**Government of the Republic of Albania**

**“Albania Clean and Resilient Environment for Blue Sea”**

**(****CARE4BLUESea)**

**Stakeholder Engagement Plan**



**April 2023**

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**Acronyms**

AMBU Agency of Water Resources Management

AKUM National Agency for Water Supply Wastewater and Waste Infrastructure

AFD French Development Agency

AP Affected People

CARE4BlueSea “Albania Clean and Resilient Environment for Blue Sea” Project

CERC Contingency Emergency Response Component

E&S Environmental and Social

ESF Environmental and Social Framework

ESMF Environmental and Social Management Framework

EU European Union

EPBI Environmental Performance Based Investments

GoA Government of Albania

GRM Grievance Redress Mechanism

GM Grievance Mechanism

GIZ German Agency for International Cooperation

GBV Gender Based Violence

IAs Implementing Agencies

IBRD International Bank for Reconstruction and Development

IPF Investment Project Financing

IFI International Financial Institutions

KFW German Development Bank (Kreditanstalt Für Wiederaufbau )

MoFE Ministry of Finance and Economy

MoIE Ministry of Infrastructure and Energy

MoTE Ministry of Tourism and Environment

NEA National Environmental Agency

NGO Non-Governmental Organizations

NAoE National Expropriation Agency

OHS Occupational Health and safety

PDO Program Development Objective

PMT Project Management Team

PCU Project Coordination Unit

PA Project Area

PAP Project Affected Person

PPE Personal Protective Equipment

US$ United States Dollar

SEP Stakeholder Engagement Plan

SEA Sexual Exploitation and Abuse

Sida Swedish International Development Cooperation Agency

SWM Solid Waste Management

SH Sexual Harassment

RDCH Regional Directory of Cultural Heritage

TA Technical Assistance

WBG World Bank Group

WRA Water Regulatory Authority

**List of Definitions for Terms Used in This Document**

|  |  |
| --- | --- |
| *CONSULTATION* | The process of sharing information and getting feedback and/or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies. |
| *ENVIRONMENTAL AND SOCIAL STANDARDS* | The 10 Environmental and Social Standards (ESSs) set out the requirements that apply to all new World Bank investment project financing enabling the World Bank and the Borrower to manage environmental and social risks of projects. |
| *PAP* | “Project Affected Person” is any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily. |
| *PROJECT* | Refers to “Albania Clean and Resilient Environment for Blue Sea” (CARE4BlueSea) project. |
| *STAKEHOLDERS* | Refers to individuals or groups who: (a) are affected or likely to be affected by the project (project-affected parties); and (b) may have an interest in the project (other interested parties). |
| *STAKEHOLDER ENGAGEMENT* | A continuous process in which the Project builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. It includes a range of activities and interactions over the life of the project such as stakeholder identification and analysis, information disclosure, stakeholder consultation, negotiations and partnerships, grievance management, and reporting to stakeholders and management functions |
| *STAKEHOLDER ENGAGEMENT PLAN* | A plan which assists the Borrower to effectively engage with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement. |
| *VULNERABLE GROUPS* | People, especially those below the poverty line, the landless, the elderly, women and children, or other displaced persons who may not be protected through national land compensation legislation, who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by resettlement than others and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits. |

**Executive Summary**

***Introduction***

The Government of Albania (GoA) has identified the south of Albania as a priority for regional development. The priority status comes from the area’s unique natural resources and cultural heritage assets and its potential to further develop tourism as a driver of local, regional, and national economic growth. The Ionian coastline and the southern hinterland that includes the Vjosa River and delta offer an appealing tourism value proposition in terms of pristine coastlines, rivers, mountains, protected areas and cultural heritage. However, for the tourism product to remain attractive in terms of offering ‘blue seas’ and ‘clean rivers’, public services such as waste management and water sanitation must be provided to sustain the quality of the region’s assets. Himara, Saranda and other tourist centers along the coast are facing issues related to municipal waste management, particularly associated with increased tourism and plastic litter. To maintain the natural attributes of the Vjosa River along its entire course and thus its value as tourist attraction, and status as a nationally and internationally important protected area, water pollution needs to be managed, particularly from wastewater and non-point sources.

***Project Description***

The **Project Development Objective** is to reduce pollution, from land-based sources into the aquatic environment selected areas of the South-West Coastal Belt[[1]](#footnote-1) of Albania. The focus on pollution reduction and prevention measures will include investments in grey and green infrastructure and in human capital for behaviour change to address: (i) improved and integrated management of municipal waste – including plastic waste – to move towards a more circular economy in the Vlora South-Gjirokaster Waste Zone and; and (ii) water pollution from point sources, specifically untreated sewage, and non-point sources (NPS), such as sediment and runoffs from manure in the Vjosa River Basin.  The proposed operation is designed to reduce environmental impacts and to enhance the resilience of aquatic resources through improved solid waste management and sanitation services, and the implementation of approaches that prevent non-point source pollution runoffs. Additional climate benefits will be derived by steering the transition of waste management systems towards more circularity.

The project is structured into three components as follows:

**Component 1: Promote Integrated and Circular Approaches for Protection of Landscapes and Water Resources (EUR 16.80 million)**

*Sub-component 1.1: Institutional support for sustainable performance, enhanced monitoring and transition to circular economy (EUR 1.84 million)).*

*Sub-component 1.2: Environmental-Performance Based Investments for local pollution prevention (EUR 14.30 million)*

*Sub-component 1.3: Behavioral change support and dissemination for scaling up (EUR 0.66 million)*

**Component 2**: ***Reduce Water Pollution in the Vjosa River (EUR 41.85 million).*** This component will support activities to reduce the adverse impacts of point source pollution from untreated municipal wastewater and stormwater runoffs and from non-point source pollution that pose significant threats to aquatic ecosystems and the environment.

*Sub-component 2.1: Expansion of sanitation infrastructure (EUR 38.02 million)*

*Sub-component 2.2: Improved sanitation facilities and management (EUR 0.94 million)*

*Sub-component 2.3: Non-point source pollution prevention (EUR 2.99 million)*

**Component 3. Project Management, Monitoring and Evaluation (estimated costs EUR 3.91 million)**

This component will finance project management and other incremental costs; procurement of consultants, training, and equipment; financial management (FM) and reporting; monitoring and evaluation (M&E) studies and surveys; and knowledge management as well as activities necessary to ensure compliance with the World Bank Environmental and Social Framework (ESF).

***Purpose and objectives of the SEP***

The purpose of the present Stakeholder Engagement Plan (SEP) is to outline the target groups, methods of stakeholder engagement and the responsibilities in the implementation of stakeholder engagement activities. The intention of the SEP is to activate the engagement of stakeholders in a timely manner during project preparation and implementation.

This Stakeholder Engagement Plan (SEP) was developed by the Ministry of Tourism and Environment (MoTE) and National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM), in order to clearly communicate to all interested and affected parties of the stakeholder engagement program which is to be implemented throughout the entire Project cycle, on national level.

***Affected Parties***

Project Affected Parties for this project at the central level are the Ministry of Finance and Economy (MoFE), Ministry of Tourism and Environment (MoTE), Ministry of Infrastructure and Energy (MoIE), Steering Committee and Implementing agencies (IAs) Project management Team (PMT) within the MoTE and Project Coordination Unit (PCU) within AKUM and their employers. At the local level main identified affected parties are the beneficiary Municipalities and their respective waste management units and water supply and sewerage utilities, citizens/inhabitants settled in the project area particularly those who will be involved in the project development or project implementation, local communities within the project area, and World Bank.

***Other Interested Parties***

Other Interested Parties for this project at the central level are represented from the main agencies such as National Expropriation Agency (NAoE), National Environmental Agency (NEA) and National Agency of Protected Areas (NAPA), Agency of Water Resources Management (AMBU) and International Financial Organization and donors. At the local level main identified affected parties are Agriculture and Farmer Associations, Non-Governmental Organizations, Media, Private sector companies, as well as the general public.

***Purpose of Stakeholder Engagement Program***

The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups.

This SEP is designed to establish an effective platform for productive interaction with the affected parties and other interested parties in the implementation outcome of the project. Meaningful stakeholder engagement throughout the project cycle is an essential aspect of good project management and provides opportunities to:

• Ensure meaningful citizen engagement,

• Solicit feedback to inform project design, implementation, monitoring, and evaluation,

• Clarify project objectives, scope and manage expectation,

• Assess and mitigate project risks,

• Enhance project out come and benefits,

• Disseminate project information and materials,

• Address project grievances.

***Roles and Responsibilities***

Stakeholder engagement will be coordinated and led by the PMT and PCU supported by the social and environmental specialist. The PMT/PCU will closely coordinate with other key stakeholders –Local Governments (line departments included), Extension Services, and local NGOs.

***Grievance Redress Mechanism***

The Central Grievance Redress Committee (CGRC) shall be effective immediately after appraisal of the Project, in order to manage and appropriately answer complaints during its different phases while the LGRC shall be effective upon decision on each new Sub-Project has been taken. In addition to the GRM, legal remedies available under the national legislation are also available (courts, inspections, administrative authorities etc.). However, the grievance mechanism for project workers required under ESS2 will be provided separately with details to be provided in the Labor Management Procedure. PMT/PCU and the Local Governments respectively are responsible for establishing functioning GRM and informing stakeholders about the GRM role and function, the contact persons and the procedures to submit a complaint in the affected areas.

***Monitoring and Reporting of the SEP***

The results of the stakeholder engagement process will be included in the Project Monitoring Reports. These will be provided at a frequency as indicated in the Environmental and social commitment plan (ESCP). The monitoring reports will include the following information:

* Venue, time and date of any public consultation meetings that have been undertaken;
* Issues and concerns raised during the consultative meetings;
* A list of the number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances; and
* Information on how the issues raised during the meetings and through grievances were/will be taken into consideration during the Project implementation (construction) Phase.

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

1. **Formal Meetings**

All formal meetings, which are scheduled through the stakeholder engagement team will be documented and minutes taken. Minutes will be captured in English and Albanian by team members engaged (Social expert within PMT/PCU). Attendance registers / form will be maintained in appropriate formats.

1. **Attendance Register / Form**

A Stakeholders register form will be used to track the Consultation and Disclosure process. Specific stakeholder engagement actions will then be tracked in the registers / form, which contains the list of all stakeholders identified, under what category they fall, their importance to the project in terms of how they can influence or be influenced by the Project.

1. **Record Keeping**

A master database will be maintained by MoTE and AKUM to record and track management of all comments and grievances, and independently audited. This will serve to help monitor and improve performance of the Comment Response and, Grievance Redress Mechanism. This database will be continued throughout all phases of the Project.

***Disclosure and Consultation requirements***

Following a 14 days two-week disclosure window once endorsed by MoTE, AKUM and the WB, the draft SEP, shall be subject to public consultations. The SEP will be disclosed in Albanian and English at the website of the MoTE and AKUM together with invitations to the Public Consultations. Given the importance of Project, its scale and geographical spread the public invitation shall be announced in a reputable printed media with national coverage to allow a wide range of Stakeholders to be included in the Consultation process. This will provide the Stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures and allow MoTE and AKUM to consider and respond to them.

The Invitation shall indicate how the document to be consulted on may be accessed, the Project details, date, time and venue of the consultations, and contact information details for feedback and /or questions.

Once the Consultations have been completed, Minutes of the Meeting shall be prepared and annexed to the SEP. The Minutes shall reflect on the feedback received, questions raised and how these were incorporated into the final document. The attendance of Stakeholders shall be verified through a signed attendance log, preferable with contact details of the attendees and photographs with permission to disclose.

# Introduction

## 1.1 Context

The Government of Albania (GoA) has identified the south of Albania as a priority for regional development. The priority status comes from the area’s unique natural resources and cultural heritage assets and its potential to further develop tourism as a driver of local, regional, and national economic growth. The Ionian coastline and the southern hinterland that includes the Vjosa River and delta offer an appealing tourism value proposition in terms of pristine coastlines, rivers, mountains, protected areas and cultural heritage. However, for the tourism product to remain attractive in terms of offering ‘blue seas’ and ‘clean rivers’, public services such as waste management and water sanitation must be provided to sustain the quality of the region’s assets. Himara, Saranda and other tourist centers along the coast are facing issues related to municipal waste management, particularly associated with increased tourism and plastic litter. To maintain the natural attributes of the Vjosa River along its entire course and thus its value as tourist attraction, and status as a nationally and internationally important protected area, water pollution needs to be managed, particularly from wastewater and non-point sources.

## 1.2 Project Description

The **Project Development Objective** is to reduce pollution, from land-based sources into the aquatic environment selected areas of the South-West Coastal Belt[[2]](#footnote-2) of Albania. The focus on pollution reduction and prevention measures will include investments in grey and green infrastructure and in human capital for behaviour change to address: (i) improved and integrated management of municipal waste – including plastic waste – to move towards a more circular economy in the Vlora South-Gjirokaster Waste Zone and; and (ii) water pollution from point sources, specifically untreated sewage, and non-point sources (NPS), such as sediment and runoffs from manure in the Vjosa River Basin.  The proposed operation is designed to reduce environmental impacts and to enhance the resilience of aquatic resources through improved solid waste management and sanitation services, and the implementation of approaches that prevent non-point source pollution runoffs. Additional climate benefits will be derived by steering the transition of waste management systems towards more circularity.

