



February 2012

Stakeholder Engagement Plan Railway Corridor VIII - Eastern section

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Macedonian Railways:
**Feasibility Study for Corridor VIII
Eastern section and ESIA**

SUBMITTED BY:

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Networks
Logistics



Republic of Macedonia
MINISTRY OF TRANSPORT AND COMMUNICATIONS



European Bank
for Reconstruction and Development

Environmental and Social Impact Assessment

Railway Corridor VIII - Eastern section

STAKEHOLDER ENGAGEMENT PLAN

Prepared for: Macedonian Ministry for Transport and Communication

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Logistics

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1 INTRODUCTION

1.1 BACKGROUND

This document is a Stakeholder Engagement Plan (SEP) describing the planned stakeholder consultation and engagement process being implemented within the framework of the project “Macedonian Railways: Feasibility Study for the Eastern Section of Corridor VIII and Environmental and Social Impact Assessment (ESIA)”. The project has been initiated by the Railway Department, Ministry of Transport and Communication (further referred to as the Investor) based on the requirements of Republic of Macedonia legislation and those of the European Bank for Reconstruction and Development (EBRD) which is considering financing the project.

Stakeholder engagement is an ongoing process involving (i) the client’s public disclosure of appropriate information so as to enable meaningful consultation with stakeholders, (ii) meaningful consultation with potentially affected parties, and (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 entire life of the project.

In addition, a Non Technical Summary for the project will be prepared to address potential environmental and social impacts and mitigation measures to prevent, reduce or minimise environmental, occupational, community health & safety and social impacts, grouped for construction and operational phases of the proposed project

It is essential to carefully identify all affected stakeholders, as well as those interested in the project, and to take due consideration to their concerns, expectations and preferences. Attention should be given to the identification of vulnerable stakeholders whose lives and well-being may be dependant by the activities of the Investor. Additionally, it is imperative to maintain close interaction with the local community and identify opportunities to improve social performance.

This SEP is based on an initial identification of key project stakeholders. In the course of conducting the primary consultation with stakeholders additional stakeholders are identified and the SEP has been updated accordingly. If you would like to be added to the Stakeholder list to receive information about the project and opportunities to comment, please contact:

Ministry of Transport and Communication, Address: “Crvena Skopska Opstina” 4; 1000 Skopje, Republic of Macedonia; <http://mtc.gov.mk/>

Telephone: + 389 2 3145 497, + 389 2 3123 292

Fax: + 389 (0)2 3126 228

e-mail: contact@mtc.gov.mk

Biljana Zdraveva - Head of Railway Department

e-mail: zdraveva@mtc.gov.mk

During project implementation, a longer term stakeholder engagement programme will also be established and made publicly available.

1.2 SUMMARY OF THE PROJECT

1.2.1 DESCRIPTION OF THE PROJECT

The Republic of Macedonia with its geographic situation in the heart of the Balkan Peninsula is a natural crossroads between Northern, Central and Southern Europe, as well as between the Mediterranean and Eastern Europe, Asia and Russia. In this part of the world, the railroad plays an important historical role.

The railway corridor East-West, otherwise known as Corridor VIII, connecting Albania, Macedonia and Bulgaria, was defined at the Pan-European conference, held in Helsinki. The construction and operation of the Corridor VIII Railway have been identified as an integral part of one of five new European Transnational Axes by the newly adopted European transport strategic documents.

The Corridor VIII has a very important role for the Republic of Macedonia as well, particularly influencing the economic and social development of the country. The rehabilitation of already constructed railway parts and construction of missing parts of the Railway Corridor VIII are of very high governmental priority and they are pointed out within the National Strategy of transport, adopted in 2009.



Figure 1 Route of Corridor VIII and Interconnection with other Corridors

Railway Corridor VIII, which passes through the territory of the Republic of Macedonia, has two unfinished parts: the first one, Western part, towards the Republic of Albania and the second one, Eastern part, connecting to the Republic of Bulgaria via a tunnel. The total length of the two sections is 312 km.

Republic of Macedonia initialised preparation of Feasibility Studies for outstanding parts of the corridor within Macedonian territory as step forward to the application for requesting the financial sources.

Reference project is Feasibility Study for Corridor VIII – Eastern part. The project location is the eastern section of rail Corridor VIII (north-eastern Macedonia), starting from Kumanovo – Beljakovce – Kriva Palanka – MK/BG Border (figures below). The length of the eastern section is 88.1km.

