



## ALBANIA

EuropeAid/129604/C/SER/AL

### VLORE BYPASS

Preparation of Feasibility Study,  
Preliminary and Detailed Design

### MILOT - RRËSHEN

Preparation of Preliminary and  
Detailed Design for doubling the road section

# Vlorë Bypass Stakeholder Engagement Plan (SEP)

Project	Design					Phase	Section / Bridge			Type	Free Number		
0	1	5	E	V	0	0	0	0	R	0	0	3	

Revision	Date	Subject
0	07.09.12	First Draft

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## 1 INTRODUCTION

The European Bank for Reconstruction and Development (EBRD or the ‘Bank’), considers providing financing support to the Construction of the Vlorë Bypass.

### 1.1 OVERVIEW OF THE PROJECT

North of Vlorë, the national road network is currently being developed with the construction of new dual two carriageway links. The closest section between Levan and Vlorë is now completed and will connect to the Vlorë Bypass through a roundabout.

On the south outskirts of Vlorë, the existing Coastal single lane route has been considerably upgraded not only to improve access to towns but also to contribute to the emergence of tourism by providing better access to beaches and coastal resorts. The new bypass will also provide an alternative itinerary to Sarandë which is at the moment best connected by a longer route via Tepelenë.

The Vlorë bypass can be considered the “missing link” that remains to be constructed along this itinerary. Today all through traffic has to cross the centre of the city causing congestion, delays, costs, hazards, pollution and globally negative impacts on the environment and quality of life of Vlorë’s citizens.

The Vlorë Bypass will provide an easier access to the coastal road and will divert the through traffic away from the city and the seafront of Vlorë, which is under development at the moment.

Vlorë bypass will be approximately 29,0 km in length and will be classified as a secondary road, with a single carriageway, according to Albanian Roads Design Manual. It will also include at grade junctions, numerous bridges, retaining walls and important earthworks.

**Figure 1.1 - Map - Project location**



## 2 REGULATORY REQUIREMENTS

### 2.1 ALBANIAN REGULATIONS ON PUBLIC ACCESS TO INFORMATION

In Albania, the constitution of 1998 guarantees the right of access to information; the legislation supporting this is the Law No. 8503, dated June 30, 1999, On the right to information over the official documents (Ligji nr. 8503, date 30.6.1999, Per të drejten e informimit per dokumentat zyrtare).

### 2.2 EBRD POLICIES

The provisions of the EBRD Environmental and Social Policy (2008) and the Public Information Policy (2011) for public consultations and access to information have been fully taken into account in preparing this Stakeholder Engagement Plan for the Project.

EBRD Environmental and Social Policy (2008) .The 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:

- the client's public disclosure of appropriate information so as to enable meaningful consultation with stakeholders;
- meaningful consultation with potentially affected parties;
- 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.

This process should begin at the earliest stage of project planning and continue throughout its life. 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 stakeholders 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.

The Vlorë Bypass Project Stakeholder Engagement Plan includes all the elements required by PR 10.

#### 2.2.1 EBRD Public Information Policy (2011)<sup>1</sup>

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 the public on the EBRD website in accordance with this Policy.

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<sup>1</sup> <http://www.ebrd.com/downloads/policies/pip/pipe.pdf>

### 3 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

#### 3.1 PUBLIC MEETINGS AND INTERVIEWS

The public were invited to take part in a preliminary consultation exercise to assist with the preparation of the EIA for the Vlorë Bypass Project. One initial public consultation was held on the 23<sup>rd</sup> of November 2011 in Vlorë. The aim of the consultation exercise was to inform the public of the road scheme under preparation and to collect feedback from members of the public and from the representatives of the local Communes. The consultation was advertised in the press and on display in public venues in the locality. The Executive Summary of the ESIA will also be placed on the web site of the EBRD.

Another consultation was held in 17 January 2013 in Vlorë.

The aim of the consultations was to inform the public of the road scheme developments under preparation as well as to collect feedback from members of the public and from representatives of the local administration.