**PDO Level Indicators**

**Key results toward the specific PDO will be measured with the following indicators:**

1. Solid waste that is treated or safely managed (percentage)
2. Wastewater flows from urban agglomerations safely treated (percentage)
3. Nutrients pollution filtered and avoided (percentage).

The project is structured in three components. A description of activities under each component is provided below:

***Component 1: Promote Integrated and Circular Approaches for Protection of Landscapes and Water Resources (EUR 16.80 million)***

1. This component will support activities aiming at improving the enabling environment through financial and technical assistance support for implementation of local solutions for protection of valuable landscapes and water resources within the broad boundaries of the Vlora South-Gjirokaster Waste Zone. The project will apply an integrated approach to SWM investments, considering circular economy principles, and support for more sustainable system environmentally, financially, and operationally as the waste management system modernizes. This component will also provide local environmental investments and technical support for behavior change incentives in waste management and sanitation and will support the implementation of awareness-raising campaigns, notably for young students in schools, and dissemination activities. This component will finance small works, consulting services, non-consulting services, goods, and training.

**-***Sub-component 1.1. Institutional support for sustainable performance, enhanced monitoring and transition to circular economy (EUR 1.84 million).* This subcomponent aims to improve the enabling environment for operational sustainability and more circularity in waste management. This will be achieved through technical assistance and capacity support for implementing specific policies and filling in normative gaps. To accomplish this goal the following activities will be financed: (i) a study on financial and operational sustainability and corresponding capacity building (i.e., cost recovery, tariff setting, affordability, collection, local fees and contract management) at the municipal level; (ii) support for improved waste data management (i.e., support for data management system and verification)​ at the municipal level; (iii) support for performance monitoring​ and improved enforcement in municipal waste management in selected municipalities; (iv) support for implementation of extended-producer responsibility mechanism (i.e. permitting support, reporting, monitoring, coordinating with private sector) for the Ministry of Tourism and Environment (MoTE) and selected municipalities; (v) a regulatory gap analysis for increased circularity and protection of natural landscapes and water courses from specific waste streams for the Vlora South-Gjirokaster Waste Zone; (vi) institutional support to MoTE for implementation of integrated protection of landscapes and water courses in selected municipalities (i.e., improved environmental monitoring and testing systems/laboratories; wider public involvement in environmental protection interventions); (vii) marketing study of waste recycling markets including support for a platform and analyses of current operational models; (viii) technical assistance and training to participating municipalities/local entities for improved performance capacity in relation to performance-based investment. The technical assistance to municipalities will be delivered in the first year of the project and will focus on the eligibility criteria (detailed further in subcomponent 1.2) and plans for implementing the municipalities’ commitments to increased circularity over the life of the project.

-*Sub-component 1.2. Environmental-Performance Based Investments for local pollution prevention (EUR 14.30 million)*.

1. This subcomponent will provide EPBIs tomunicipalities in Vlora South-Gjirokaster Waste Zone that commit to improved environmental services (<US$300,000) related to waste management and to vulnerable households that commit to improve sanitation practices (<US$3,000). The local investments will support behavior change for cleaner and greener urban space and healthier coastal and aquatic ecosystems.
2. **EPBI for improved municipal waste management.** Municipalities in the project area that commit to measurable and sustained improvements in municipal SWM service delivery and increased recyclability and cost recovery will be considered to receive local investment. Municipalities will be assessed based on past performance in addition to commitment to sector development. The minimum criterion for municipality eligibility is the establishment of a waste data management, monitoring, and reporting system which can be supported through TA from the project. The following additional factors will be used for municipality prioritization:
   1. Development of a waste management investment plan
   2. Adequate number of technical waste management staff for planning and operations as well as data management and monitoring functions
   3. Development of a capacity-building plan to support improvements of targeted key performance indicators (KPIs)
   4. Budget allocation and investments in SWM and circular economy over the past four years.

The project will provide investment for the provision of equipment and vehicles for waste collection and source separation and provision of equipment for recycling centers. The provision of the investments will be based on how well each municipality performs on the following performance indicators which will be used to monitor progress: (a) percentage of waste collected/increased service coverage of population, (b) percentage of waste recovered for recycling, and (c) cost recovery of services at municipality (local government unit) level. The baseline for the KPIs for eligible municipalities will be established in the first year and will be verified independently each year.

1. **EPBI for improved sanitation facilities.** The project will support the transition of vulnerable households from improved[[3]](#footnote-3) sanitation systems to safely managed[[4]](#footnote-4) sanitation systems by connecting existing sanitary infrastructure to new or rehabilitated networks or to an improved on-site sanitation system (for example, improved septic tanks). To incentivize vulnerable households to move up in the sanitation ladder and control the amount of organic load and nutrients being discharged to the water bodies, the project will provide investments to the households that agree on transitioning to a safely managed system—with a specific focus on vulnerable households (for example, dependents on economic assistance, social program, and or disability benefits). Households meeting poverty and vulnerability criteria[[5]](#footnote-5) that accept project intervention and sign a service contract with the utility would be eligible to receive EPBI for improved sanitation facilities. The investment would consist of in-kind contributions up to US$3,000 for the households to improve their intra-domiciliary sanitation facilities (kitchen, bathroom, shower, and sink*.*

*- Sub-component 1.3. Behavioral change support and dissemination for scaling up (EUR 0.66 million)*

*This subcomponent will finance awareness-raising campaigns to the beneficiaries, schools, and the broader public. These campaigns will communicate on the enhanced waste management and water sanitation services to foster behavior change in relation to, for example, the separation of waste, the waste hierarchy, adequate use of the sanitation facilities, importance of sanitation services and wastewater management, and user responsibility with gender inclusion, and to optimize fee payment. There will be focused communication activities on recoverability of various waste streams to support the development of the recycling markets and reducing the waste management costs of municipalities. This subcomponent will also disseminate good practices from the EPBI*.

***Component 2: Reduce Water Pollution in the Vjosa River (EUR 41.85 million).*** This component will support activities to reduce the adverse impacts of point source pollution from untreated municipal wastewater and stormwater runoffs and from NPS pollution that pose significant threats to aquatic ecosystems and the environment. Interventions proposed under this component will help the GoA in reaching Target 6.3 of the SDGs, to “improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving by 2030 the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally*.*” All investments will consider climate-change-related risks to ensure climate resilience of infrastructure. This component will finance construction works, consulting services, non-consulting services, goods, and training.

*-**Sub-component 2.1. Expansion of sanitation infrastructure (EUR 38.02 million).* Under this subcomponent, the project will finance investments in infrastructure improvements in selected municipalities to improve sanitation services and reduce/control point source pollution of waterbodies within the Vjosa River Basin (namely Vjosa and Drinos Rivers as well as groundwater). The following municipalities along the Vjosa River have been prioritized: Permet, Kelcyre, Gjirokaster, Libohove, Tepelene, Memaliaj, and Selenice. The approach agreed is a framework project where appropriate technologies and type of sanitation solutions have been defined (see design decision tree in annex 3), and site-specific designs will be carried out for each municipality during project implementation. A combination of grey infrastructure and NBS will be considered during the design phase promoting the reuse of wastewater treatment by-products such as sludge. An assessment of pollutants and sludge quality will be carried out to ensure safe reuse and promote circularity. In a few of the selected municipalities, the engagement of local communities will be supported through piloting participatory planning and monitoring committees. The committees will ensure local citizens’ feedback and suggestions are addressed by the infrastructure improvements and will enable participatory monitoring of sanitation solution constructions.

The project will support (a) the construction of six new sanitation facilities for urban agglomerations in the prioritized municipalities; (b) rehabilitation, improvement, and/or expansion of sewers to benefit up to 11,000 inhabitants which would allow wastewater generated by 30,000 inhabitants to be properly treated before being discharged to the water bodies; (c) implementation of on-site or decentralized sanitation solutions to benefit 8,000 inhabitants; and (d) provision of key operational equipment such as the vacuum trucks and specialized tooling for sewer network maintenance, to utilities to ensure effective and efficient O&M of the pipe networks, treatment plants, and sludge collection service.

*-**Sub-component 2.2. Improved sanitation facilities and management (EUR 0.94 million)*

The project will provide technical support to AKUM, the Water Regulatory Authority (ERRU) and the regional utilities in planning for the necessary institutional, policy and regulatory changes that will be required to carry out their mandates for improved sewage management and sanitation service provision; coordination between different agencies and alignment of relevant policies will be secured by the Ministry of Infrastructure and Energy (MoIE) as the overall sector leader. Support to AKUM includes: (i) technical assistance for a strategy to expand and improve sanitation services; (ii) technical assistance to strengthen planning for NBS to reduce pollution in combination with grey infrastructure; (iii) assistance for regional/municipal water and sanitation plans and for regional utility aggregation, (iv) staff training to operate and maintain sewer systems, trucks and treatment plants, (v) design and implementation of a unified GIS-based information system to monitor sanitation service provision as well as environmental protection, and (vi) technical assistance for ERRU to carry out studies to update the regulatory framework on sanitation cost structure, including a framework for setting tariffs/fees for sanitation that reflect the costs of providing services, and the payment capacity of users.

- ***Subcomponent 2.3: Non-point source pollution prevention (EUR 2.99 million)***

The project will support small-scale investments for reducing NPS pollution in the watershed of Vjosa to prevent nutrient runoffs from agriculture and siltation by erosion. The subcomponent will finance the implementation of NBS approaches and integrated solutions in selected locations in the river basin. These are relatively small activities which, in aggregate, will augment the positive impact of sanitation infrastructure. These activities will be location specific and will include (a) improving the vegetation cover on the slopes and riverbanks and implementing erosion control measures; (b) improving wetland management and restoration through activities for improved waterflow, natural wastewater treatment schemes, and storm water and flood mitigation measures; and (c) promoting sustainable agriculture practices. The small-scale investments promoting sustainable agriculture practices, for example, livestock manure management, pasture regeneration, organic fertilization, composting, and improved farming practices, will engage farmers and local user groups from the villages in the watershed of the Vjosa River.

***Component 3.*** ***Project Management, Monitoring and Evaluation (estimated costs EUR 3.91 million)***

This component will finance project management and other incremental costs; procurement of consultants, training, and equipment; financial management (FM) and reporting; monitoring and evaluation (M&E) studies and surveys; and knowledge management as well as activities necessary to ensure compliance with the World Bank Environmental and Social Framework (ESF). In AKUM, the existing Project Coordination Unit (PCU) for the Water Modernization Program-for-Results will be strengthened with experts

**Summary of Project Costs, Financing, and Responsible Entity by Component**

| **Components** | **Implementing Agency (IA)** | **Cost (EUR, millions)** |
| --- | --- | --- |
| **Component 1: Promote Integrated and Circular Approaches for Protection of Landscapes and Water Resources** | **MoTE** | **16.80** |
| Subcomponent 1.1: Institutional support for sustainable performance, enhanced monitoring and transition to circular economy | MoTE | 1.84 |
| Subcomponent 1.2: Environmental-Performance Based Investments for local pollution prevention | MoTE | 14.30 |
| Subcomponent 1.3: Behavioral change support and dissemination for scaling up | MoTE | 0.66 |
| **Component 2: Reduce Water Pollution in the Vjosa River** | **MoTE/AKUM** | **42.90** |
| Subcomponent 2.1: Expansion of sanitation infrastructure | AKUM | 38.88 |
| Subcomponent 2.2: Improved sanitation facilities and management | AKUM | 0.96 |
| Subcomponent 2.3: Non-point source pollution prevention | MoTE | 3.05 |
| **Component 3: Project Management, Monitoring and Evaluation** | MoTE/AKUM | **3.91** |
| Subcomponent 3.1: Management and coordination activities by MoTE | MoTE | 2.24 |
| Subcomponent 3.2: Management and coordination activities by AKUM | AKUM | 1.67 |
| **Front-end Fee** |  | **0.19** |
| **TOTAL** |  | **75.5** |

**Project Financing and Timeline:** The total estimated project financing from the International Bank for Reconstruction and Development (IBRD) is US$ 80 million. World Bank Board approval is planned for February 28, 2023. The project duration is expected to be six years with implementation period from April 2023 to April 2029.

## 1.2 Purpose of the SEP

The project is being prepared under the WB’s Environment and Social Framework (2018) (“ESF”) [[6]](#footnote-6). The ESF specifies the WB’s commitment to sustainable development through its policies and number of Environmental and Social Standards (“ESS”). As per ESS 10 on Stakeholders Engagement and Information Disclosure, the implementing agencies (IAs) should provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

The purpose of the present Stakeholder Engagement Plan (SEP) is to outline the target groups, methods of stakeholder engagement and the responsibilities in the implementation of stakeholder engagement activities. The intention of the SEP is to activate the engagement of stakeholders in a timely manner during project preparation and implementation. Specifically, SEP serves the following purposes: i) stakeholder identification and analysis; (ii) planning engagement modalities and effective communication tools for consultations and disclosure; (iii) defining role and responsibilities of different actors in implementing the SEP; (iv) defining the Project’s Grievance Mechanism (GM) and (v) providing feedback to stakeholders; (vi) monitoring and reporting of the SEP.