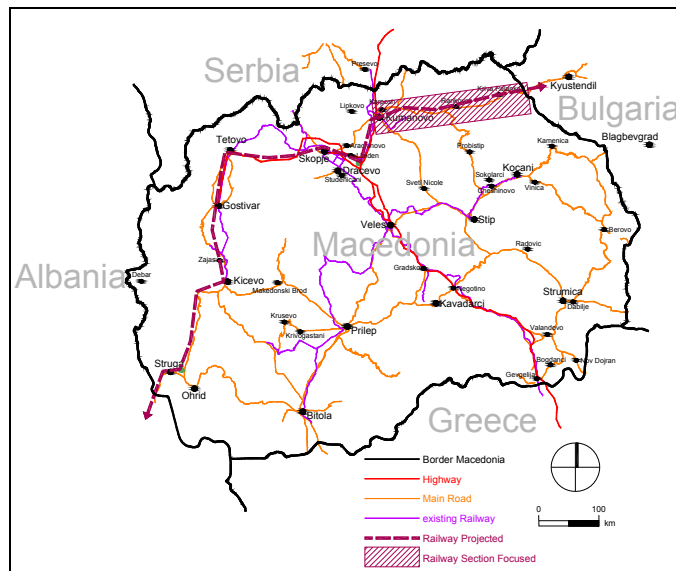


Figure 2 Location of the project within the region

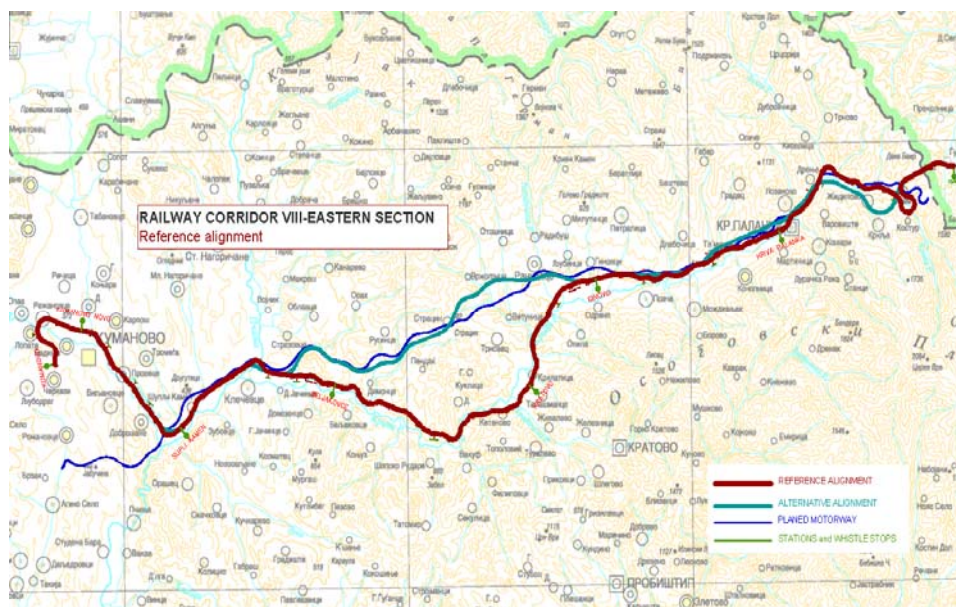


Figure 3 Location of the project within country

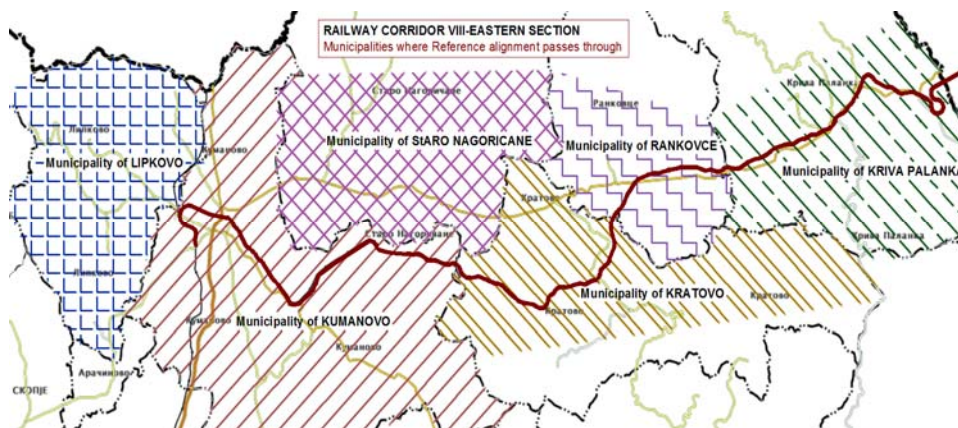


Figure 4 Affected Municipalities

In the period between 1994 and 2004, Government of Macedonia invested in construction of the rail line in eastern part. Works stopped due to lack of funds however the corridor was more or less established.

Established rail line and alternative solution (following planned motorway Corridor VIII) were evaluated based on multi analysis criteria. Established alternative was recommended as preferred. At this stage only preliminary assessment of environmental and social impact has been conducted. Government selected recommended alignment. After formal selection of alternative further elaboration of Environmental and Social Impact Assessment will follow in the upcoming stages of the project implementation.

For more detailed project description please refer to the public information leaflet.

1.2.2 HISTORY OF THE PROJECT - OVERVIEW

Plans for construction and operation of rail line Kumanovo – Bulgaria are very old, starting from XIX century (1873-1888). Continuously but with interruptions due to the wars and political situation works continued till middle of XX century when they were stopped in 1948 following the dispute between Yugoslavia and the states of the Warsaw Pact. On the project section only rail line alignment from Kumanovo – Beljakovce was operational starting from 1956 till 1994 when reconstruction and construction works undertaken by Government started. Starting from 2004 when works stopped due to the lack of funds the line is not operational.

In 1995, the Government decided to prepare new spatial plan for the country due to political, economic and strategic changes in the state as well as due to expiring of previous spatial plan. The basis for the development of the spatial plan was the National Strategy for Economic Development of Republic of Macedonia published in 1998. The spatial plan was adopted in 2004 with expiring horizon of 2020. The Spatial plan includes spatial arrangement of transport and other infrastructure. Development of the rail system is addressed as base for the need of modernization and extension of the rail network as well connection of the Macedonian rail network with Albanian and Bulgarian network. The alignment Kumanovo _BG border remains nearly the same as designed 50 years ago but now takes into account a projected dam near Kratovo. In the planning period till 2020 it is expected that the rail lines Beljakovce – Guesevo and Kicevo – Kjafasan are completed.

Bulgaria as well is undertaking activities towards finishing of the corridor at their territory. A Feasibility Study for modernization has been done. It is expected that the project would be financed by EU Funds and might be completed in 2020.

2 REGULATORY CONTEXT

2.1 MACEDONIAN REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT/PUBLIC CONSULTATION

According to the Macedonian legislation, the public should be involved in every stage of the EIA procedure and all decisions made during the process should be published in appropriate media. This applies for the following documentation:

- Notification of intention for project implementation;
- EIA screening decision;
- EIA scoping decision;
- Announcement of availability of ESIA study;
- Non-technical summary of ESIA study;
- Report on adequacy of ESIA study;

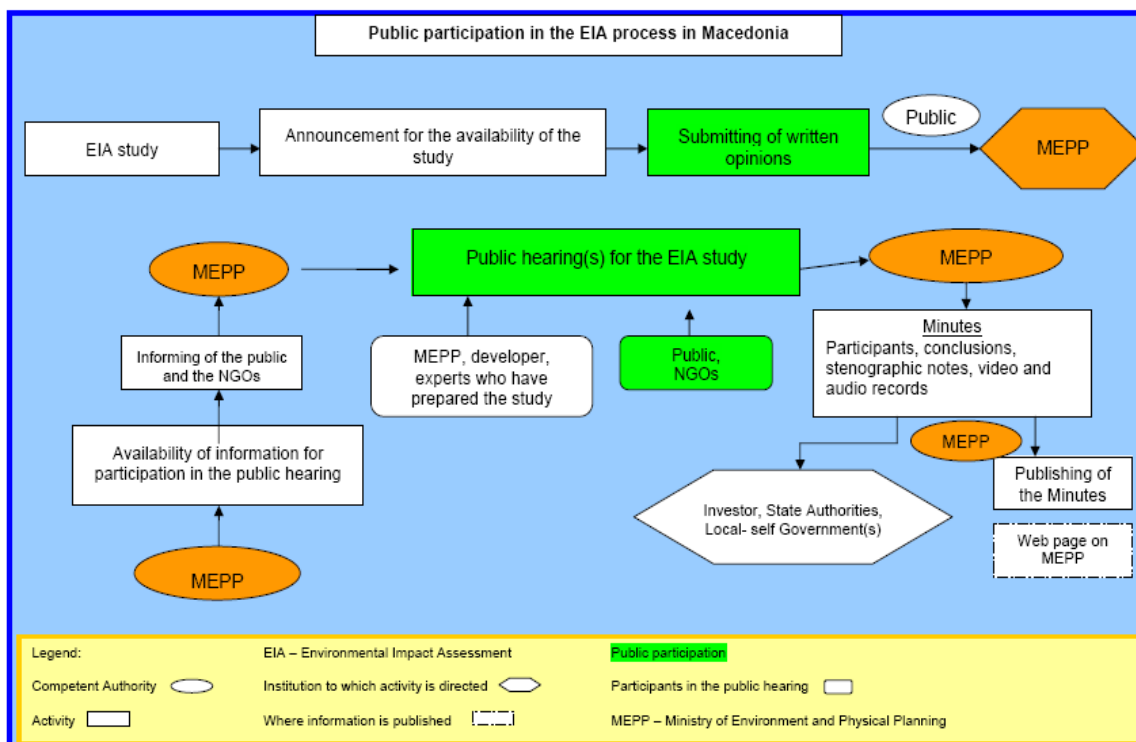
- Decision on granting consent to or rejecting the application for the project.