During this meeting Stakeholders, NGOs, Project Affected People (PAP) and general public asked questions on the project and express their concerns about the following topics:

- Time gained for a journey from the North to the South edge of Vlorë,
- Panoramic views offer by the new road,
- Issues related to High Voltage electrical transmission lines,
- Project funding,
- Difficulties with project accessibility on EBRD's internet site,
- Concerns related to potential impact of the project on agricultural drainage system,
- Concerns related to solid waste disposal during construction,
- Expected starting date of the construction,
- Difficult geology of the Kaninë area,
- Intersection on the new road with existing local roads,
- Adjustments of the project design related to the revision of Orikumi Urban Plan,
- Difficulties related to compensation of affected properties that are not yet in the official register.

Also, during the due diligence phase, informal and more formalised meetings were held with Stakeholder. Issues raised with those stakeholders were:

- The advantage in time and distance coming from the construction of this bypass.
- Landscape and visual amenities
- If Main Electrical Transmission Line and the Wind Electrical Power System have been taken in consideration during preparation of the design
- If the financing funds for construction are available.
- The measures undertaken to avoid damages in the existing drainage system intersecting with the alignment.
- The places foreseen for solid waste disposal during the construction phase.
- The time foreseen for the beginning of construction of bypass.
- The sensible geological structures near Kanina
- Exit points and/or connections with the existing roads going to the coast
- During the preparation of design the updated Urban Plan of Orikumi Municipality must be taken in consideration.

## 4 PROJECT STAKEHOLDERS AND TOOLS FOR COMMUNICATION

### 4.1 STAKEHOLDERS RELEVANT FOR THE PROJECT

Project stakeholders have been identified in order to address the consultation requirements. These stakeholders need to be informed about 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 Project Affected Peoples (PAPs) and vulnerable groups. PAPs and vulnerable groups include individuals or groups greatly affected by the Project and who have very little ability to influence its implementation.

Vulnerable groups need to be informed and consulted in a specific way, suited to their needs and vulnerability status. The Government Department of Social Assistance and Labour Offices will be in charge to facilitate the involvement of vulnerable groups.

See Table 4.1. for definition of stakeholders, identified stakeholders to the Project and their detail description.

### 4.2 DISCLOSURE OF INFORMATION AND COMMUNICATION TOOLS

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. ARA will disclose the following information:

- Project information sheet;
- Project description;
- Non-Technical Summary (NTS) of the Environmental & Social Impact Assessment;
- Environmental and Social Action Plan (ESAP);
- Summary of Project Implementation Monitoring Reports;
- Summary of Resettlement Action Plan (RAP);
- Stakeholder Engagement Plan (SEP);
- Summary of conclusions from the consultative meetings and public discussions held;
- Grievance form (See annex 4).

The foregoing documents will be disclosed and remain available for the life of EBRD's loan. ARA will carry out public consultations that will reflect upon the issues of relevance to the Project. 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.

ARA will also provide printed copies of the above-mentioned documents which will be available in ARA office, the offices of municipalities and communes, as well as the villages. All PAPs will be informed on the availability of these documents at the offices through local TV and newspapers and project information sheets delivered and posted in the villages (see Annex 1 and 2 for contact information of relevant public institutions, communes and villages).

Access to information for identified vulnerable groups will be facilitated by ARA as appropriate for each person/family according to their specific needs and/or situation. See Table 4.1 for proposed communication tools with each stakeholder group.