## Objectives and Structure of the SEP

This Stakeholder Engagement Plan (SEP) was developed by the Ministry of Tourism and Environment (MoTE) and National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM), in order to clearly communicate to all interested and affected parties of the stakeholder engagement program which is to be implemented throughout the entire Project cycle, on national level.

The objective of this SEP is to improve and facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely manner, and to provide possibilities for all stakeholders to voice their opinions and concerns that may influence Project decisions. The purpose of the SEP is, therefore, to enhance stakeholder engagement throughout the life cycle of the Project (consequently, the sub-projects), and to carry out stakeholder engagement in line with the laws of the Republic of Albania, as well as the requirements of World Bank’s [*Environmental and Social Framework*](https://thedocs.worldbank.org/en/doc/837721522762050108-0290022018/original/ESFFramework.pdf).

The SEP shall be applicable to all activities planned under the Project. The engagement will be an integral part of the Project’s environmental and social performance and project design and implementation. SEP is a “living document” and it will need to be progressively updated as the CARE4BlueSea Project progresses from stage to stage. At this stage of the preparatory phase, the main stakeholders have been contacted and consulted and also site visits have been performed based on the proposal of interventions and investments under each of the project components.

# 2. Regulatory Legal Framework

This chapter provides a summary of the relevant aligned policies and conventions from relevant policies, laws, regulations, and review processes in Albania, specifically involving public consultation and disclosure regarding environment and land acquisition / compensation, the two common concerns from the public.

## 2.1 National Requirements

Environmental information and public participation in environmental decision-making are covered by the Law on Environmental Protection No. 10431/2011, which makes provisions to give the right to information without having or showing a specific interest (public information). Additionally, the Law on Environmental Impact Assessment No. 10440/2011 refers to the parties that need to be involved and refers to access to public information throughout an EIA; it also details public hearing procedures and provides for the complaint’s procedure.

The following laws and Decision of Council of Ministers (DCM) are directly relevant to Public Consultation, namely:

* Law No. 8672, dated 26.10.2000, “On the Aarhus Convention Ratification on public right to information, to participate in decision-making and to have access to justice in environmental matters”;
* DCM No. 994, dated 02.07.2008, “Public Participation in Environmental Decision Making”;
* DCM No. 16, dated 04.01.2012, “On Public Access to Environmental Information”;
* DCM No. 247, dated 30.04.2014, “On the Determination of the Rules and Requirements of the Procedures for Information and Involvement of the Public in Environmental Decision Making”;

Since 2011, two further general laws were adopted that are relevant to environmental information and public participation as follows:

* Law No 119/2014, dated 18.09.2014, “On the Right to Information”;
* Law No 146/2014 – On Notification and Public Consultation” – regulates the process of notifying the public on drafting legislative work and other strategic national and local documents; furthermore it
* Establishes the Commissioner for the right of Information: to address all complaints if public right to information and consultation has been infringed by the public authority;
* Transparency Programs for all public institutions made obligatory;
* Public Consultation Coordinator in every public institution;
* New unique electronic register, yearly public reports on all planned acts, number of planned public hearings;
* Yearly public reporting on all approved acts, number of public hearings, number of adopted recommendations and refused ones.

Moreover, there have been two DCMs related to and strengthening access to environmental information and public participation:

* DCM No. 247 dated 30.04.2014 "On the determination of rules and requirements of procedures for public information and involvement of the public in environmental decision making"; and
* DCM No. 219 dated 11.03.2015 "On rules and procedures for consultation with stakeholders and the public and public hearings during the strategic environmental assessment process".

## 2.2 World Bank Requirements

The World Bank has, in its Environmental and Social Framework (“the Framework”) which became effective in October 2018, committed to taking the path that leads to sustainable development. The Framework specifies the mandatory requirements in the form of 10 standards that borrowers must apply. The Bank has the opinion that the application of these standards, by focusing on the identification and management of environmental and social risks, will support Borrowers in their objective to reduce poverty and increase prosperity in a sustainable manner for the benefit of the environment and their citizens. One of those 10 standards is the Stakeholder Engagement and Information Disclosure 10 (“ESS10“) which addresses stakeholder engagement. This standard recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

Objectives of ESS10 are the following:

* To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project- affected parties.
* To assess the level of stakeholder interest and support for the project and to enable stakeholders’
* views to be taken into account in project design and environmental and social performance.
* To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life -cycle on issues that could potentially affect them.
* To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
* To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances.

A Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP. The Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

The WB particularly emphasizes effective, inclusive and genuine citizen engagement through disclosure of project-related information, consultation and effective feedback. Projects must include in the design activities which engage citizens/beneficiaries. The interaction between the government and citizens must be two-way – meaning that citizens must be involved in the process of decision-making. When citizens provide inputs or feedback, the government needs to take these views into account, resolve the issues raised and respond to the citizens (i.e. provide feedback). Empowering citizens to participate in the development process and integrating citizen voice in development programs is the key to achieving positive results.

# 3. Consultations held on proposed CARE4BlueSea Project

## 3.1 Summary of Stakeholder Engagement Done During Project Preparation

There were held numerous dialogues and several meetings and consultations with a broad range of stakeholders that preceded this project preparation. The consulted parties were representatives of central government/ministries, National/ agencies, International Financial Institutions (IFIs) operating in the GoA, municipalities and other relevant institutions operating on the local level.

The stakeholder engagement activities that have taken place during Project preparation include:

* Numerous dialogues with central government and line ministries
* Missions and site visits to the project areas
* Communications and consultations with the main line agencies related
* Meeting and dialogues with local government, municipalities listed as beneficiary of project implementation and respective water supply utilities and waste management units
* Continuous Consultations with potential implementing agencies MoTE and AKUM
* Consultation and coordination with main international financing Institutions investing in Albania etc…
* Consultation within settlements of the beneficiary local governments (i.e. Permet)

The following table presents the stakeholder engagement activities held so far with reference to the overall Project.

*Table 1. Stakeholder engagement activities conducted during Project preparation*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Date/Place** | **Position** | **Name of Stakeholder** | **Theme of discussion** |
| Ms. Klevis Jahaj | 8 March 2022/ National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) Offices, Tirana | General director of National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) | National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) | The role of the AKUM in the implementation arrangements, especially for the design and construct and afterwards maintenance of the WWTP. |
| Mr. Bledar Dollaku, | 8 March 2022/ WB Offices, Tirana | Senior Program Coordinator, KfW Waste management master plan | German Development Bank (Kreditanstalt Für Wiederaufbau - KFW) | Coordination. Share of the plans for the WB financed project, and understand more KFW support on waste management |
| *Mr. Armando Lamaj*  *Mr.Arben Musaj*  *Mr.Jovan Gjika*  *Ms.Alda Yzeiraj* | 9 March 2022/ National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) Offices, Tirana | Technical team of water and solid waste of National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) | National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) | Discuss details on the role and inputs of the AKUM in development of technical designs and later in construction and hand over. How and who will prepare, provide comments on terms of references, specs etc |
| Mr. Termet Peci | 10 March 2022/Municipality of Tepelena | Major/ Municipality of Tepelena | Municipality of Tepelena | Discuss the situation with the waste water network and solid waste management in Tepelena |
| Ms. Jorida Muho | 11 March 2022/Municipality of Gjirokastra | Deputy Major/ Municipality of Gjirokastra | Municipality of Gjirokastra | Discuss the situation with the wastewater network and solid waste management in Gjirkastra |
| Technical team | 11 March 2022/Municipality of Gjirokastra | Technical team of the Water supply and Sewerage Utility of Gjirokastra | Water supply and Sewerage Utility of Gjirokastra | Technical details of the sewage network |
| Ms. Alma Hoxha | 12 March 2022/Municipality of Permet | Major/ Municipality of Permet | Municipality of Permet | Discuss the situation with the waste water network and solid waste management in Permet |
| Technical team | 12 March 2022/Municipality of Permet | Technical team of the Water supply and Sewerage Utility of Permet | Water supply and Sewerage Utility of Permet | Technical details of the sewage network |
| Mr. Dritan Leli | 14 March 2022/Municipality of Vlora | Major/ Municipality of Vlora | Municipality of Vlora | Discuss the situation with the waste water network and solid waste management in Vlora |
| Citizens inear the waste dumps to be closed | 14 March | Households in the vicinity, families that collect scrap metal |  | Citizens around expressed interest to be involved in the process of closure and afterwards use. The wastepickers expressed interest in full time employment in the communal services, or maintenance. |
| Ms. Karine Frouin | 17 March 2022/WB offices Tirana | Head of Urban Development Project Manager | French Development Agency (AFD) | Share of the plans for the project from the WB side. AFD share of the plans. Donor coordination |
| Mr.Sofjan Jaupaj | 10 May 2022/WB Offices, Tirana | Director of Procurement and Partnerships, MoTE | Ministry of Tourism and Environment (MoTE) | Project implementation arrangements and the design |
| Ms.Klodiana Marikaj | 11 May 2022/MoTE - Office of Environmental Planning, Tirana | Director of Environmental Programming, MoTE | Ministry of Tourism and Environment (MoTE) | Role of the department for Environmental Programing, environmental permits process |
| Ms.Lediana Agalliu | 11 May 2022/MoTE Office of Conception and Feasibility of Environmental Projects, Tirana | Director of Conception and Feasibility of Environmental Projects, MoTE | Ministry of Tourism and Environment (MoTE) | Role of the department in the project, implementation arrangements |
| Ms.Evis Mellonashi | 11 May 2022/offices of National Environmental Agency (NEA), Tirana | Chief of EIA review Department, NEA | National Environmental Agency (NEA) | ESIA process , Share of the Bank ESF with the agency (agency is already familiar with the Bank ESF) |
| Mr. Erlis Hereni | 11 May 2022/MoIE – office of National Expropriation Agency (NAoE), Tirana | Director of the National Expropriation Agency (NAoE) | National Expropriation Agency (NAoE) | New agency established. The agency is aware that any land acquisition needed to process will be processed upon the WB nob to the resettlement action plans. In 2019 the law was adjusted to be explicit that IFI financed project needs to comply with IFI E&S frameworks |
| Mr. Ndricim Shani | 11 May 2022, offices of Water Regulatory Authority (WRA), Tirana | Director of Water Regulatory Authority (WRA) | Water Regulatory Authority (WRA) | Understand price adjustment for water once the WWTP will be completed. Role of the regulator in the project |
| *Ms. Rovena Metoja Ms. Ermela Kraja* | 12 May 2022, Offices of the Agency of Water Resources Management (AMBU), Tirana | Head of water resources department, AMBU | Agency of Water Resources Management (AMBU) | Understand the water permit process |
| *Mr. Armando Lamaj*  *Mr.Arben Musaj*  *Mr.Jovan Gjika*  *Ms.Alda Yzeiraj* | 12 May 2022- National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) Offices, Tirana | Director of Coordination for foreign projects within AKUM | National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) | Follow up to the initial meeting. Continues coordination with one of the implementing partners. |
| *Mr.Sofjan Jaupaj*  *Ms.Klodiana Marikaj* | 28 June 2022 – Workshop Day 1/WB offices Tirana | Director of Procurement and Partnerships, MoTE  Director of Procurement and Partnerships, MoTE | Ministry of Tourism and Environment (MoTE) | Describe the Bank procurement process and the timing for staffing. |
| *Mr. Armando Lamaj*  *Mr.Arben Musaj*  *Ms.Alda Yzeiraj* | 28 June 2022 – Workshop /WB offices Tirana | Director of Coordination for foreign projects within AKUM | National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM) | Share details of the project designs and AKUMs role |
| *Ms. Kesjana Halili* | 29 June 2022 – WB offices Tirana | General Director, General Directorate of Public Debt and Foreign Aid Coordination | Ministry of Finance and Economy (MoFE) | Discuss the budget of the future project |
| *Mr. Etugert Lazi* | 29 June 2022 – WB offices Tirana | Director, Public Investment Management Department | Ministry of Finance and Economy (MoFE) | Discuss the budget |
| *Mr. Edvin Pacarra* | 30 June 2022 – WB offices Tirana | Environment and Energy Officer, EU Delegation, Albania | EU Delegation, Albania | Regular coordination with the EU Delegation. Inform the EU delegation about the pace of the preparation |
| *Mr. Bledar Dollaku*  *Mr. Jochen Reik,* | 1 July 2022- WB offices Tirana | Senior Program Coordinator, KfW Waste management master plan  Senior Project Manager, KfW Development Bank | German Development Bank (Kreditanstalt Für Wiederaufbau - KFW) | Follow up with the KFW , donor coordination. Inform them with the pace of the project design |
| *Ms.Karine Frouin*  *Ms.* *Mirela Mata* | 1 July 2022- WB offices Tirana | Development Project Manager  Strategy and Operation Manager | French Development Agency (AFD) | , donor coordination. Inform them with the pace of the project design |
| Adhoc group of citizens in the settlements of the city | November 5 |  |  | Inform the citizens about kind of the projects to be financed in their neighborhoods, Raised question about the level of the increase of the bills for sewage and water. |

# 4. Stakeholder Identification and Analysis

## 4.1 Introduction

The stakeholder engagement process is focused on identifying key stakeholders and informants who can further identify the full range of affected parties in the project area of influence.