Public hearings and possibilities for submission of written opinions will be organised by the Investor and the Ministry of Environment and Physical Planning to allow the public to express its opinions. The Macedonian process for public hearing related to the draft ESIA Study is provided in Figure 4 below.

The International Convention on Environmental Impact Assessment in a Trans-boundary Context, ESPOO, Article 3, state that for the “construction of lines for long-distance railway traffic” ...“the party of origin shall, for the purposes of ensuring adequate and effective consultations under Article 5, notify any party which it considers may be an affected Party as early as possible and no later than when informing its own public about that proposed activity.” As a signatory of the Convention since 1999, Macedonia has incorporated its provisions into the national legislation (Law on Environment) and has nominated national focal point for ESPOO Convention:

Ministry of Environment and Physical Planning
 Bul. Goce Delcev b.b.
 Mrs. Daniela Rendevska
 e-mail: danielastefkova@yahoo.com
 mob.tel: 00 389 76 44 69 14

The Macedonian Ministry of Environment and Physical Planning will inform (based on the Notification of Intention for the project and ESIA screening process) the Bulgarian governmental institution and Bulgarian ESPOO focal point about the start-up of the ESIA procedure, description of project and preliminary project environmental and social impacts. Thereafter, Bulgaria will have a period of 30 days to respond if they decide to participate in the ESIA process. If they respond that they do want to participate, the obligation is to have equivalent consultations with public in the affected country to that in the country where the project is located. The Macedonian Ministry of Environment and Physical Planning will send to Bulgaria as well the draft ESIA Study, the Report on adequacy of ESIA study (the consultations with Bulgarian governmental bodies about the mitigation measures will be performed) and the final Decision on granting consent to or rejecting the application for the project.



2.2 EBRD REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT AND PUBLIC CONSULTATION

Since EBRD may be involved in the further phases of the project, the project must meet best international practice and the requirements for stakeholder engagement and public consultations as specified in the EBRD Environmental and Social Policy of 2008. The 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. In summary, the following system of stakeholder engagement is applicable to the project:

- Identification of project stakeholder groups. Identification of stakeholders, including members of the public who could be affected by the project construction and operation.
- Stakeholder engagement process and information disclosure. During this stage, it is necessary to ensure that identified stakeholders are appropriately engaged on environmental and social issues that could potentially affect them through a process of information disclosure and meaningful consultation.
- Meaningful consultation. The consultation process will be based on the disclosure of information relevant to the project activities and operations. The consultation process will be undertaken in a manner that is inclusive and culturally appropriate for all stakeholders.
- Grievance mechanism. Maintaining a grievance process by which the general public and other stakeholders can raise concerns, and which will be handled in a prompt and consistent manner.

3 STAKEHOLDER IDENTIFICATION

In order to define a communication process several stakeholder groups that may be interested and/or affected by the project development and implementation have been identified. However, all others who would like to be included in the mailing list in order to receive information on reporting, meetings or other consultation opportunities can contact at the telephone numbers mentioned on first page.

There are a number of groups of people and social groups who are interested in the project on different levels. These may be described as following:

- People and social groups who will be directly or indirectly affected by the project,
- People and social groups who may participate in the implementation of the project;
- People and social groups who may have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project.
- Stakeholders who may be interested in the project

For each of the stakeholder groups the specific communication and tools were identified in order to ensure easy, transparent, direct, open and interactive communication with all stakeholders and to get as earlier as possible their feedback in the different phases of project implementation.

The matrix that contains identified stakeholders and most appropriate communication methods and tools is presented in table below.

Level of Stakeholder interest in/involvement to the project	Communication methods and tools											
	Public consultation meetings	Information and consultative meetings with drawings	Websites	Project leaflet/s	Submission of documentation	Notice board	Communication through the NGO's	Articles in the newspaper for construction, architecture and design "Porta 3"	Correspondence relating to project	Public release	Exchange of information	
Stakeholders who may be directly or indirectly affected by the project												
Residents of municipalities, villages and communities where railway line and associated infrastructure will be constructed	Y	Y	Y	Y		Y	Y				Y	Y
Land owners and users of infrastructure sites	Y	Y			Y					Y	Y	Y
Local and Regional businesses	Y		Y	Y		Y			Y		Y	Y
National, Regional and local freight Companies	Y		Y	Y		Y					Y	Y
Environmental and Social NGOs	Y		Y	Y		Y	Y				Y	Y
Public transport Users				Y		Y					Y	
Informal and seasonal land users	Y	Y	Y	Y		Y	Y				Y	Y
Railway workers												
Stakeholders who may participate in implementation of the project												
The Investor					Y					Y		Y
Construction companies e.g. Beton, Pelagonia and Granit	Y		Y						Y		Y	
Employees of construction companies, contractors and subcontractors	Y		Y	Y		Y			Y		Y	
Equipment and service Suppliers	Y		Y	Y							Y	
Union representatives	Y			Y		Y			Y		Y	
Users of the rail line				Y		Y						
Possibility to influence and make decision on implementation of the Project												
Internal Authorities												
Ministries of Transport and Communication			Y		Y					Y		Y
Ministry of Environment and Physical Planning			Y		Y					Y		Y
Ministry of Labour and Social Policy			Y		Y					Y		Y

Level of Stakeholder interest in/involvement to the project	Communication methods and tools										
	Public consultation meetings	Information and consultative meetings with drawings	Websites	Project leaflet/s	Submission of documentation	Notice board	Communication through the NGO's	Articles in the newspaper for construction, architecture and design "Porta 3"	Correspondence relating to project	Public release	Exchange of information
Ministry of Economy			Y		Y				Y		Y
Ministry of Agriculture, Forestry and Water Economy			Y		Y				Y		Y
Crisis Management Center			Y		Y				Y		Y
Center for Regional Development of North Eastern Region in Kumanovo			Y	Y	Y				Y		Y
Local Government Administrations	Y		Y		Y				Y		Y
Local Inspectorates	Y		Y	Y	Y				Y		Y
Emergency services			Y		Y				Y		Y
External Authorities Bulgarian authorities											
Ministry of Foreign Affairs			Y		Y				Y		Y
Ministry of Transport			Y		Y				Y		Y
Ministry of Emergency Situations			Y		Y				Y		Y
Ministry of Environment and Water			Y		Y				Y		Y
Stakeholders who may be interested in the project											
General public			Y	Y							Y Y
Religion communities			Y	Y		Y		Y			Y
Media			Y	Y							Y
Potential investors in Macedonia			Y						Y		Y