**Figure 4.1 - Table - Identified Stakeholders for the Project**

No.	Definition of Stakeholders	Identified Stakeholder Group	Detailed Description of Identified Stakeholder Groups	Population	Relevant issues	Proposed Communication tools
1	<b>External stakeholders</b> Project affected people/groups are individuals, households and businesses, owners or users, who will be subject to impacts caused by land acquisition and/or land use (permanent/temporary) related to the Project activities.	<b>Project Affected People (PAPs)</b>	<ul style="list-style-type: none"> <li>Persons, households, businesses located along the Vlorë Bypass route</li> </ul>	713,942 m <sup>2</sup>	Providing timely information on expropriation activities: Tel: +355 423 3711 Email: ermalnuri@yahoo.com	<ul style="list-style-type: none"> <li>Disclosure through ARA website;</li> <li>Delivering project leaflets to PAPs with dedicated information on Project and their rights (e.g. expropriation, consultation, etc.);</li> <li>Delivering relevant documentation to local communities on whose territory expropriation is carried out (particularly RAP and SEP);</li> <li>Organizing individual meetings on the need basis;</li> <li>Public meetings.</li> </ul>
2	<b>External stakeholders</b> People affected by Project activities living in the vicinity of road construction sites, as well as the wider population indirectly affected.	<b>Local residents and businesses in the project area;</b> <b>Users of new road.</b>	<ul style="list-style-type: none"> <li>Population affected by construction and by access restrictions along the Vlore Bypass route;</li> <li>Population who may benefit from the better traffic access.</li> </ul>	Unknown	Providing timely information to the public on construction activities: Tel: +355 423 3711 Email: ermalnuri@yahoo.com	<ul style="list-style-type: none"> <li>Disclosure through ARA website;</li> <li>Local daily newspapers;</li> <li>Local television;</li> <li>Posters in the center of villages and in Vlorë districts adjacent to the project;</li> <li>Public meetings.</li> </ul>

No.	Definition of Stakeholders	Identified Stakeholder Group	Detailed Description of Identified Stakeholder Groups	Population	Relevant issues	Proposed Communication tools
3	<p><b>External stakeholders</b> Vulnerable groups include individuals or groups greatly affected by the Project and who have very little ability to influence its implementation.</p>	<p><b>Affected vulnerable groups (especially if they are affected by involuntary resettlement).</b></p>	<ul style="list-style-type: none"> <li>o Elderly and ill persons;</li> <li>o Persons with special needs;</li> <li>o Households with very low or no income, particularly those who are not owners of any property (formal and informal users);</li> <li>o Single parent-headed households;</li> <li>o Ethnic minorities.</li> </ul>	Unknown	<p>Providing timely information on expropriation activities: Tel: +355 423 3711 Email: ermalnuri@yahoo.com</p>	<ul style="list-style-type: none"> <li>o Disclosure through ARA website;</li> <li>o Delivering information by post;</li> <li>o Delivering specially prepared leaflets explaining simply and clearly what is happening and people's rights to local communities on whose territory expropriation is carried out (particularly RAP and SEP);</li> <li>o Proactively providing information and assistance in understanding the delivered information and submitted documentation.</li> </ul>
4	<p><b>External stakeholders</b> Stakeholders with specific interest in the Project who also have the ability to affect the final outcome of the Project.</p>	<p><b>Government departments involved in the Project/Public institutions.</b></p>	<ul style="list-style-type: none"> <li>o Ministry of Transport;</li> <li>o ARA;</li> <li>o Vlorë Prefecture, Prefect Office;</li> <li>o Immobiliary Register Office, Vlorë branch;</li> <li>o Drainage and Irrigation Board of Vlorë Region;</li> <li>o Vlorë Regional Office of Social Services;</li> <li>o Regional Agency of Development, Vlorë;</li> <li>o Environmental Regional Office.</li> </ul>	Not Applicable	<p>Consultations with relevant government departments concerning Project activities</p>	<ul style="list-style-type: none"> <li>o Regular contacts through internal communication channels;</li> <li>o Meetings on the need basis.</li> </ul>