ESS 10 recognizes two broad categories of stakeholders: 1) Project Affected Parties and 2) Other Interested parties. **Project-affected parties** includes those likely to be affected by the project because of actual impacts (positive and negative) or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities. They are the individuals or households most likely to observe/feel changes from environmental and social impacts of the project. The term “**Other interested parties**” refers to: individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include the private sector, women’s organizations, other civil society organizations, and cultural groups.

Categories “affected parties” and “other interested parties” can be divided into two broad groups: i) citizens/ citizen groups (including informal community groups, civil society organizations (CSOs), and non-governmental organizations (NGOs), and ii) government/state actors, donors and other institutions (media, businesses); whereas “vulnerable persons/ groups” always fall under the category of citizens/ citizen groups.

*Table 2: Stakeholder categorization*

|  |  |  |
| --- | --- | --- |
| **Stakeholder category** | **Definition** | **Broad stakeholder groups identified for the project** |
| Affected parties | Entities, agencies or Individuals, groups who are impacted or likely to be impacted directly or indirectly (actually or potentially), positively or adversely, by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures | **Citizens/ inhabitants settled/living in the project area:**  ▪ Local communities - Project Beneficiaries and affected people  ▪ People living in the Project areas beneficiary of waste management and waste water collection/treatment services  ▪ People affected by land acquisition, service tariffs etc..  ▪ Construction workers  ▪ Waste management units and Water and waste water Utilities workers |
| Other interested parties | Individuals, groups or other entities who may have an interest in the Project. These stakeholders may not experience direct impacts from the project, but consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way | • Government actors at all levels, National agencies etc..  **Central and local government involved:**  • Main ministries, line agencies as well as project implementing agencies and their employees.  • Municipalities beneficiary of the project activities and their line directories of waste management and water and waste water management  • Citizens/ citizen groups (Civil society organizations)  • International development partners and donors  • Private sector (construction and operation companies) |
| Vulnerable persons/ groups | Those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project’s benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. | • Under-represented, disadvantaged individuals or groups who may be difficult to reach, illiterate or not be within the formal economy or housing market.  • E.g. women, older people, minorities, very poor, migrants. |

In order to properly identify Project’s stakeholders, a detail analysis of the stakeholders in relation to separate Project’s components has been undertaken and the results are presented in the separate sub-chapters (4.2, 4.3, 4.4).

## 4.2 Affected Parties

Project Affected Parties for this project at the central level are the Ministry of Finance and Economy (MoFE), Ministry of Tourism and Environment (MoTE), Ministry of Energy and Infrastructure (MoIE), Steering Committee and Implementing agencies (IAs) Project management Team (PMT) within the MoTE and Project Coordination Unit (PCU) within AKUM and their employers. At the local level main identified affected parties are the beneficiary Municipalities and their respective waste management units and water supply and sewerage utilities, citizens/inhabitants settled in the project area particularly those who will be involved in the project development or project implementation, local communities within the project area, and World Bank. These are presented in the following table:

*Table 3. Identification of affected parties*

| **Stakeholders** | **Appearance within Project Components** | | | | | | | | **Main interests in the Project** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Affected Parties** | **1.1** | **1.2** | **1.3** | **2.1** | **2.2** | **2.3** | **3.1** | **3.+2** | | **Role** |
| **Central Level:** |  | | | | | | | |
| Ministry of Finance and Economy (MoFE) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | State budget financial management, inclusion of state guarantees. Loan Agreement oversight. |
| Ministry of Infrastructure and Energy (MoIE) | ✓ | ✓ |  | ✓ | ✓ |  |  |  | | Responsible for implementation of the respective project components related to the field of operation. |
| Steering Committee  (Composed of Representative from MoTE, AKUM, MoIE, MoFE and the World Bank) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | Guide on strategy for project implementation Support, cross agency coordination Approval of workplan and progress report Resolve any issue. |
| **Implementing Agencies:** |  | | | | | | | |
| Ministry of Tourism and Environment (MoTE)/(PMT) |  |  | ✓ |  |  | ✓ | ✓ | ✓ | | Responsible for overall implementation of the project. Implementation responsibilities will be delegated to a Project Management Team (PMT), with the Project Director reporting directly to the Minister. |
| National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM)/(PCU) | ✓ | ✓ |  | ✓ | ✓ |  |  |  | | Responsible for implementation of the respective project components related to the field of operation. Implementation responsibilities will be delegated to a Project Coordination Unit (PCU). |
| Beneficiary Municipalities (Permet, Kelcyre, Gjirokaster, Libohove, Tepelene, Memaliaj, Selenice,) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | Primary beneficiary of project implementation. Responsible for providing assistance to the overall project implementation and following up Implementation responsibilities. |
| Waste Management Units within the beneficiary municipalities | ✓ | ✓ | ✓ |  |  |  | ✓ | ✓ | | Responsible for providing assistance to project implementation and following up Implementation responsibilities related to waste components. |
| Water supply and sewerage Utilities within the beneficiary municipalities |  |  |  | ✓ | ✓ |  |  | ✓ | | Responsible for providing assistance to the project implementation and following up Implementation responsibilities related to waste water components. |
| Farmers and Agriculture Associations operating in the project area |  |  |  |  |  | ✓ |  |  | | Beneficiary from project implementation for the respective project components related. |
| Non-Governmental Organizations (NGO) operating in the project area | ✓ | ✓ | ✓ | ✓ |  | ✓ |  |  | | Present a potential of providing assistance during project implementation for the respective project components related. |
| Citizens settled in the project area particularly those who will be involved in the project development or project implementation | ✓ | ✓ | ✓ | ✓ |  | ✓ |  | ✓ | | Successful implementation of the project with visible and measurable results.  Directly impacted/affected from the project implementation |
| Citizens directly affected by the land acquisition | √ |  |  | √ | √ | √ |  |  | | Proper compensation, appropriate time to land acquisition, possibility to avoid or insist to complete land acquisition (in cases where the land is not used at all and there is no market interest to purchase land |
| Poorest affected by potential increase of tariffs |  |  |  |  | √ |  |  |  | | Subsidies as a part of the social support scheme. |
| Waste pickers from the closure of the waste dumps | √ | √ |  |  |  |  |  |  | | Permanent employment or some kind of employment within a wide portfolio of the sector |
| Construction Workers | √ | √ | √ | √ | √ |  |  |  | | Enforcement of labor and working conditions (works under IFI finance in average have more scrutiny over labor and working conditions than others) |
| Private sector Consulting/Construction/Operation Companies, particularly those who will be contracted during project development or project implementation | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ | | Present a potential of providing assistance during project phases such as design implementation and operation, for the respective project components related. |
| World Bank | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | Successful implementation and functionality of the project with visible and measurable results and outputs |

It should be noted that this SEP is a “living document” which will be updated regularly throughout the project life as appropriate, including the list of identified stakeholders.

## 4.2 Other Interested Parties

Other Interested Parties for this project at the central level are represented from the main agencies such as National Expropriation Agency (NAoE), National Environmental Agency (NEA) and National Agency of Protected Areas (NAPA), Agency of Water Resources Management (AMBU) and International Financial Organization and donors. At the local level main identified affected parties are Agriculture and Farmer Associations, Non-Governmental Organizations including professional Non-Government Associations, Media, Private sector companies, as well as the general public. These are presented in the following table:

*Table 4. Identification of other interested parties*

| **Stakeholders** | **Appearance within Project Components** | | | | | | | | | **Main interests in the Project** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Other interested parties** | **1.1** | **1.2** | **1.3** | **2.1** | **2.2** | **2.3** | **3.1** | **3.2** | **4** | **Role** |
| **National Agencies:** | | | | | | | | | | |
| National Expropriation Agency (NAoE) | ✓ |  |  | ✓ |  |  |  |  |  | Responsible for reviewing the expropriation dossier and to provide successful implementation of the expropriation procedures. |
| National Agency of Protected Areas (NAPA) | ✓ | ✓ |  | ✓ |  |  |  |  |  | Responsible for Issuing permit/approval for the project activities related to the locations related to the national protected areas (Vjosa River) |
| National Environmental Agency (NEA) | ✓ | ✓ |  | ✓ |  |  |  |  |  | Responsible for Issuing Environmental statement/approval for the project activities and providing environmental inspections/supervision. |
| Agency of Water Resources Management (AMBU). | ✓ | ✓ |  | ✓ | ✓ |  |  |  |  | Responsible for managing the river basins-provides inspections/supervision. |
| Official social media (official webpages, Twitter, Facebook etc) | ✓ | ✓ | ✓ | ✓ |  | ✓ | ✓ | ✓ |  | Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement |
| **International Financial Organization and donors** | | | | | | | | | | |
| German Development Bank (Kreditanstalt Für Wiederaufbau - KFW) | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Coordination, to exclude interferences, disruptions and conflicts with their ongoing activities within the GoA |
| French Development Agency (AFD) | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Coordination, to exclude interferences, disruptions and conflicts with their ongoing activities within the GoA |
| EU Delegation, Albania | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Coordination, to exclude interferences, disruptions and conflicts with their ongoing activities within the GoA |
| [The Swedish International Development Cooperation Agency](https://www.sida.se/en)  (Sida) | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Coordination, to exclude interferences, disruptions and conflicts with their ongoing activities within the GoA |
| German Agency for International Cooperation (GIZ) | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Coordination, to exclude interferences, disruptions and conflicts with their ongoing activities within the GoA |
| **Local and community level:** | | | | | | | | | | |
| Line departments: land management, economic development, environment etc. within the beneficiary municipalities | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Helps to arrange public meetings and consultations, liaison between targeted groups. Assist the achievement of the main tasks of the project. |
| Farmers and agriculture associations |  |  |  |  |  | ✓ |  |  |  | Represent an interest to the related project components |
| Non-Governmental Organizations (NGO) | ✓ | ✓ | ✓ | ✓ |  | ✓ |  |  |  | Successful implementation of the project |
| Professional Non Government Organizations (member networks) | √ | √ | √ | √ | √ | √ |  |  |  | Advocate for the interest of the members of the networks |
| Citizens | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Successful implementation of the project with visible and measurable results |
| Consulting/Construction and operation Companies | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Represent an interest to the related project components which will require services from private sector |
| Other companies: equipment suppliers and service providers | ✓ | ✓ | ✓ | ✓ |  |  |  | ✓ |  | Successful delivery of equipment, services and outputs to the Project |
| Local media (radio, TV, Newspaper) | ✓ | ✓ | ✓ | ✓ |  | ✓ | ✓ | ✓ |  | Enable wide and regular dissemination of information related to the Project to ensure its visibility, facilitate stakeholder engagement on the local level, regional and national level |

## 4.3 Disadvantaged / Vulnerable Individuals or Groups

Also, part of the stakeholders, are the beneficiaries of the project implementation. Between the main beneficiaries as citizens located within the project area, are included the vulnerable groups as well. The classification of the potential vulnerable groups that may be affected from the project, are identified and analyzed based on their exposure to risk and their inability to cope:

vulnerability = exposure to risk + inability to cope

Based on the inability to cope, different vulnerable groups in society have been identified

- Young families with low incomes,

- Groups of minorities, settled in informal areas Roma, Egyptian and Greek minorities.

- Single elderly people.

- Waste pickers operating in the waste dumps to be selected to be closed

Apart the preliminary evaluation of potential vulnerable groups, the mapping of this category, is likely to be evolving throughout the project phases. Disadvantaged/vulnerable individuals or groups are potentially disproportionally affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies. Such groups are also more likely to be excluded from the consultation process. It also includes groups who may be difficult to reach due to communication barriers (language, illiteracy) and those who are in the informal housing market or informal economy and those who are very poor and may find it hard to pay regular tariffs. Disadvantaged / vulnerable individuals or groups in the project area include “low-income households”; women; youth; women-headed households; elder-headed households (≥ pension age) without any other household member bringing in income; persons with limited mobility; or persons with disabilities; women in rural communities, individuals and habitat communities. Various types of barriers may influence the capacity of such groups to articulate their concerns and priorities about project impacts. Women in many rural communities wash clothes by hand in addition to other domestic chores. Even if they live in the vicinity of the water or sanitation system, some low-income families do not have a connection to such systems. Persons with disabilities in one of the sample municipalities are said to be living in very poor conditions and are often cut-off from water supply due to accumulated unpaid. Elderly citizens, men and women of 65 and older can be a good but underrated target group for citizen engagement. For each Sub-Project a vulnerability assessment will be conducted as part of the project preparation and shall inform both the Resettlement Plan if needed and the need to adapt the engagement methods and approaches as designed in this SEP to bridge any engagement barriers stemming from vulnerability.