Table 1Stakeholders identification

4 STAKEHOLDER CHARACTERISTICS

4.1 MACEDONIAN STAKEHOLDERS

Stakeholders	Communities	Population	Communication method
Residents of towns and villages along the rail line in Macedonia	Kumanovo Town	70,872	<ul style="list-style-type: none">Public consultation meetingsWebsitesProject leafletsTargeted project leafletsNotice boardsInformation and consultative meetingsCommunity meetings as well as on-to-one meetings.
	Baneva Trla (Roma Settlement)	-	
	Proevce	2,311	
	Dobrochane	1,655	
	ShupljiKamen	81	
	Klechovce	573	
	Dovezence	123	
	Beljakovce	64	
	Dimonce	69	
	Ketenovo	216	
	Krilatica	141	
	Pendak	45	
	Sopsko Rudare	143	
	Vetunica	57	
	Rankovce	1,192	
	Odreno	131	
	Ginovci	311	
	Psacha	539	
	Ljubinci	164	
	Opila	269	
	Petralica	669	
	T’Iminci	73	
	Konopnica	1,398	
	Kriva PalankaTown	14,558	
	Koshari	21	
	Varovishte	87	
	Drenja	90	
	Zidilovo	302	
	Krklja	227	
	Uzem	256	
	Kostur	38	
Land owners of infrastructure sites			
Local Businesses along the railway line			
NGOs			
National, Regional and local freight Companies			
Public transport Users			
Informal and seasonal land users			

Table 2 Stakeholder - directly or indirectly influenced by Project

Stakeholder	Communication Method
The Investor	Official letters, correspondence
Construction companies	Official letters, correspondence , interim reports
Employees of construction companies, contractors and subcontractors	Notice boards in the premises of the construction companies, newspaper specialized for construction sector "Porta"

Table 3 Stakeholder Identification – participate in implementation of project

Stakeholder	Communication Method
Ministry of Transport and Communication	Official letters / correspondence Submission of documentation
Ministry of Environment and Physical Planning	Official letters / correspondence Submission of documentation
Ministry of Labour and Social Policy	Official letters / correspondence Submission of documentation
Ministry of Economy	Official letters / correspondence Submission of documentation
Ministry of Agriculture, Forestry and Water Economy	Official letters / correspondence Submission of documentation
Center for Regional Development of North Eastern Region in Kumanovo	<ul style="list-style-type: none"> • Consultative meeting • Correspondence relating to project • Exchange of information • Submission of documentation
Crisis Management Center	<ul style="list-style-type: none"> • Meetings on emergency prevention and response planning
Local Government Administrations: 1. Kumanovo 2. Kratovo 3. Rankovce 4. Kriva Palanka 5. Lipkovo 6. Staro Nagorichane	<ul style="list-style-type: none"> • Consultative meetings • Correspondence relating to project • Exchange of information • Submission of documentation
Local Inspectorates and Emergency Service	<ul style="list-style-type: none"> • Consultative meetings • Correspondence relating to project • Exchange of information • Submission of documentation

Table 4 Stakeholder Identification – authorities and decision makers

Name	Communication Method
Kumanovo Municipality: <ul style="list-style-type: none"> National Roma Centrum - Kumanovo Vrama si (Roma issues) Drom (Roma issues) Roma Rights Forum Arka Roma Women Organization "Daja" - Kumanovo LIPA: Centre for Intercultural Dialogue 	<ul style="list-style-type: none"> Consultative meetings E-mail Web site
Kratovo Municipality: <ul style="list-style-type: none"> 100 registered NGO's at the Regional NGO center but only a few are active Romani Asvin – Kratovo 	
Kriva Palanka Municipality: <ul style="list-style-type: none"> No active NGO's in the municipality 	
Rankovce Municipality: <ul style="list-style-type: none"> No active NGO's in the municipality 	
Staro Nagorichane Municipality: <ul style="list-style-type: none"> No active NGO's in the municipality 	

Table 5 Stakeholder Identification – NGOs that may be interested in project

4.2 BULGARIAN STAKEHOLDERS

Stakeholders	Communities	Population	Communication method
Residents of towns and villages along the rail line in Bulgaria	Guesevo	xxxxx	Websites
	Kjustendil	44,416	Project leaflets

Table 6 Bulgarian stakeholder - directly or indirectly influenced by Project

Stakeholder	Communication Method
Bulgarian Ministries: <ol style="list-style-type: none"> Foreign Affairs Transport and Communication Emergency Situations Ministry of Environment & Water 	<ul style="list-style-type: none"> Consultative meetings Submission of "Notification of intention for project implementation" by Ministry of Environment and Physical Planning Discussion on cross-border response to emergencies

Table 7 Bulgarian stakeholder Identification – authorities and decision makers

Name	Communication Method
Bulgarian NGOs: <ul style="list-style-type: none"> To be added later depending if there is an interest in participation in the ESIA process from Bulgarian side 	<ul style="list-style-type: none"> Consultative meetings E-mail Web site

Table 8 Bulgarian stakeholder Identification – NGOs that may be interested in project

5 COMMUNICATION PROCESS AND METHODS

The Railway Department will provide public information, participation and consultations during all stages of project implementation. This includes the phases of pre-ESIA consultations, ESIA study, ESIA disclosure, design and construction in addition to the construction and operation phases.

The overall method for collection of information during the ESIA period is through extensive consultations and meetings with the stakeholders identified. Besides careful identification of stakeholders to be consulted and ongoing consultations with these, mechanism for engaging the wider public will be established, i.e. project information available on the internet, a downloadable leaflet on the project in addition to a comment and a grievance form, on information board of local authorities (Municipalities, villages, communities). If you think that other method would be more appropriate please contact us.

5.1 STAKEHOLDER ENGAGEMENT STRATEGY

The engagement of stakeholders can be divided into 5 main phases. The full list of stakeholders to be consulted can be found below.

- Phase 1: Pre-ESIA Consultations
- Phase 2: ESIA Study Consultations
- Phase 3: ESIA Disclosure
- Phase 4: Detailed Design and Construction
- Phase 5: Operation.

During phase 1 (August – October, 2010), the Consultant analysed the project background by obtaining the information from a great number of different and relevant sources. Aiming to have a clear picture of its complexity, current status and needed further interventions and in order to prepare firstly the methodology, which will accurately address the project's scope of works, and further, smooth and reliable implementation, the Consultant has addressed all relevant institutions in Macedonia. MoTC, MoEPP, PERI were addressed in the way that is possible at the tendering stage, mainly through request for clarification. Furthermore, the Consultant gather additional information from the local experts that are planned to work on the project in case of award and local experts that have already worked with the Consultant on previous projects in Macedonia.