No.	Definition of Stakeholders	Identified Stakeholder Group	Detailed Description of Identified Stakeholder Groups	Population	Relevant issues	Proposed Communication tools
4	<p><b>External stakeholders</b> Stakeholders with specific interest in the Project who also have the ability to affect the final outcome of the Project. (Continued)</p>	<p><b>Municipalities and/or Communes in the Project location</b></p>	<ul style="list-style-type: none"> <li>o Qendër,</li> <li>o Vlorë,</li> <li>o Orikum.</li> </ul>	Not Applicable	<p>Providing timely information on road construction and expansion works, consultations regarding the prepared plans and documentation, grievance management: Tel: +355 423 3711 Email: ermalnuri@yahoo.com</p>	<ul style="list-style-type: none"> <li>o Regular contacts through internal communication channels;</li> <li>o Local daily newspapers;</li> <li>o Local television;</li> <li>o Public meetings.</li> </ul>
		<p><b>Villages</b></p>	<ul style="list-style-type: none"> <li>o Babicë e Madhe,</li> <li>o Babicë e Vogël,</li> <li>o Kaninë,</li> <li>o Radhimë,</li> <li>o Tragjas.</li> </ul>			
5	<p><b>External stakeholders</b> Non-governmental organizations in various field of activities, environmental NGOs, and other civil society organizations demonstrating an interest for the Project and/or are able to influence the Project.</p>	<p><b>Interested NGOs on national and local level</b></p>	<ul style="list-style-type: none"> <li>o Albanian Agribusiness Association (Tirana office);</li> <li>o Irrigation and Drainage Organization (Qendër and Orikum commune);</li> <li>o Albanian Savings and Credit Union (Vlorë region Branch).</li> </ul>	Not Applicable	<p>Providing timely information, communication and consultation, grievance management: Tel: +355 423 3711 Email: ermalnuri@yahoo.com</p>	<ul style="list-style-type: none"> <li>o Disclosure through ARA website;</li> <li>o Local daily newspapers;</li> <li>o Local television;</li> <li>o Posters in the center of the villages;</li> <li>o Public meetings;</li> <li>o Regular meetings on the issues of irrigation and drainage.</li> </ul>
6	<p><b>External stakeholders</b> Stakeholders of high significance for the Project's success who are directly or indirectly in charge for project planning and implementation</p>	<p><b>Employees and workers</b></p>	<ul style="list-style-type: none"> <li>o ARA employees;</li> <li>o Construction workers and temporary workers;</li> <li>o Contractors;</li> <li>o Companies contracted to monitor and supervise the works.</li> </ul>	Not Applicable	<p>Grievance procedure, code of conduct and work safety and health regulations, environmental protection requirements.</p>	<ul style="list-style-type: none"> <li>o ARA workers: Internal bulletin board in ARA building, grievance procedure for the employees;</li> <li>o Contractors: Information on contracts, bulletin board and training.</li> </ul>

#### **4.3 INFORMATION PROVIDED BY THE CONTRACTOR**

During the construction works, the contractors will submit quarterly information regarding the progress of works, which will be disclosed on ARA website.

The schedule of works and its potential amendments will be submitted to the Communes and Villages approximately two (2) weeks prior to the commencement of the construction activities. The schedule will provide information on the starting and ending dates of the works which may impact the affected groups (such as access, noise and dust). These shall need to be disseminated in an appropriate way to the potentially affected community members. Contractors should be obliged to ensure this happens.

Special attention will be given to the possible temporary disruptions of the drainage and irrigation canals.

The opportunity to raise grievances will be provided (Grievance Mechanism in Chapter 7); contact details for disclosing information or allowing expressing concerns will be presented. The notification will be disclosed on the website, on the bulletin boards, and at the offices of the Communes and centres of the Villages.

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;
- quarterly update the information on the progress of works (to be delivered to ARA for online disclosure, and affected peoples via mail or personal contact);
- disclose information on any delays to affected persons.

## 5 TIMETABLE

As stated in section 3.1, a second Project public meeting took place in 17 January 2013, while the exact date and place of venue was announced to the public at least two weeks in advance. All updated available information on the Project was disclosed to the public prior to this second public meeting.

It is envisaged that a third Project public meeting will take place one month prior to the commencement of construction activities that are expected during the beginning of 2014.

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 ARA website as well as at the Commune offices and Villages. This way of informing will be carried out by using the Project Information Sheet delivered to the Communes and Villages and placed on the bulletin boards. Neighbourhood meetings at Villages will take place on the need basis and every 4 months after the project effectiveness until the completion of the Project.

**Figure 5.1 - Table - Timetable of main Consultation/Information Activities**

<i>Activities</i>	<i>Expected dates</i>	<i>Responsibility</i>
Second Project public meeting	17 January 2013	ARA
Third Project public meeting	One month prior to the commencement of construction activities.	ARA
Project information/documents made available to the public	Two weeks prior to the second project meeting.	ARA
Placement of the project information sheet on ARA website and Communes and Villages bulletin boards	Prior to the commencement of construction activities.	ARA
Regular neighbourhood meetings	Every 4 months, and on a need basis	ARA and contractor

## 6 IMPLEMENTATION RESPONSIBILITIES

ARA is responsible for the implementation of the SEP during the entire project cycle. ARA will appoint a qualified person from the Government Department for Social Protection to act on behalf of ARA during the implementation of the information program intended for the identified vulnerable groups.