# 5. Institutional Analysis

The engaged existing institutions have been analyzed in the table below. The following table presents Matrix that will facilitate in determination where to concentrate stakeholder engagement efforts during project implementation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of Influence** |  |  |  |  | |
| **High** | **Involve/engage** | **Involve/Engage** | **Partner** |  | |
| **Medium** | **Inform** | **Consult** | **Consult** |  | |
| **Low** | **Inform** | **Inform** | **Consult** |  | |
|  | **Low** | **Medium** | **High** | **Level of Interest** | |
| **Color-coding** | **Engage closely and influence actively:** require regular and frequent engagement, typically face-to-face and several times per year, including written and verbal information | | | |
|  | **Keep informed and satisfied:** require regular engagement (e.g. every half-a-year), typically through written information | | | |
|  | **Monitor:** require infrequent engagement (e.g. once a year), typically through indirect written information (e.g. mass media). | | | |

The following table summarizes the Stakeholder analysis.

*Table 5. Stakeholder analysis*

| **Stakeholder Group** | **Stakeholders sub-Groups** | **Nature of interest in the project** | **Interest** | **Influence** |
| --- | --- | --- | --- | --- |
| **Project-affected parties** | | | | |
| **Central Government** | Ministry of Finance and Economy (MoFE)  Ministry of Tourism and Environment (MoTE)  Ministry of Energy and Infrastructure (MoIE)  Steering Committee  (Composed of Representative from MoTE, AKUM, MoIE, MoFE and the World Bank) | State budget financial management, inclusion of state guarantees. Loan Agreement oversight.  Guide on strategy for project implementation Support, cross agency coordination Approval of workplan and progress report Resolve any issue. | **High** | **High** |
| **Implementing Agencies** | Ministry of Tourism and Environment Project Management Team (PMT)  National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM)/ Project Coordination Unit (PCU) | Responsible for the overall implementation of the project. | **High** | **High** |
| **Local Government and local communities** | Beneficiary Municipalities (Permet, Kelcyre, Gjirokaster, Libohove, Tepelene, Memaliaj, Selenice,) | Primary beneficiary of project implementation. Responsible for providing assistance to the overall project implementation and following up Implementation responsibilities | **High** | **Medium** |
| Waste Management Units within the beneficiary municipalities | Responsible for providing assistance to project implementation and following up Implementation responsibilities related to waste components. | **High** | **Medium** |
| Water supply and sewerage Utilities within the beneficiary municipalities | Responsible for providing assistance to the project implementation and following up Implementation responsibilities related to waste water components. | **High** | **Medium** |
| Farmers and Agriculture Associations operating in the project area | Beneficiary from project implementation for the respective project components related. | **Medium** | **Medium** |
| Non-Governmental Organizations (NGO) operating in the project area | Present a potential of providing assistance during project implementation for the respective project components related. | **Medium** | **Medium** |
| Citizens /inhabitants settled in the project area particularly those who will be involved in the project development or project implementation | Successful implementation of the project with visible and measurable results.  Directly impacted/affected from the project implementation | **Medium** | **Medium** |
| Private sector Consulting/Construction/Operation Companies, particularly those who will be contracted during project development or project implementation | Present a potential of providing assistance during project phases such as design implementation and operation, for the respective project components related. | **Medium** | **Medium** |
| **World Bank** | World Bank | Successful implementation and functionality of the project with visible and measurable results and outputs | **High** | **High** |
| **Other interested parties** | | | | |
| **Government of the Republic of Albania with its Ministries** | GoA with its Ministries | Overall successful implementation of the project | **High** | **High** |
| **National/Regional Agencies** | National Expropriation Agency (NAoE) | Responsible for reviewing the expropriation dossier and to provide successful implementation of the expropriation procedures. | **Medium** | **Medium** |
| National/regional Agency of Protected Areas (NAPA) | Responsible for Issuing permit/approval for the project activities related to the locations related to the national protected areas (Vjosa River) | **Medium** | **Medium** |
| National/regional Environmental Agency (NEA) | Responsible for Issuing Environmental statement/approval for the project activities and providing environmental inspections/supervision. | **Medium** | **Low** |
|  | Agency of Water Resources Management (AMBU) | Responsible for managing the river basins-provides inspections/supervision. | **Medium** | **Low** |
| Official social media (official webpages, Twitter, Facebook etc) | Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement | **Medium** | **Medium** |
| **NGOs with main activity in:** | Gender Inclusion | Increased Gender Inclusion Effects in the society | **Medium** | **Medium** |
| Environmental protection, water quality protection, tourism, circular economy, waste management, agriculture, protected areas, ecological conservation etc… | Successful implementation of the project in all aspects  Possibility of engagement under the project components | **High** | **Medium** |
| **Private Sector Companies** | Consulting/Construction and operation Companies | Represent an interest to the related project components which will require services from private sector | **High** | **Medium** |
| Media & communication | Enable wide and regular dissemination of information related to the Project to ensure its visibility, facilitate stakeholder engagement on the local level, regional and national level | **Low** | **Low** |
| Other companies: equipment suppliers and service providers | Successful delivery of equipment to the Project | **Medium** | **Low** |
| **International Financial organizations and Donors** | German Development Bank (KFW)  French Development Agency (AFD)  EU Delegation, Albania  The Swedish International Development Cooperation Agency  (Sida), German Agency for International Cooperation (GIZ), etc… | Successful implementation of the Project, without interferences, disruptions and conflicts with their ongoing activities within MoTE and AKUM | **Low** | **High** |
| **General Public** | General Public | Successful implementation of the project | **Medium** | **Low** |
| **Vulnerable/Disadvantaged Groups** | | | | |
| **Vulnerable/Disadvantaged Groups** | Unemployed youth, women, elderly, people living beneath the poverty line, illiterate women, minorities etc. | To receive information and to be involved in the project consultations.  Their voice to be heard and their needs to be taken into account. | **Medium** | **Medium** |

# 6. Stakeholder Engagement Plan

## 6.1 Principles and Purpose of Stakeholder Engagement Program

In order to meet best practice approaches, the project will apply the following principles of stakeholder engagement:

• Openness and life-cycle approach: public consultations for the project will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;

• Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders’ feedback, for analyzing and addressing comments and concerns;

• Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communication and build effective relationships.

The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups.

This SEP is designed to establish an effective platform for productive interaction with the affected parties and other interested parties in the implementation outcome of the project. Meaningful stakeholder engagement throughout the project cycle is an essential aspect of good project management and provides opportunities to:

• Ensure meaningful citizen engagement,

• Solicit feedback to inform project design, implementation, monitoring, and evaluation,

• Clarify project objectives, scope and manage expectation,

• Assess and mitigate project risks,

• Enhance project out come and benefits,

• Disseminate project information and materials,

• Address project grievances.

## 6.2 Information Disclosure

Table 6 briefly describes what kind of information will be disclosed, in what formats, and the types of methods that will be used to communicate this information to target the wide range of stakeholder groups.

*Table 6: Description of Information Disclosure Methods*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Disclosure channel** | **Information/documents to be disclosed** | **Target stakeholders** | **Frequency** | **Responsibilities** |
| Official Websites of Ministry of Tourism and Environment (MoTE), National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM), Municipalities /administrative units, as well as water supply and sewerage utilities included in the project. | • Project documents (including this SEP and ESMF) and other relevant reports  • Regular updates on Project development  • Quarterly reports on project progress  • Details about the Grievance Redress Mechanism together with an electronic grievance submission form  • Contact details of the PMT in MoTE and PCU in AKUM, Municipalities/Administrative units included in the Project  • Leaflet containing information on project grievance redress mechanism (GRM)  • Results of user-satisfaction surveys  • Summaries of stakeholder engagement activities (Appendix 2 format) | All stakeholders | Regularly in line with project dynamics  Summaries of stakeholder engagement activities (semiannually)  Results of user satisfaction surveys (annually) | PMT – Within MoTE  PCU – Within AKUM  Project covered Municipalities /administrative units, as well as water supply and sewerage utilities |
| Media, including traditional and social media - dedicated project Facebook, Twitter pages) | Project announcements and engagement activities  • Invitations to public consultations  • Information on planned meetings or the availability of project information  • Brief reports on project progress | All stakeholders | Regularly in line with project dynamics | PMT – Within MoTE  PCU – Within AKUM  Project covered Municipalities /administrative units, as well as water supply and sewerage utilities |
| Email | • Invitations to consultation meetings  • Project documents | Government actors; local agencies, waste and waste water water agencies, local communities, NGOs | As needed | PMT – Within MoTE  PCU – Within AKUM  Project covered Municipalities /administrative units, as well as water supply and sewerage utilities |
| Project covered Municipalities /administrative units, as well as water supply and sewerage utilities official webpage | • Leaflet containing information on project GRM | WUs workers, people living in Project affected area | Start of project activities | PMT – Within MoTE  PCU – Within AKUM  Project covered Municipalities /administrative units, as well as water supply and sewerage utilities |
| On-site meetings, trainings and written instructions | • Project GRM, OHS measures, risks during construction works, waste and hazardous materials management precautions, PPE, ect. | Workers hired during construction phase, workers engaged in project implementation activities’, Local communities | Prior to start the implementation of construction works foreseen under the project,  and continuously as needed | PMT and PCU  Project covered Municipalities /administrative units,  Workers and Construction and supervision companies staff involved in the project |