During phase 2 (January – August, 2011), which at the moment is still on-going, the ESIA team has carefully identified the stakeholders who may be directly or indirectly influenced by the project, who may wish to comment on the project and its impacts and initiated a consultation process. The scoping meetings were held where the scope of the ESIA was defined very detailed with different stakeholders and relevant documentation (Local Environmental Action Plans, Local Economic Development Plans, Environmental Reports on state of environment and others) were collected for developing the baseline within the ESIA Study.

Meetings Held to Date

- Bulgarian representatives MoT
- Railway Infrastructure Company
- Radomir-Gueshevo Railway Line Modernization Project
- Ministry of Environment and Spatial Planning
- Municipalities along NorthEast Region
- Public Scoping Meetings 4-5 May 2011 in Kumanovo, Kratovo, Rankovce and KrivaPalanka

During Phase 3, which is planned to be initiated beginning of September, SEP and annexes to SEP, Comment and Grievance form, will be disclosed to the public for comments. Project leaflets will be widely distributed in hardcopy and available as PDF file on web sites till end of September. Information for public disclosure of SEP and project leaflets will be published in daily newspaper “Dnevnik”.

SEP and project leaflets will be available in English and Macedonian on websites:

<http://www.mtc.gov.mk> , <http://www.moepp.gov.mk> and <http://www.mz.com.mk>.

These links will be inserted on the websites of Municipalities. Please refer to subchapter: 5.2 Information disclosures for more details.

Early March 2012 it is expected ESIA to be disclosed to the public. The comment period will be 120 days, ensuring that all stakeholders have an opportunity to express their views. Within first 30 days public meetings will be organized. Public will be informed duly for scheduled dates (notice boards in Municipalities). On completion of the disclosure and comment period, the ESIA Study will be updated to reflect the comments made by stakeholders and information about how comments were taken into account and the final decision will be made public according to the same media. In addition, the comments will be fed into the future work on detailed design and construction of the project. The final ESIA Study and the Environmental and Social Management Plan will then be published on the web sites of Ministry of transport and communication, Ministry of environment and physical planning and Macedonian Railways – Infrastructure and put in the main municipal offices where the draft ESIA was located.

The Report on adequacy of ESIA Study issued by the Ministry of Environment and Physical Planning and the Decision on granting consent to or rejecting the application for the project will be announced as well on the web site of the Ministry of transport and communication, Ministry of environment and physical planning and Macedonian railways - Infrastructure.

During Phase 4 and 5 that comprise the detailed design, construction and operation, the stakeholder engagement will be continued by the Railway Department and the process will run for the lifetime of the project. Stakeholder feedback will be a key component in monitoring the success of the mitigating measures. The methods for ensuring engagement will include the following:

- Quarterly Project updates and progress information for the local community available with the Municipalities within the North East Region and on the website of MoTC.
- Announcements and information for the local community on construction activities including any activities likely to cause particular disturbance (such as temporary road closures, particularly noisy activities etc.). These announcements will be made through press releases to local media, a community newsletter, information provided directly to affected households and businesses, and updates on the website of MoTC.

5.2 INFORMATION DISCLOSURE

Disclosure of relevant project information helps stakeholders to understand the project environmental and social risks, impacts and opportunities. Department of Railway aims to involve stakeholders and to keep good communication practices during the lifetime of the project through its PR Division. According to this approach, the target of the information disclosure and communication will be:

- Providing local communities a schedule and information on activities that will be arranged, together with mechanisms for their feedback
- To improve knowledge of what the project involves, with all stages and expected performance
- Ensuring best practice in terms of environmental protection and health and safety for workers and contractors
- To make available to the public a grievance procedure, in order to collect negative feedback and to act in correcting the causes that may lead to a negative opinion about the project

To ensure transparency and availability of information regarding project development the following actions will be implemented:

- **One page information leaflet** – the leaflet will comprise the most important information about the project as well as indicate the web site and telephone information lines for communication. Leaflets will be prepared and distributed in Municipalities Info Centers (that will assure availability to wide range of citizens), villages, rail stations and bus stations and center for North-east plan region. The leaflet will be posted/mailed together with the Comment Form to all stakeholders. Leaflet will be made available and can be downloaded (PDF) as well as the Comment Form and the Grievance Form from the websites:
- **Website information** – project information will be available in English and Macedonian on websites

<http://www.mtc.gov.mk> , <http://www.moep.gov.mk> and <http://www.mz.com.mk>.

When available, following documentation both in English and Macedonian, (some documents may also be translated into additional languages if identified as a need in the ESIA process) should be made obtainable to the public on the websites: <http://www.mtc.gov.mk>, <http://www.moep.gov.mk> and <http://www.mz.com.mk>.

- Notification of intention for project implementation (already published on: <http://www.moep.gov.mk>)
- EIA Scoping Document
- Decision from MoEPP
- Non-technical summary of ESIA Study
- Stakeholder Engagement Plan including grievance mechanism
- ESIA Study

To ensure that all stakeholders are aware of the documents availability on the web-site, the notification of intention for project implementation has been sent to all municipalities within the Region: Kumanovo, Kratovo, Rankovce, KrivaPalanka, Lipkovo and Staro Nagorichane. All municipalities will be duly informed about the information which can be found on the ministry's website and they will be advised to insert a link on their own websites:

<http://www.northeastregion.gov.mk>;
<http://www.kumanovo.ca>;
<http://www.opstinakratovo.gov.mk>;
<http://www.rankovce.gov.mk>;
<http://www.krivapalanka.gov.mk>;
<http://www.opstinastaronagoricane.gov.mk>

A pre-printed Comment Form (bilingual Macedonian and English) will be made widely available at all consultation venues which stakeholders can use to submit their comments. Comments can also be provided orally, by email or by telephone and will be logged by the consultation team. Comments from individuals can be provided anonymously if wished. The Comment Form is below.

Additionally, all the above information will be mailed to but also made available in hard copy to allow the public to easily read the documents (locations in presented below in Contact points)

6 GRIEVANCE MECHANISM

The Railway Department will implement a Grievance Mechanism to ensure that it is responsive to any concerns and complaints particularly from affected stakeholders and communities.

The grievance process to be followed is outlined in Figure 6 below. The following timeframe will be used:

- Written acknowledgement of receipt of the grievance: within 5 days of receiving the grievance
- Proposed resolution: within 30 days of receiving the grievance.

Initially, the EPTISA project office together with Ministry of transport and communication will handle all grievances received from the public during the life time of the feasibility study. Thereafter, the Railway Department from Macedonian Ministry of Transport and Communication will continue receiving and handling any grievances that may arise during any of the following phases of the project. The Department will allocate a responsible person to handle the grievance.