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.

## 7 PUBLIC GRIEVANCE MECHANISM

Comments or concerns can be brought to the attention of ARA verbally or in writing (by post or e-mail) or by filling in a grievance form (see example at the end in annex 4). The concerned person shall indicate in its communication if he/she wishes his/her name to be kept confidential. All grievances will be put in a register and assigned a number, and acknowledged within 7 days.

ARA will make all reasonable efforts to address complaints upon the acknowledgement of a grievance. If ARA 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 of the proposed corrective action and of its follow-up within 25 days from the acknowledgement of the grievance.

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

The responsible person for the implementation of grievance mechanism is the Project Manager of ARA PIU (contact information provided in Chapter 9). In case that the responsible person is changed, ARA will amend the SEP with new information and disseminate it accordingly.

The Contractors must follow this grievance mechanism during the construction phase to address grievances, especially to address drainage and irrigation issues. ARA will be included in monitoring of Contractor's application of grievance mechanisms and involved in addressing the concerns through the above-described process.

See Annex 3 for the Grievance Process Flowchart and Annex 4 for the Grievance Form. Contact information is provided in Chapter 9.

## 8 MONITORING AND REPORTING

Results of the stakeholder engagement process will be included in the Project Monitoring Reports, including 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.

Project Monitoring Reports will also include a summary of implemented corrective measures meant to address the grievances. Project Monitoring Reports will be made public on ARA website.

## 9 ARA CONTACT INFORMATION

Mr. Ermal Nuri, Albanian Road Authority  
Rr Sami Frasheri 33, Tirana, Albania  
Telephone: +355 423 3711 - Fax: +355 423 3711  
E-mail: ermalnuri@yahoo.com

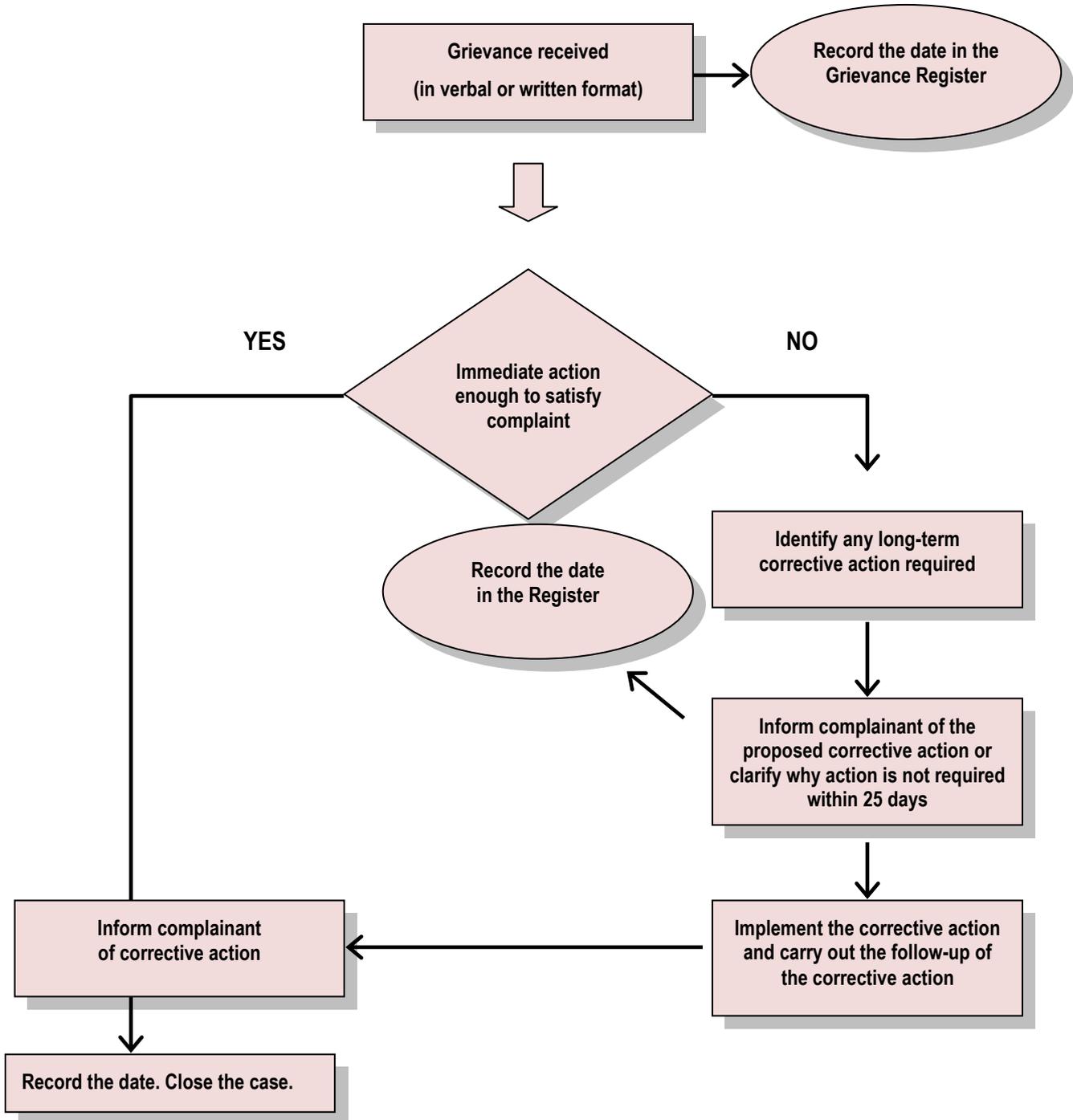
**10 - ANNEX 1 - LIST OF PUBLIC INSTITUTIONS AND LOCAL ASSOCIATIONS**