## 6.2 Proposed Strategy for Information Disclosure

*Table 6. Information disclosure strategy*

| **Project stage** | **Target stakeholders** | **Topics of Engagement** | **Methods proposed** | **Locations/ frequency** | **Responsibilities** |
| --- | --- | --- | --- | --- | --- |
| **Stage 1: Project preparation**  (ESMF/RPF/LMP/SEP Disclosure, project design, procurement of contractors and supplies) | **Identified Project Affected Parties (Citizens) and Vulnerable Groups**  ▪ People affected by land acquisition; affected increased level of services and tariffs  ▪ People residing in project area;  ▪ Vulnerable households | ▪ Land acquisition process;  ▪ Assistance in gathering official documents for early land registration;  ▪ Compensation rates and methodology;  ▪ Project documents disclosure;  ▪ Project scope and rationale;  ▪ Project E&S principles;  ▪ Resettlement and livelihood restoration options;  ▪ Gender Based Violence (GBV)/ Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH) awareness-raising;  ▪ Grievance redress mechanism process. | ▪ Virtual public meetings, virtual trainings/workshops (separate meetings specifically for women and people with disabilities);  ▪ Face-to-face meetings;  ▪ Citizens consultation meetings;  ▪ Mass/Social Media Communication - Facebook;  ▪ Disclosure of written information - Brochures, posters, flyers, leaflets, website;  ▪ Information boards in the premises of the local communities, Municipalities/administrative units level;  ▪ Grievance redress mechanism;  ▪ PAP survey –prior to completion of resettlement;   * For the vulnerable groups appropriate location in a very close vicinity of the residence would be chosen for the venue of the consultation. Mostly face to face meeting would be a method of consulting the categories of the citizens that would be considered as vulnerable group | ▪ Project launch meetings in Project affected municipalities and local communities; ▪ Monthly online meetings in Project affected municipalities; ▪ Survey of PAPs in Project affected municipalities and local communities;  ▪ Communication through mass/social media and official municipalities web sites (as needed);  ▪ Information boards with brochures/posters/leaflets in the premises of the Project affected  Regular basis, as the information is updated it is redisclosed | ▪ PMT (Environnent & Social (E&S) Consultants);  ▪ PCU (Environnent & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units  ▪ Land acquisition, department of Municipalities  ▪ RAP consultant;  ▪ World Bank project team |
| **Other Affected Parties (Government actors)**  ▪ Local Government  ▪ Local Agencies (regional agency of environment and regional agency of Protected areas)  ▪ Municipalities and administrative units and their relevant departments;  ▪ waste management units and water supply and sewerage utilities  ▪ Cadaster offices | Project documents disclosure;  ▪ Land acquisition process;  ▪ Registration of land plots;  ▪ Resettlement and livelihood restoration options;  ▪ Project scope, rationale and E&S principles;  ▪ Grievance redress mechanism process | ▪ Direct email communication  ▪ Individual and/or group meetings online, or with physical presence  ▪ Face-to-face meetings;  ▪ Virtual public meetings with PAPs. | Regularly as needed (Weekly/Biweekly) | ▪ PMT (Environment & Social (E&S) Consultants);  ▪ PCU (Environment & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units  ▪ Land acquisition, department of Municipalities  ▪ RAP consultant;  ▪ World Bank project team |
| **Other Interested Parties (Citizens/local communities)**  ▪ Press and media at the project level;  ▪ NGOs;  ▪ General public, jobseekers;  ▪ Businesses and Business organizations;  ▪ Workers' organizations. | ▪ Land acquisition process;  ▪ GBV/SEA/SH related consultation;  ▪ Grievance redress mechanism process;  ▪ Project documents disclosure;  ▪ Project scope, Project information rationale and E&S principles; | ▪ Virtual public meetings, virtual trainings/workshops (separate meetings specifically for women and people with disabilities);  ▪ Mass/social media communication- Facebook;  ▪ Disclosure of written information - Brochures, posters, website;  ▪ Information boards in project areas  ▪ Municipalities/administrative units;  ▪ Grievance redress mechanism;  ▪ media, local representatives;  ▪ Notice board for employment recruitment.  GBV/SEA/SH related issues would be handled and awareness on the issue including change of mind on the matter by the society at large would be addressed by implementing agencies including, local NGOs and NGOs specifically working on GBV/SEA/SH matter. | ▪ Information is redisclosed continuously, as gets updated  ▪ Monthly online meetings in Project affected municipalities; | ▪ Land acquisition department of Municipalities and Cities;  ▪ PMT (Environment & Social (E&S) Consultants);  ▪ PCU (Environment & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units |
| **Other Interested Parties (Government actors)**  ▪ Other Government Departments from which permissions/clearances are required;  ▪ Other project developers reliant on or in the vicinity of the Project and their financiers | ▪ Project information - scope and rationale and E&S principles;  ▪ Coordination activities;  ▪ Land acquisition process;  ▪ Grievance redress mechanism process. | ▪ Face-to-face meetings;  ▪ Invitation to virtual public meetings.  ▪Direct email communication | As needed | ▪ PMT (Environment & Social (E&S) Consultants);  ▪ PCU (Environment & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units |
| **Other Interested Parties (Citizens)**  ▪ Other PIU’s Staff;  ▪ Project Design and Development Engineers;  ▪ Contractors, sub-contractors, service providers, suppliers, and their workers/labor force | ▪ Project information - scope and rationale and E&S principles;  ▪ Training on ESMF/ESMP requirements and other sub management plans;  ▪ GBV/SEA/SH awareness-raising and training on the contractors’ code of conduct (which will include GBV/SEA/SH);  ▪ Grievance redress mechanism process;  ▪ Feedback on consultant/ contractor reports. | ▪ Online trainings and workshops;  ▪ Face-to-face meetings, only if needed;  ▪ Invitation to virtual public meetings, virtual trainings/workshops;  ▪ Submission of required reports. | As needed | ▪ PMT (Environment & Social (E&S) Consultants);  ▪ PCU (Environment & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units  ▪ Land acquisition, department of Municipalities  ▪ RAP consultant;  ▪ World Bank project team |
| **Stage 2: Implementation/construction phase** | **Project Affected Parties (Citizens) and Vulnerable Groups**  ▪ People affected by land acquisition;  ▪ People residing in project area;  ▪ Vulnerable households | ▪ Land acquisition process (land registration; compensation rates and methodology; livelihood restoration)  ▪ Grievance redress mechanism process;  ▪ Community Health and safety impacts (Construction-related safety measures);  ▪ Employment opportunities;  ▪ Environmental concerns;  ▪ GBV/SEA/SH awareness-raising;  ▪ Project status. | ▪ Virtual/face to face public meetings, virtual trainings/workshops (separate meetings specifically for women and people with disabilities);  ▪ Citizens consultation meetings,  ▪ Individual outreach to PAPs;  ▪ Mass/Social Media Communication - Facebook;  ▪ Disclosure of written information - Brochures, posters, flyers, website  ▪ Municipalities/administrative units  ▪ Notice board(s) at construction sites  ▪ Grievance redress mechanism;  ▪ Local monthly newsletter;  ▪ Citizen/PAP survey - Upon completion of resettlement and/or construction | ▪ Monthly/quarterly meetings in all affected municipalities and administrative units with ongoing construction; | ▪ PMT (Environnent & Social (E&S) Consultants);  ▪ PCU (Environnent & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units  ▪ Land acquisition, department of Municipalities  ▪ RAP consultant;  ▪ World Bank project team |
| **Other Affected Parties (Government actors)**  ▪ Local Government Municipalities;  ▪ local agencies and departments related to the project  ▪ Cadastre offices | ▪ Land acquisition process;  ▪ Registration of land plots;  ▪ Resettlement and livelihood restoration options;  ▪ Project scope, rationale and E&S principles;  ▪ Grievance redress mechanism process;  ▪ Project status. | ▪ Face-to-face meetings;  ▪ Virtual public meetings with PAPs. | Weekly (as needed) | ▪ PMT (Environnent & Social (E&S) Consultants);  ▪ PCU (Environnent & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units  ▪ Land acquisition, department of Municipalities  ▪ Supervision and RAP consultants;  ▪Contractor/subcontractors. |
| **Other Interested Parties (Citizens)**  ▪ Press and media at the project level; ▪ NGOs;  ▪ General public, jobseekers, tourists;  ▪ Businesses and Business organizations;  ▪ Workers' organizations.    **Other Interested Parties**  ▪ Other project implementing agencies Staff;  ▪ Supervision Consultants;  ▪ Contractor, subcontractors, service providers, suppliers and their workers | ▪ Project information - scope and rationale and E&S principles;  ▪ Coordination activities;  ▪ Land acquisition process;  ▪ Health and safety impacts and community health and safety;  ▪ Employment opportunities;  ▪ Environmental concerns;  ▪ GBV/SEA/SH related consultation;  ▪ Grievance redress mechanism process. | ▪ Face to face / Virtual public meetings, virtual trainings/workshops (separate meetings specifically for women and people with disabilities);  ▪ Mass/Social Media Communication - Facebook;  ▪ Disclosure of written information - Brochures, posters, flyers, public relations kits, website;  ▪ Information boards in the premises of the local community Municipalities/administrative units;  ▪ Grievance mechanism;  ▪ Project tours for media, local representatives;  ▪ Notice board(s) at construction sites.  GBV/SEA/SH related issues would be handled and awareness on the issue including change of mind on the matter by the society at large would be addressed by implementing agencies including local NGOs | Monthly/quarterly meetings in all affected municipalities with ongoing construction and local communities; | ▪ Land acquisition department of Municipalities and administrative units; ▪ PMT (Environment & Social (E&S) Consultants);  ▪ PCU (Environment & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units ▪Supervision and RAP consultants;  ▪ Contractor/sub contractors |
| **Stage 3: post-construction/ operation phase** | **Project Affected Parties (Citizens)** **and Vulnerable Groups**  ▪ People affected by land acquisition;  ▪ People affected by service tariffs increment  ▪ People residing in project area;  ▪ Vulnerable households | ▪ Satisfaction with engagement activities and GRM;  ▪ Grievance redress mechanism process;  ▪ Community health and safety measures during operation phase;  ▪ GBV/SEA/SH awareness-raising;  ▪ Accessing resettlement compensation and completing land transfer (for PAPs who have not yet received it, if any) | ▪ Virtual public meetings, virtual trainings/workshops (separate meetings specifically for women and people with disabilities);  ▪ Individual outreach to PAPs;  ▪ Citizens consultation meetings;  ▪ Mass/Social Media Communication - Facebook; ▪ Grievance redress mechanism;  ▪ PAP survey - Upon completion of resettlement | ▪ Meetings in affected municipalities and administrative units (semiannual);  ▪ Survey of citizens/PAPs;  ▪ Information boards with brochures/posters/leaflets in the premises of the Project affected Municipalities/ and administrative units | ▪ PMT (Environnent & Social (E&S) Consultants);  ▪ PCU (Environnent & Social (E&S) Consultants);  ▪ Project covered Municipalities/administrative units  ▪ Land acquisition, department of Municipalities |
| **Other Interested Parties (Citizens and local community)**  ▪ Press and media at the project level; ▪ NGOs;  ▪ General public, jobseekers, tourists;  ▪ operation and management Businesses and Business organizations;  ▪ Workers' organizations. (Government actors  ▪ Local Government (Municipalities and Cities) Departments; | Grievance redress mechanism process;  ▪ GBV/SEA/SH related consultation;  ▪ Community health and safety measures during operation phase. | ▪ Mass/Social Media Communication - Facebook; ▪ Disclosure of written information  ▪ Project tours for media, local representatives.  GBV/SEA/SH related issues would be handled and awareness on the issue including change of mind on the matter by the society at large would be addressed by implementing agencies including, local NGOs and NGOs specifically working on GBV/SEA/SH matter. | Meetings in affected municipalities (semiannual); | ▪ PMT (Environnent & Social (E&S) Consultants);  ▪ PCU (Environnent & Social (E&S) Consultants);  ▪Municipalities/administrative units |

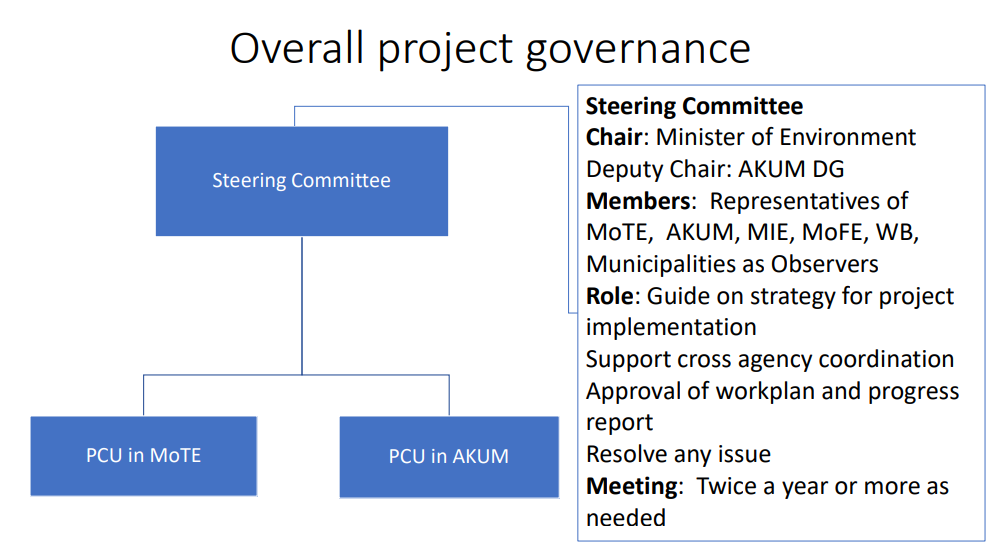
# 7. Implementation Arrangements and Intuitional Analysis for Stakeholder Engagement

## 7.1 Project Enabling Efforts from Lessons Learned

The Project recognizes that the stakeholder profile is quite diverse their expectations and orientation as well as capacity to interface with the project might be different. The project design and institutional arrangements have been drawn such as to enable mitigation of social exclusion risks and come up with types of activities and approaches to address the likely impediments arising the reform. This Project will be based on the early engagement and maintenance of dialog as a role model overall and in engagement with local communities in particular during preparation and implementation of site-specific resettlement plans.

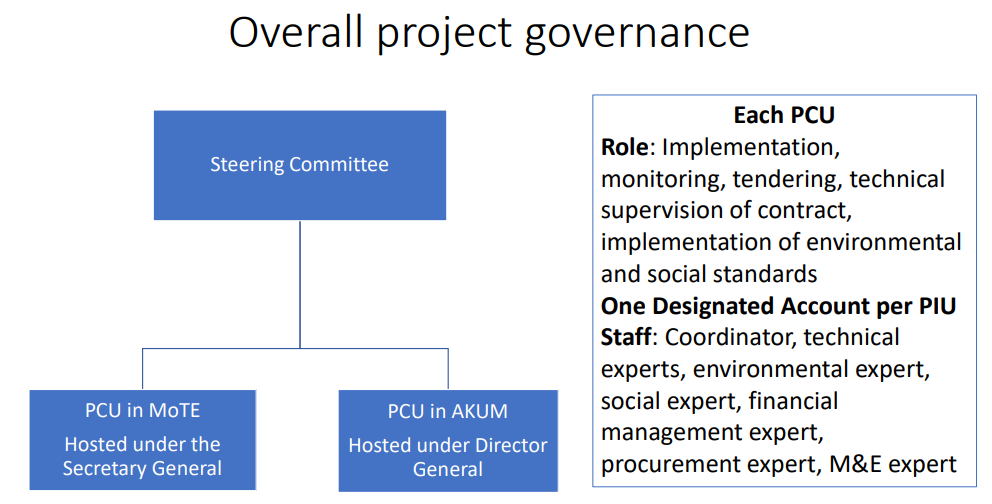
## 7.2 Roles and Responsibilities

Stakeholder engagement will be coordinated and led by the PMT and PCU supported by the social and environmental specialist. The PMT/PCU will closely coordinate with other key stakeholders –Local Governments (line departments included), Extension Services, and local NGOs. The roles and responsibilities of these actors/stakeholders are summarized in the figure below.