While the feasibility study is undertaken, the grievances shall be submitted to:

Consultant's office

Tatjana Todoroska
 "Zeleznicka" 2/8,
 1000 Skopje,
 Republic of Macedonia
 Tel.: +389 2 3178 168, +389 2 3178 204
 Fax: +389 2 3178 205
 e-mail: rail8mk@eptisa.com

Thereafter, the grievances shall be submitted to:

Ministry of Transport and Communication

Biljana Zdraveva
 "Crvena Skopska Opstina" 4;
 1000 Skopje,
 Republika Makedonija ;
<http://mtc.gov.mk/>
 Telephone: + 389 2 3145 497, + 389 2 3123 292
 Fax: + 389 (0)2 3126 228
 e-mail: contact@mtc.gov.mk
 e-mail: zdraveva@mtc.gov.mk

The grievance form (in Macedonian and English) is presented below and it will be made available on the web side <http://mtc.gov.mk> and all the concerned municipalities will receive pre-printed forms to be readily available for the public. In due course, grievance forms will also be available from rail stations.

A workers' grievance mechanism will be established for the employees of construction companies as a separate system. Contractors of construction works will be informed by the Railway Department about necessity of implementation grievance mechanism for their employees. Contractors of construction works will be given the possibility to lodge grievances both through workers representatives and unions and independently, personally, regardless of the matter of the complaint. Anonymous lodging will also be made possible (grievance boxes). The details of this type of grievance mechanism will be established 3 months prior construction works.

Ministry of transport and communication will ensure that there is an independent, objective appeal mechanism. Ministry will inform the affected communities about the grievance process in the course of its community engagement activities, and report regularly to the public on its implementation, protecting the privacy of individuals.

Due to the above mentioned, management of grievances is a vital component of stakeholder engagement and an important aspect of risk management for a project. Grievances can be an indication of growing stakeholder concerns (real and perceived) and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between projects, communities and other stakeholders. Monitoring of grievances will signal any recurrent issues, or escalating conflicts and disputes.

The grievance process will follow the following key steps:

1. Identification of grievance it will be through personal communication with the ESIA team, by phone, letter, grievance form, during meetings, or any other route. Grievance will be recorded on the Grievance Form and then it will be collected in Grievance Record which will be held at the Consultant office.

Complaints submitted directly to Municipalities will be redirected to Consultant's office.

2. Grievance procedure starts with formal acknowledgment through a personal meeting, phone call, or letter as appropriate, within 5 working days of submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.
3. A response is going to be developed by the project team together with Ministry of Transport and Communication and JP MR Infrastructure - Skopje. Required actions are implemented to deal with the issue and completion of these is recorded on the grievance record.
4. The response is signed-off by the JP MR Infrastructure - Skopje. This sign-off may be a signature on the grievance log or in correspondence which should be filed with the grievance.
5. The response to the complainant is recorded to help assess whether the grievance is closed or whether further action is needed.

The Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available as described above. In particular all workers will be informed of the Grievance Process and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on site information boards.

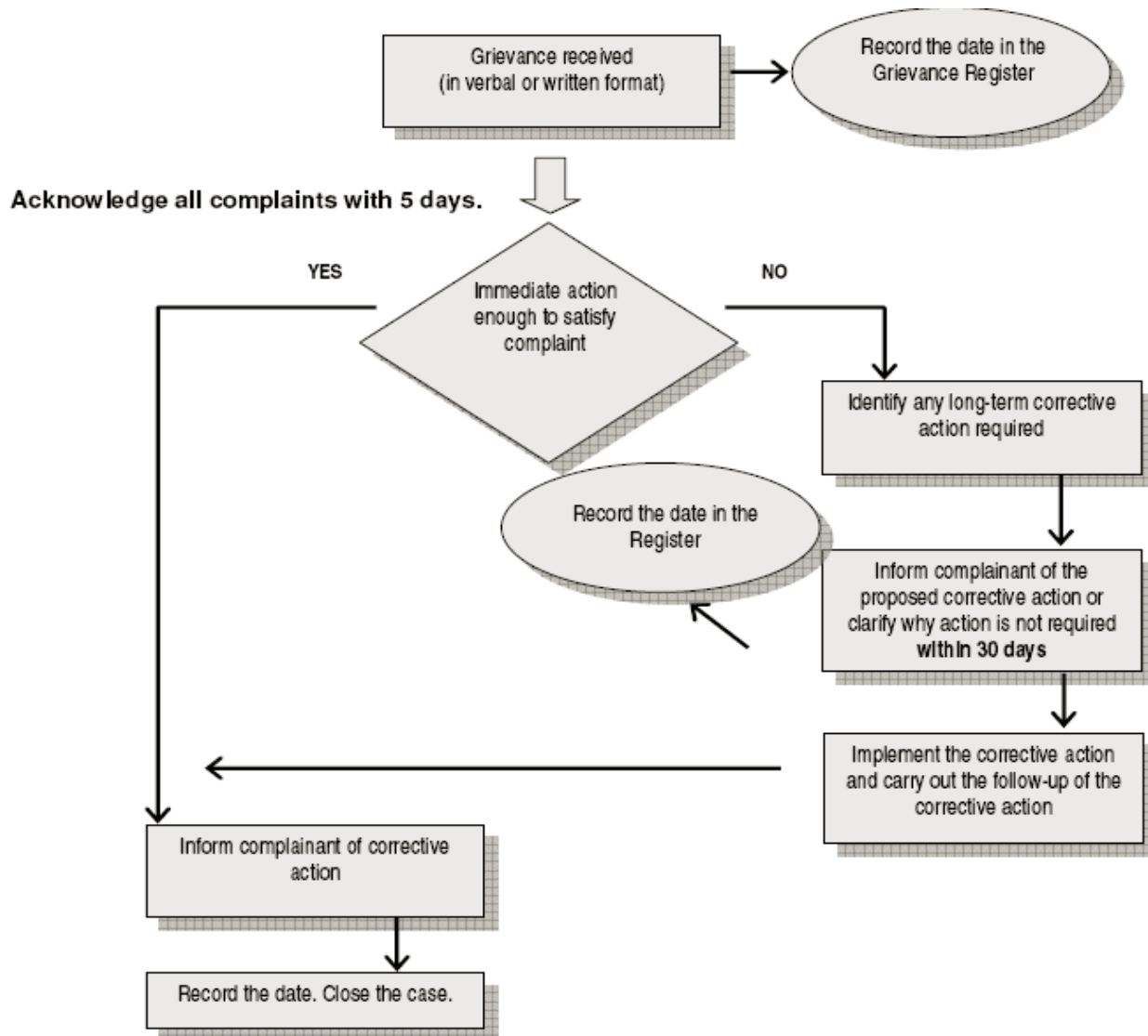


Figure 6 Flowchart for processing of grievances

Contact points

❖ Consultant's office

Tatjana Todoroska
"Železnicka" 2/8,
1000 Skopje,
Republic of Macedonia
Tel.: +389 2 3178 168, +389 2 3178 204
Fax: +389 2 3178 205
e-mail: rail8mk@eptisa.com

