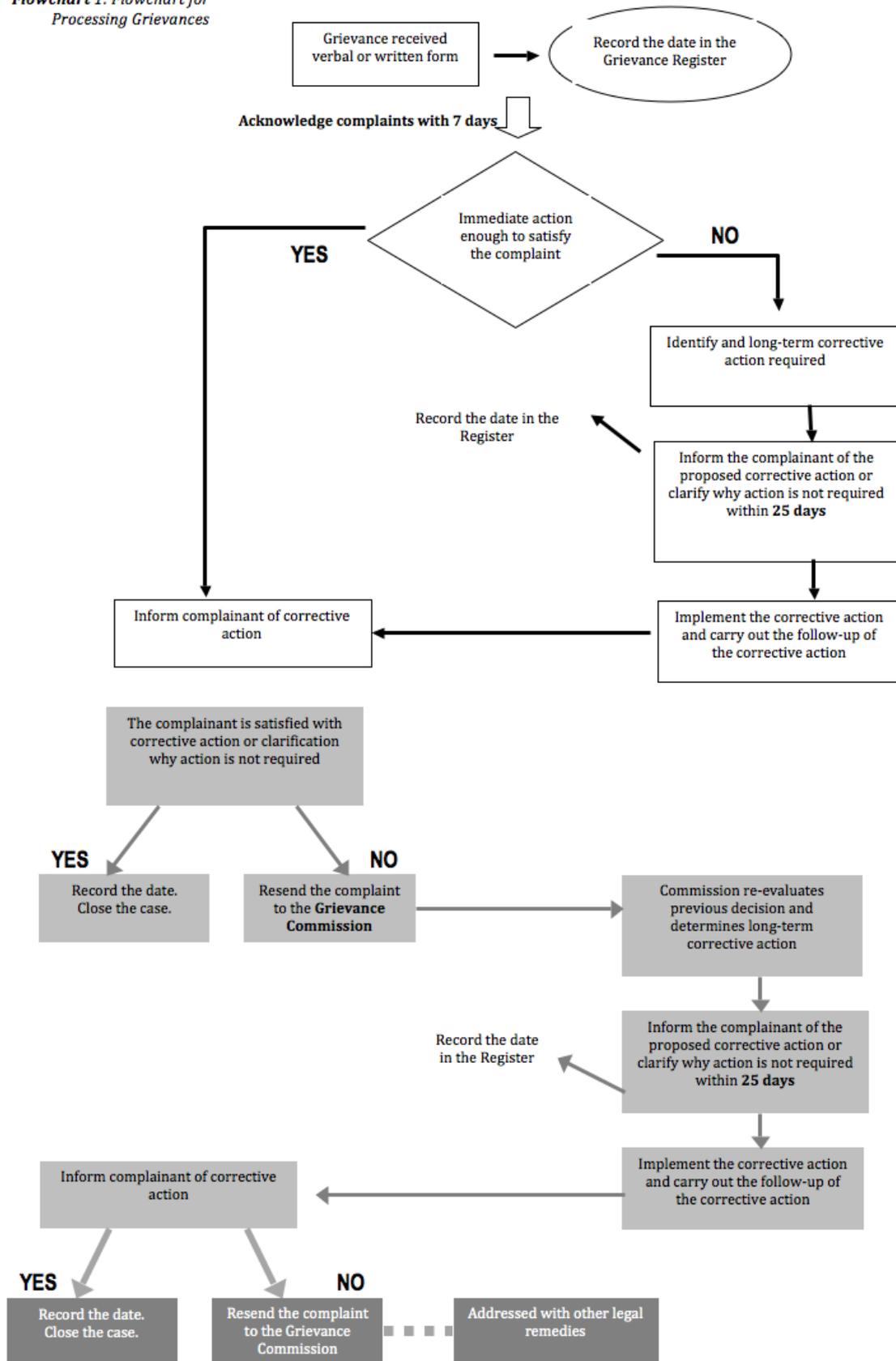
Tel: +387(0) 030 511 133

Fax: +387(0) 030 511 132

E-mail: prv.plavavoda@bih.net.ba

Web: <http://www.jprvplavavoda.ba>

Flowchart 1: Flowchart for Processing Grievances



9. Monitoring and Reporting

The results of the stakeholder engagement process will be included in the Project Monitoring Reports, including the summary of these Reports. They should include the following information on the stakeholder engagement:

- Place and time of carried out public consultative meetings (including other types of engagement activities);
- Information on the participants;
- Issues and concerns raised during the consultative meetings;
- List of number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances;
- RAP grievance monitoring results;
- Information on how the issues raised during the meetings were taken into consideration by the organization in charge of the Project implementation.

The Reports will also include a summary of implemented corrective measures meant to address the grievances.

The monitoring reports will be made public on the website of the Company and on quarterly basis.

Annex 1. Public Grievance Form

Reference Number:	
Full name	
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail
Preferred language for communication	<input type="checkbox"/> Bosnian / Serbian / Croatian <input type="checkbox"/> English (if possible)
Description of Incident for Grievance	
What happened? Where did it happen? Who did it happen to? What is the result of the problem? 	
Date of Incident / Grievance	
	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? ____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen?	

Signature: _____

Date: _____

Please return this form to:

PUBLIC COMPANY REGIONAL WATER SUPPLY "PLAVA VODA"

Note: Grievance for Plava Voda Regional Water Supply System

Address: Zenjak bb, 72270 Travnik, BiH

Telephone: +387(0) 30 511-133

Fax: +387(0) 30 511-132

E-mail: prv.plavavoda@bih.net.ba

Annex 2. Formal Access to Information Request Form

ACCESS TO INFORMATION REQUEST
<p>_____ Name and last name of requester</p> <p>_____ Address</p> <p>_____ Telephone/telefax/e-mail</p> <p>Date _____</p>
<p>PUBLIC COMPANY REGIONAL WATER SUPPLY "PLAVA VODA"</p> <p>Address: Zenjak bb, 72270 Travnik, BiH Telephone: +387(0) 30 511-133 Fax: +387(0) 30 511-132 E-mail: prv.plavavoda@bih.net.ba</p>
<p>SUBJECT: ACCESS TO INFORMATION REQUEST</p> <p>On the basis of the Law on Free Access to Information in FBiH, I request access to the following information:</p> <p>_____</p> <p>–</p> <p>_____</p> <p>–</p> <p>_____</p> <p>–</p> <p>_____</p> <p>–</p> <p>_____</p> <p>–</p> <p>_____</p> <p>–</p> <p>(Indicate precisely which information you are requesting and describe as precisely as possible).</p>
<p>Indicate in which manner would you like to access the information:</p> <ul style="list-style-type: none"> a. direct inspection, b. duplication of the information, c. delivery of information to the home address, d. delivery of information electronically – by e-mail (if possible).
<p>Requester</p> <p>_____</p>
<p>Note: The first ten pages of duplication of material of standard format is free of charge, and all other requested information with a larger number of pages shall be paid by the requester in advance.</p>