PCU in AKUM

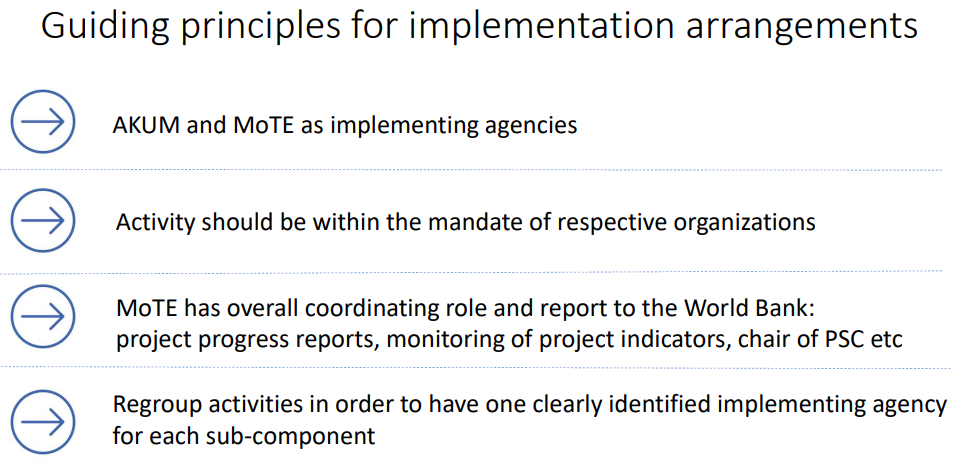
PMT in MoTE



PMT in MoTE

PMT and PCU

PCU in AKUM



# 8. Grievance Redress Mechanism

Grievance includes complaints and suggestions on project implementation. Key objective of grievance mechanism is to ensure efficient manner to address grievances. The World Bank expects each project to establish such a mechanism in line with ESS10, at early stage of project development in order to be able to address specific issues in adequate and timely manner. The project will help improve the existing grievance mechanisms to ensure all grievances are recorded and monitored, with the aim to increase transparency and accountability, as well as to reduce risk of Project’s adverse environmental and social impact. An uptake mechanism for SEA/SH related grievances will be established prior to commencement of civil work, investment/local investment programs and behavioral change support. A Project level grievance redress mechanism (GRM) will be administered by the PMT and PCU and Sub-Project specific Local Grievance Redress Committees (LGRC), established and administered by the local Governments with representatives from the key stakeholders: PMT, PCU representative, Municipal representative and representative of the PAPs, NGO representative (female) working for Gender and GBV/SEA/SH[[7]](#footnote-7) issues. The GRM will provide the opportunity for continued feedback on the Subprojects and resolution of individual grievances during implementation. Procedures related to complaints handling will be posted on the PMT/PCU website to ensure full transparency. The GRM shall serve as both Project level information center and grievance mechanism, available to those affected by implementation of all Project sub-components and be applicable to all Project activities and relevant to all local communities affected by project activities. The GRM shall be responsible for receiving and responding to grievances and comments of the following four groups:

▪ A person/legal entity directly affected by the project, potential beneficiaries of the Project,

▪ A person/legal entity directly affected by the project through land acquisition and resettlement,

▪ Stakeholders - people with interest in the project, and

▪ Residents/communities interested in and/or affected by project activities.

The Central Grievance Redress Committee (CGRC) shall be established immediately after the effectiveness of the Project, in order to manage and appropriately answer complaints during its different phases while the LGRC shall be effective upon decision on each new Sub-Project has been taken. The CGRC will be a committee with members seconded by the AKUM, Ministry and the PIU coordinator, whether the PIU employee (either Social Specialist of M&E specialist will logistically support the work of the committee). LGRC will be formed by members seconded by respective local government, water supply/solid waste management company and the regional employee of the PIU. In addition to the GRM, legal remedies available under the national legislation are also available (courts, inspections, administrative authorities etc.). PMT/PCU and the Local Governments respectively are responsible for establishing functioning GRM and informing stakeholders about the GRM role and function, the contact persons and the procedures to submit a complaint in the affected areas.

Information on the GRM will be available:

▪ on the websites of the PMT/PCU (*https://turizmi.gov.al/),*

▪ on the notice boards and websites of Local Governments, municipalities and Water Supply and Sewerage Utilities,

▪ through social media campaigns,

▪ through online platforms.

## 8.1 Raising grievances

Effective grievance administration strongly relies on a set fundamental principle, designed to promote the fairness of the process and its outcomes. The grievance procedure shall be designed to be accessible, effective, easy, understandable and without costs to the complainant. Any grievance can be brought to the attention of the GRM personally or by telephone or in writing by filling in the grievance form by phone, e-mail, post, fax or personal delivery to the addresses/numbers to be determined. The access points and details on local entry points shall be publicized and shall be part of the awareness building once the locations of the Project are known.

## 8.2 Grievances administration

Any grievance shall follow the path of the following mandatory steps: receive, assess and assign, acknowledge, investigate, respond, follow up and close out.

Once logged, the GRM shall conduct a rapid assessment to verify the nature of grievances and determine on the severity. Within 3 days from logging, it will acknowledge that the case is registered and provide the grievant with the basic next step information. It will then investigate by trying to understand the issue from the perspective of the complainant and understand what action he/she requires. The GRM will investigate the facts and circumstances and articulate an answer. The final agreement should be issued and grievant be informed about the final decision not later than 30 days after the logging of the grievance. Closing out the grievance occurs after the implementation of the resolution has been verified. Even when an agreement is not reached, or the grievance was rejected, the results will be documented, actions and effort put into the resolution. If the grievance could not be resolved in amicable endeavor, the grievant can resort to the formal judicial procedures, as made available under the Albanian national legal framework. Logging a grievance with the GRM does not preclude or prevent seeking resolution from an official authority, judicial or other at any time (including during the grievance process) provided by the Albanian legal framework.

In case of anonymous grievance, after acknowledgment of the grievance within three days from logging, the GRM will investigate the grievance and within 30 days from logging the grievance, issue the final decision that will be disclosed on the respective website.

The GM shall keep a grievance register log, which will include grievances received through all admission channels, containing all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. However, the personal data of each Grievant shall be protected under the Law no. 9887, dated 10.03.2008, amended by law no. 120/2014 “ON THE PROTECTION OF PERSONAL DATA”.

## 8.3 Grievance and beneficiary feedback reporting

The role of the GRM, in addition to addressing grievances, shall be to keep and store comments/grievances received and keep the Central grievance log administered by the MoTE and AKUM. In order to allow full knowledge of this tool and its results, quarterly updates from the GRM shall be available on the MoTE and AKUM official website. The updates shall be disaggregated by gender, type of grievances /complaints and presented at annual workshops which will be used as a feedback generator platform.

## 8.4 Constitution of GRM

MoTE and AKUM will add the role of GRM for this Project to the respective official websites, by the time public consultations on this SEP have been completed. This will allow any potential grievance to be addressed even at the planning stage. The Info Centre will be responsible for GRM administration, take any action necessary to address the grievance and inform the complainant about the outcome of the process, and maintain a data base of stakeholders, their responsible persons and representatives.

The existence of a GRM should not prevent citizens or communities from pursuing their rights and interests by seeking redress through the courts, administrative law procedures, or other formal dispute resolution mechanisms available.

## 8.5 Grievance Log

The MoTE and AKUM implementation units should maintain grievance log to ensure that each complaint has an individual reference number and is appropriately tracked and recorded actions are completed. When receiving feedback, including grievances, the following is defined:

* Type,
* Category,
* Deadline for resolving the appeal, and
* Agreed action plan.

Each complaint should be assigned with an individual reference number and is appropriately tracked and recorded actions are completed. The log should contain the following information:

* Name of the grievant, location and details of the grievance.
* Date of submission.
* Date when the Grievance Log was uploaded onto the project database.
* Details of corrective action proposed,
* Date when the proposed corrective action was sent to the complainant (if appropriate).
* Date when the grievance was closed out.
* Date when the response was sent to the grievant.

## 8.6 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank’s attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit [*http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service*](http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service). For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org/).

# 9. Monitoring and Reporting of the SEP

The results of the stakeholder engagement process will be included in the Project Monitoring Reports. These will be provided at a frequency as indicated in the ESCP. The monitoring reports will include the following information:

* Venue, time and date of any public consultation meetings that have been undertaken;
* Issues and concerns raised during the consultative meetings;
* A list of the number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances; and
* Information on how the issues raised during the meetings and through grievances were/will be taken into consideration during the Project implementation (construction) Phase.

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

1. **Formal Meetings**

All formal meetings, which are scheduled through the stakeholder engagement team will be documented and minutes taken. Minutes will be captured in English and Albanian by team members engaged (Social expert within PMT/PCU). Attendance registers / form will be maintained in appropriate formats.

1. **Attendance Register / Form**

A Stakeholders register form will be used to track the Consultation and Disclosure process. Specific stakeholder engagement actions will then be tracked in the registers / form, which contains the list of all stakeholders identified, under what category they fall, their importance to the project in terms of how they can influence or be influenced by the Project.

1. **Record Keeping**

A master database will be maintained by MoTE and AKUM to record and track management of all comments and grievances, and independently audited. This will serve to help monitor and improve performance of the Comment Response and, Grievance Redress Mechanism. This database will be continued throughout all phases of the Project.

# 10. Disclosure and Consultation requirements

Following a 14 days two-week disclosure window once endorsed by MoTE, AKUM and the WB, the draft SEP, shall be subject to Public consultations. The SEP will be disclosed in Albanian and English at the website of the MoTE and AKUM together with invitations to the Public Consultations. Given the importance of Project, its scale and geographical spread the Public invitation shall be announced in a reputable printed media with national coverage to allow a wide range of Stakeholders to be included in the Consultation process. This will provide the Stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures and allow MoTE and AKUM to consider and respond to them.

The Invitation shall indicate how the document to be consulted on may be accessed, the Project details, date, time and venue of the consultations, and contact information details for feedback and /or questions.

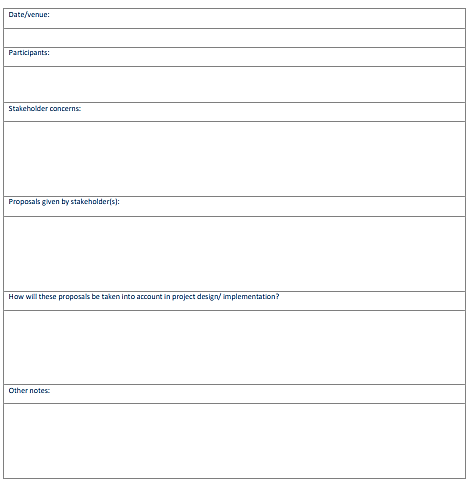
Once the Consultations have been completed, Minutes of the Meeting shall be prepared and annexed to the SEP. The Minutes shall reflect on the feedback received, questions raised and how these were incorporated into the final document. The attendance of Stakeholders shall be verified through a signed attendance log, preferable with contact details of the attendees and photographs with permission to disclose.

# 11. Annexes

## Annex 1: Grievance form

|  |
| --- |
| Reference No: |
| Full Name  *Note: you can remain anonymous if you prefer, or request not to disclose your identity to the third parties without your consent. In case of anonymous grievances, the decision will be disclosed at the Projects website* |
| First name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Last name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ❏ I wish to raise my grievance anonymously |
| ❏ I request not to disclose my identity without my consent Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail). |
| ❏ By Post: Please provide mailing address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ❏ By Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ❏ By E‑mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ❏ I will follow up the resolution at the website as I want to remain anonymous |
| Preferred Language for communication ❏ Albanian ❏ Other *(indicate)* |
| Description of Incident or Grievance (*What happened? Where did it happen? Who did it happen to? What is the result of the problem? Date of Incident/ Grievance)* |
| ❏ One-time incident/grievance (date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| ❏ Happened more than once (how many times? \_\_\_\_\_)  ❏ On‑going (currently experiencing problem) What would you like to see happen to resolve the problem?  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Please return this form to: The Ministry of Tourism and Environment. |

## Appendix 2: Format table for documenting stakeholder engagement



Other Notes:

How will these proposals be taken inti account in project design/implementation:

Proposal given from stakeholder/stakeholders:

Stakeholders Concerns:

Participants:

Date/Venue:

## Appendix 3: ESF CONSULTATION MEETING DURING APPRAISAL PHASE

**Minutes of Disclosure Meetings during the appraisal phase**

**Minutes of the Environmental and Social consultation meetings**

**Albanian Clean and Resilient Environment for Blue Sea Project**

**Project Technical and Environmental and Social disclosure meeting in Permet Municipality**

Title: Local presentation meeting for the CARE4BlueSea project ESF disclosure

Date: December 12, 2022

Venue: Multifunctional Center, Permet Municipality

**Agenda**

* 16:00- 16:05 Welcoming opening by the Mayor of Permet Municipality, Mrs. Alma Hoxha
* 16:05 – 16:30 Presentation of the project by the Ministry of Tourism and Environment and ESF
* 16:30 – 16:50 Presentation of waste, wastewater and sanitation investments, AKUM and ESF
* 17:00 – 17:15 Discussion session
* 17:15 – 17:30 Closing and final remarks

Participants in the meeting included representatives of the Ministry of Tourism and Environment and its dependent agencies, like the National Agency of Protected Areas and its regional directorates (Vlora , Gjirokastra), the National Agency for Water, Wastewater and Waste Management (AKUM), the National Agency of Water Resources and the Vjosa Basin; District representatives such as the head of Gjirokastra Prefecture, Head of Vlora Prefecture, Vice Head of Gjirokastra Regional Council, Vice mayor of Saranda Municipality; mayor and representatives of municipalities within the wide project area- such as the Vice/Mayors of Gjirokastra and Saranda, Municipality representatives of Permet, Tepelene, Kelcyre, Memaliaj, Himare, Dropull, Memaliaj; Water Supply Services and World Bank representatives. A list of participants is attached in Annex 1 of this MoM.