❖ Ministry of Transport and Communication

Biljana Zdraveva
"Crvena Skopska Opština" 4;
1000 Skopje,
Republika Makedonija ;
<http://mtc.gov.mk/>
Telephone: + 389 2 3145 497, + 389 2 3123 292
Fax: + 389 (0)2 3126 228
e-mail: contact@mtc.gov.mk
e-mail: zdraveva@mtc.gov.mk

❖ JP MR Infrastructure - Skopje Address: "Železnicka 50b"; 1000 Skopje

<http://www.mz.com.mk>
Telephone: +389 2 3116-773
Fax: +389 2 2121-079
e-mail: mz65dir@t-home.mk
Rade Sekulovski – Head of sector

7 LIST OF STAKEHOLDERS

No.	Name of stakeholder	Contact Person	Contact Details
INTERNATIONAL			
1	Bulgarian Ministry of Transport, Information Technology and Communications	-	http://www.mtitc.government.bg/ Address: Dakon Ignatia 9, Sofija +359 987 - 5750
2	Railway Infrastructure Company, Bulgaria	-	http://www.bdz.bg Address: 3 Ivan Vazov Street Sofia, 1080 Telephone: + 359 2 981 11 10 Executive Director + 359 2 932 41 90 Customer hot line + 359 2 932 55 60 Correspondence Unit Fax: + 359 2 8907188 Correspondence Unit E-mail: bdz@bdz.bg
NATIONAL			
1	Ministry of Transport and Communication	Biljana Zdraveva , Head of Railway Department Svetlanka Popovska , Head of Railway Infrastructure Unit Makedonka Dimitrioska , Adviser Railway Unit	http://mtc.gov.mk/ Address: "Crvena Skopska Opstina" 4, 1000 Skopje, Republika Makedonija Telephone: + 389 2 3145 497, + 389 2 3123 292 Fax: + 389 (0)2 3126 228 e-mail: contact@mtc.gov.mk zdraveva@mtc.gov.mk popovska@mtc.gov.mk makedonka.dimitrioska@mtc.gov.mk +389 2 3145 502 +389 2 3118 144
2	Ministry of Environment and Physical planning		http://www.moepp.gov.mk Bul. "Goce Delcev", MRTV building (10,11,12 floor) 1000 Skopje, R.Macedonia; Phone:+389 3 251-400; Fax:+389 3 220-165; e-mail: info@moepp.gov.mk
3	Macedonian railways - Infrastructure	Vladimir Panovski , Head of Infrastructure Department Rade Sekuloski , Chief of Sector Svetoslav Manasijevic , Deputy Chief of Sector	JP MR Infrastructure - Skopje" 50b; 1000 Skopje Telephone: +389 2 3116-773 Fax: +389 2 2121-079 e-mail: mz65dir@t-home.mk
REGIONAL			
4	Center for development of north-east plan region	Atina Murgashanska , Head Deputy of the center for development Muhamed Selmani – Coordinator Gjorgji Petrusevski -	http://www.northeastregion.gov.mk Address: Ilindenska nn 1300 Kumanovo Postal number182 Telephone/Fax: +389 31 424-878 +389 71 321 170

No.	Name of stakeholder	Contact Person	Contact Details
		Coordinator	+389 70 628 555 +389 31 424 878 info@northeastregion.gov.mk
5	Regional Chamber of Trade & Commerce	Marjan Trajkovski - President	http://www.mchamber.org.mk +389 71 710 215
MUNICIPAL			
6	Municipality of Kumanovo	Elena Cvetanovska , Junior Assistant for Local Economical Development Zoran Pavlovski , Head of the department for administration of incomes, strategic planning, Local Economical Development Boban Bojkovski , Authorized Inspector for environment protection	http://www.kumanovo.ca/ Address "11 th October" nn, 1300 Kumanovoe e-mail: informacii@kumanovo.gov.mk Telephones: +389 31 475-800 + 389 31 438-633 Elena.cvetanovska1@gmail.com zoranpavlovskikum@yahoo.com bbojkovski@yahoo.com +389 70 341 813 +389 72 252 954 +389 70 757 510
7	Municipality of Staro Nagorichane	Lazar Dimitrievic – Head of the Department for urbanism, LED and environment Sasha Kuzmanovic - Junior assistant for issuing construction permit Chaslav Maksimovic – Authorized Inspector for communal services and environmental issues	http://www.opstinastaronagoricane.gov.mk Lazard78@yahoo.com sskuzmanovic@yahoo.com caslavmaksimovic@yahoo.com +389 31 495 333 +389 72 224 425 +389 72 224 435
8	Municipality of Rankovce	Slavica Georgievska , Head of the Department for inspection Slavica Stefanovska – Junior Assistant for Local Economical Development and education	http://rankovce.gov.mk/web/ Postal number 1316 Telephone: +389 31 380 444 Fax: +389 31 380 444 e-mail: rankovce@rankovce.gov.mk slavicagorgievska@yahoo.com slavicatrajanovska@yahoo.com +389 71 227 533 +389 71 581 536
9	Municipality of Kratovo	Cane Anchov - Head of Department for urbanism, environmental protection, communal services and Local Economical Development Vanche Aleksosovski – Communal Inspector	http://www.opstinakratovo.gov.mk/ Square Marschal Tito, nn - 1360 Kratovo Telephone: +389 31 481 202, Fax: +389 31 481 134 e-mail : opstina_kratovo@yahoo.com e-mail : opstina_kratovo@opstinakratovo.gov.mk cane_anchov@opstinakratovo.gov.mk kocevska.slavica@yahoo.com limonkag@yahoo.com +389 31 481 134

No.	Name of stakeholder	Contact Person	Contact Details
		Slavica Kocavska – Assistant in the Department for urbanism, environmental protection, communal services and LED. Limonka Georgieva - Independent Officer for LED	+389 71 364 404 +389 70 982 931 +389 70 739 006 +389 78 315 964
10	Municipality of Kriva Palanka	Dobrivoj Nikolovski , Head of Department for urbanism, traffic and protection of environment Stojanka Mahgovska , Volunteer in Department for construction and maintenance of communal infrastructure Oliver Stojanovski , Junior assistant for environmental protection	http://www.krivapalanka.gov.mk/ Address: "St. Joakim Osogovski" 175 e-mail: opkp@krivapalanka.gov.mk gradonacalnik@krivapalanka.gov.mk arsenko.aleksovski@live.com Telephone/Fax: +389 31 375 035 +389 31 376 480 +389 75 258 559 Mizar_st@yahoo.com +389 76 406 355
NGO's			
1	NGO Vrama si (Kumanovo)	Aneta Dodevska - Representative	+389 70 964 152
2	NGO (Roma) Drom (Kumanovo)	Ahmet Jasharowski	+389 70 541 535
3	NGO Izvor (Kratovo)	Milosch Dimitrovski	+389 76 662 266
COMPANIES			
1	BETON Construction Company	Director, Trajko Trpevski	http://www.beton.com.mk/ Construction Company "BETON" Stock Co. Skopje Jurij Gagarin 15, 1000 Skopje Republic of Macedonia Tel. +389 2 55 13 700 ; +389 2 30 80 888 ; +389 2 30 80 205 Fax.+389 2 30 80 207 ; +389 2 30 80 215 E-mail: beton@beton.com.mk ; direkcija@beton.com.mk

8 COMMENT FORM

Project: Macedonian Railways – Corridor VIII – Eastern Section: COMMENT FORM

INFORMATION ABOUT THE PERSON SUBMITTING THE COMMENT

We would like you to provide your name, address and email if possible, so we can keep you informed about future developments with the Project. However, if you wish to remain anonymous this is not a problem - please just enter ANONYMOUS in the box below– your comments will still be considered by the Railway Department.