	<i>Name, Surname</i>	<i>Position</i>	<i>Contact (phone, e-mail)</i>
<b>Public institution at regional level</b>			
Vlorë Prefecture, Prefect Office	Niko DUMANI	Representative, Vlora Prefecture	+355 682518335
Office for Registration of Immovable Assets, Vlorë branch	To be confirmed		
Drainage and Irrigation Board of Vlorë Region	To be confirmed		
Vlorë Regional Office of Social Services	To be confirmed		
Regional Agency for Development, Vlorë	To be confirmed		
Environmental Regional Office, Vlorë	To be confirmed		
<b>Local Association</b>			
Albanian Agribusiness Association (Tirana office)	To be confirmed		
Irrigation and drainage organization (Qendër Commune)	To be confirmed		
Irrigation and drainage organization (Orikum commune)	To be confirmed		
Albanian Savings and Credit Union (Vlorë region Branch)	To be confirmed		

**11 - ANNEX 2 - LIST OF CONTACTS IN AFFECTED COMMUNES AND VILLAGES**

	<i>Name, Surname</i>	<i>Position</i>	<i>Contact (phone, e-mail)</i>
<b><i>Qendër Commune</i></b>			
Qendër Commune	Fredo BERBERI	Mayor	+355 674083553 +355 692055935
Qendër Commune	Edmond BEQIRI	Head of Urban Office	+355 692092365
<b><i>Vlorë Municipality</i></b>			
Vlorë Municipality	Shpetim GJIKA	Mayor	+355 33 421 421
<b><i>Orikum Commune</i></b>			
Orikum Commune	Gezim CAPO	Mayor	+355 672010841 +355 692088586
Orikum Commune	Ilir KOKURI	Head of Urban Office	+355 692065934

12 - ANNEX 3 - FLOW CHART FOR PROCESSING GRIEVANCES



13 - ANNEX 4 - PUBLIC GRIEVANCE FORM

**Public Grievance Form**

<b>Reference No:</b>	
<b>Full Name</b>	
<b>Contact Information</b>	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ _____ _____
<b>Please mark how you wish to be contacted (mail, telephone, e-mail).</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>English</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: \_\_\_\_\_

Date: \_\_\_\_\_

**Please return this form to:** Attention: Mr. Ermal Nuri  
 Company: Albanian Road Authority  
 Postal Address: Rr Sami Frasheri 33  
 Tirana, Albania