Name:	Internal use only: how was the comment lodged: <input type="checkbox"/> In person <input type="checkbox"/> By Phone <input type="checkbox"/> At reading room <input type="checkbox"/> By Mail <input type="checkbox"/> By email <input type="checkbox"/> Other (please describe)
Date lodged:	
Address:	
Email address:	Do you wish to be kept informed of Project developments? <input type="checkbox"/> Yes <input type="checkbox"/> No
Municipality/Village:	

YOUR COMMENTS ON THE PROJECT

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INTERNAL USE ONLY: STATUS OF COMMENT

Comment logged (Y/N):	Date:	Comment number:	Logged by:
Response required	Yes/No	Person responsible for preparing response:	
Response sent (date):		Response logged (date):	

9 GRIEVANCE FORM

Project: Macedonian Railways – Corridor VIII – Eastern Section:		
GRIEVANCE FORM		
INFORMATION ABOUT THE PERSON SUBMITTING THE GRIEVANCE		
Name:	Internal use only: how was the grievance lodged: <input type="checkbox"/> In person <input type="checkbox"/> By Phone <input type="checkbox"/> At reading room <input type="checkbox"/> By Mail <input type="checkbox"/> By email <input type="checkbox"/> Other (please describe)	
Date lodged:		
Recorded by: <input type="checkbox"/> Person submitting grievance <input type="checkbox"/> Other (please specify who)		
Address:		
Email address:	Do you wish to be kept informed of Project developments? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Municipality/Village:	Internal use only: Confirm that the Grievance has been acknowledged and a copy of this form provided to the complainant? <input type="checkbox"/> Yes. Date:	
Signature of Complainant confirming receipt of completed Grievance Form copy:		
INFORMATION ABOUT GRIEVANCE		
Describe the Grievance:		
INTERNAL USE ONLY: RECORDING AND RESPONSE		
Grievance Reference Number:	Date logged in Grievance Log	
Name of staff member recording the grievance:	Tatjana Todorska	Copies provided to: <input type="checkbox"/> Consultant office, (Original) <input type="checkbox"/> Person lodging grievance/Complainant (Copy 1) <input type="checkbox"/> Ministry of transport and communication (Copy 2) <input type="checkbox"/> PE Macedonian Infrastructure (Copy 3)
Action required (to be updated as needed as the grievance is progressed):		
Deadline for reporting back to Complainant on progress (to be updated as necessary):		
Date:		
INTERNAL USE ONLY: STATUS OF GRIEVANCE		
Date:	Status of Grievance (add further rows as needed):	
Grievance Closed:	Date:	Signed off - MoTC/PERI:

10 CONTACT POINTS

- Ministry of Environment and Physical Planning**, Address: Bul. "Goce Delcev", MRTV building (10,11,12 floor) 1000 Skopje, Republic of Macedonia; <http://www.moepp.gov.mk>
 Telephone: +389 3 251 400
 Fax: +389 3 220-165
 e-mail: info@moepp.gov.mk

Zoran Boshev – Head of the department for ESIA
 Telephone: +389 76-445-894
 e-mail: z.boshev@moepp.gov.mk

Husni Tachi
 Telephone: +389 76 455 448
 e-mail: h.thachi@moepp.gov.mk

Vlatko Cvetanoski
 Telephone: +389 76 455 426
 e-mail: v.cvetanoski@moepp.gov.mk

Sascho Sekulovski
 Ministry of environment and physical planning
 Public Relation Office
 Address: "III Makedonska brigada" 10a
 Telephone: +389 2 3289 260
 e-mail: s.sekulovski@moepp.gov.mk

- Ministry of Transport and Communication**, Address: "Crvena Skopska Opstina" 4; 1000 Skopje, Republic of Macedonia ; <http://mtc.gov.mk/>
 Telephone: + 389 2 3145 497, + 389 2 3123 292
 Fax: + 389 (0)2 3126 228
 e-mail: contact@mtc.gov.mk
 Biljana Zdraveva - Head of Railway Department
 e-mail: zdraveva@mtc.gov.mk

- JP MR Infrastructure - Skopje** Address: "Zeleznicka 50b"; 1000 Skopje
<http://www.mz.com.mk>
 Telephone: +389 2 3116-773
 Fax: +389 2 2121-079
 e-mail: mz65dir@t-home.mk
 Rade Sekulovski – Head of sector
 Telephone: +389 75 282 893

- Regional Center for Development**, Address: "Ilindenska" nn; 1300 Kumanovo; Postal number 182;
<http://www.northeastregion.gov.mk>
 Postal number 182
 Telephone/Fax: +389 31 424 878
 e-mail: info@northeastregion.gov.mk

- **Municipality of Kumanovo**, Address: “11th October” bb, 1300 Kumanovo;
<http://www.kumanovo.ca/>
Telephones: +389 31 475 800
Fax: + 389 31 438 633
e-mail: informacii@kumanovo.gov.mk
- **Municipality of Kratovo**, Address: “Square Marschal Tito”, nn - 1360 Kratovo;
<http://www.opstinakratovo.gov.mk/>
Telephone: +389 31 481 202,
Fax: +389 31 481 134
e-mail: opstina_kratovo@yahoo.com
e-mail: opstina_kratovo@opstinakratovo.gov.mk
- **Municipality of Rankovce**, Address: Postal number 1316;
Telephone: +389 31 380 444
Fax: +389 31 380 444
e-mail: rankovce@rankovce.gov.mk
- **Municipality of Kriva Palanka**, Address: JoakimOsogovski”175;
<http://www.krivapalanka.gov.mk/>
Telephone/Fax: +389 31 375 035
e-mail: opkp@krivapalanka.gov.mk
gradonacalnik@krivapalanka.gov.mk
arsenco.aleksovski@live.com
- **Municipality of Staro Nagorichane**, Address: 1303 Staro Nagoricane,
<http://www.opstinastaronagoricane.gov.mk>
Telephone: +389 31 495 333
<http://rankovce.gov.mk/web/>
Fax: +389 72 224 425
- **EBRD**, One Exchange Square, London EC2A 2JN, UK,
www.ebrd.com
EBRD, Soravia center, 7th floor, 1000 Skopje;
Tel: +389 2 3297 800