The meeting was held within the premises of the Multifunctional Center of Permet Municipality. The mayor of Permet, Mrs. Alma Hoxha, kindly contributed to the organization of this event in great detail.

The meeting was opened by the Mayor of Permet, Mrs. Alma Hoxha. The mayor underlined the strategic importance of this new project and expressed her appreciation to the Government of Albania for the initiative.

The mayor’s presentation was followed by a presentation by Mrs. Daniel Pirushi, Director of the National Agency of Protected Areas. She highlighted the importance of the CARE4BlueSea project for the Vjosa Basin, considering the enormous efforts made by the government for the nomination of the Vjosa River National Park and the continuous engagement by the Ministry of Tourism and Environment to design and approve the Vjosa Basin Management Plan. The CARE5BlueSea project is expected to contribute to the joint efforts for the nomination of the Vjosa National Park, through investments aimed at improving the environmental condition of the area.

The meeting continued with the presentation of Mr. Sofjan Jaupaj, Director of Economic Affairs and Supporting Services at the Ministry of Tourism and Environment. Mr. Jaupaj, as a representative of the MoTE as an Implementing Agency, introduced the project components that this Implementing Agency will be responsible for implementation with the assistance of the Project Management Team.

Mr. Jovan Gjika, representative of AKUM, also an implementing agency for the project, introduced to sufficient detail the project components to be covered by AKUM. Mr. Gjika also explained the rationale behind the selected sanitation and waste infrastructure for CARE4BlueSea project.

Presentations were followed by the Environmental and Social Experts engaged during the pre-appraisal phase.

The following ESF instruments prepared during this phase were presented:

* Environmental and Social Management Framework
* Resettlement Policy Framework
* Stakeholder Engagement Plan
* Labor Management Procedures
* Environmental and Social Commitment Plan

The main identified environmental and social impacts identified during this phase, as well as the instruments necessary during the implementation and maintenance phases of the sub-projects were outlined during the two presentations, made by the environmental expert Anni Kallfa and the social expert Erjona Bajraktari.

**Discussion session**

The discussion session was facilitated by Mrs. Daniel Pirushi and Mr. Sofjan Jaupaj.

The following questions were addressed by the participants:

Mr. Flamur Mamaj, Prefect of Vlora Qark, outlined that the project needs to involve all municipalities located within Vjosa Basin, which in total are 13. He also mentioned that the project should require a more active involvement of the Water Resources Management Agency. The example of the Protected Area Management Committee for Vlora Qark is an excellent example.

To address this concern, Mr. Sofjan Jaupaj outlined that during the project conception phase, all 13 municipalities with the Vjosa basin were consulted. The project however is expected to have a more meaningful engagement with municipalities that are part of Vlora South Waste Zone.

Mr. Odise Kote, Prefect of Gjirokastra Qark, drew attention to the need to strengthen the education component of the project and to reach even to local communities to explain the investments and the project details. This should be accompanied by an education campaign, reaching all community representatives.

Mr. Jaupaj therefore replied that this is a right concern and that the project should reflect by increasing the awareness rising budget.

Mr. Engjell Serjani, Deputy Mayor of Gjirokastra Municipality, asked a question regarding the financial mechanisms of the project, whether it will be a loan or grant. Mr. Jaupaj replied that, given that the project is still in the appraisal phase, and this issue will be decided during negotiations.

Mr. Aleksander Toti, representative of the Tepelene Municipality, commented that this project very well complements the efforts that the Tepelene Municipality is doing for the nomination of the Vjosa National Park. Mrs. Daniel Pirushi, Head of the National Agency of Protected Areas, responded that this is a joint effort and the NAPA and the MoTE is proud to be leading this process.

ANNEX 1: LIST OF PARTICIPANTS

**Photo documentation**







**Project Technical and Environmental and Social disclosure meeting at National level**

Title: Presentation meeting for the CARE4BlueSea project ESF disclosure

Date: December 13, 2022

Venue: Online

**Agenda**

* 13:00 – 13:15 Welcoming opening by Mr. Sofjan Jaupaj, Representative of the Ministry of Tourism and Environment
* 13:15 – 13:45 Presentation of respective implementing agency components (waste, wastewater and sanitation investments), AKUM
* 13:45 – 14:15 Presentation of the respective project components by the Ministry of Tourism and Environment
* 14:15 – 14:45 Presentation of the Environmental and Social instruments
* 14:45 – 15:00 Discussion session

The meeting was organized by the Ministry of Tourism and Environment, which also sent the invitations, in cooperation with AKUM. Participants in the meeting included representatives of the main national stakeholders related to the project cycle, such as National Agency for Territory Planning, National Agency for Territorial Development, Water Resources Management Agency, Donors, NGO’s, etc. A full list of participants can be found in Annex 1.

The meeting was opened by Mr. Sofjan Jaupaj, Director of Economic Affairs and Supporting Services at the Ministry of Tourism and Environment. He highlighted the main project components, financing and implementation arrangements, as well as the components that the MoTE will be responsible to implement through its Project Management Team.

Mr. Jovan Gjika, representative of AKUM, also an implementing agency for the project, introduced to sufficient detail the project components to be covered by AKUM. Mr. Gjika also explained the rationale behind the selected sanitation and waste infrastructure for CARE4BlueSea project.

Presentations were followed by the Environmental and Social Experts engaged during the pre-appraisal phase.

The following ESF instruments prepared during this phase were presented:

* Environmental and Social Management Framework
* Resettlement Policy Framework
* Stakeholder Engagement Plan
* Labor Management Procedures
* Environmental and Social Commitment Plan

The main identified environmental and social impacts identified during this phase, as well as the instruments necessary during the implementation and maintenance phases of the sub-projects were outlined during the two presentations, made by the environmental expert Anni Kallfa and the social expert Erjona Bajraktari.

**Discussion session**

The discussion session was facilitated by Mr. Sofjan Jaupaj and Mrs. Anni Kallfa.

The following questions were addressed by the participants:

Mrs. Jula Selmani, employee of the National Agency of Protected Areas, highlighted the fact that for each sub-project, the clearance/opinion of the National Agency of Protected Areas must be obtained during the screening phase.

Mrs. Klodiana Marika, Director at the Ministry of Tourism and Environment, congratulated the project team for the preparation of the ESF instruments, however, she emphasized that ESIA and SIA are very important tools to fulfill procedures for dumpsites, which will upgrade the environmental conditions in the Vjosa valley national park. The project will also contribute to the EU Chapter 27 by ensuring proper infrastructure for waste management.

The meeting was closed by Mr. Sofjan Jaupaj and the environmental and social experts. The deadline for feedback on the draft ESF documents was announced to be December 22, 2022.

**LIST OF PARTICIPANTS**

World Bank: Berengere Prince, Shpresa Kastrati, Bekim Ymeri, Erion Istrefi

MoTE: Sofjan Jaupaj, Klodiana Marika, Elvana Ramaj

AKUM: Florian Demi, Jovan Gjika

NAPA: Jula Selmani

AKPT: Adelina Greca

AMBU: Halit Kamberi

SANE27 project: Jadranka Ivanova, Rezart Kapedani

AFD: Mirela Mata

EEAS Tirana: Edvin Pacara

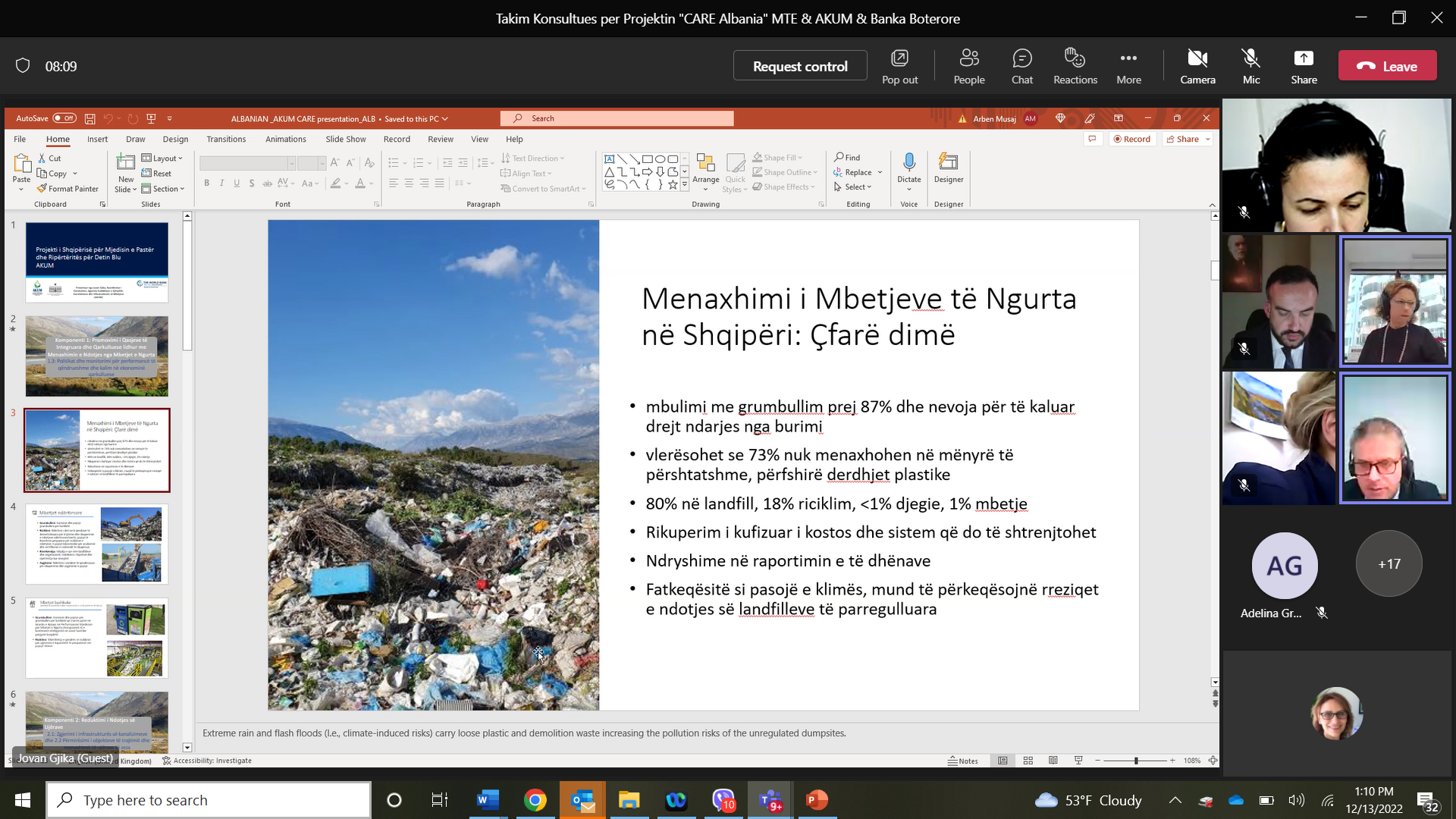
Rovena Metoja

Enkelejda Shkurtaj

Sebastian Carreau

Erjona Bajraktari

Anni Kallfa



1. Coastal belt is defined in the *2030* *Integrated Cross-Sectorial Plan for the* [Coastal Belt](https://planifikimi.gov.al/index.php?eID=dumpFile&t=f&f=2744&token=6bd48198928b6ea749c4ce8c142ef1d158bb2b8c) of the Government of Albania. It has four contiguous zones that extent deep into the hinterland, cover the Vjosa river basin and stretch from Oriqum to the Greek border. See map 2 in Annex 4. [↑](#footnote-ref-1)
2. Coastal belt is defined in the *2030* *Integrated Cross-Sectorial Plan for the* [Coastal Belt](https://planifikimi.gov.al/index.php?eID=dumpFile&t=f&f=2744&token=6bd48198928b6ea749c4ce8c142ef1d158bb2b8c) of the Government of Albania. It has four contiguous zones that extent deep into the hinterland, cover the Vjosa river basin and stretch from Oriqum to the Greek border. See map 2 in Annex 4. [↑](#footnote-ref-2)
3. Hygienically separates human excreta from human contact. [↑](#footnote-ref-3)
4. Not shared with other households and where excreta are safely disposed of in situ or treated off-site. [↑](#footnote-ref-4)
5. Household eligibility criteria will be in line with Decision of Council of Ministers Nr.18, date 12.01.2018 ‘On Subsidies for Connecting Contracts and Installation of Water Meters for Categories in Need’. [↑](#footnote-ref-5)
6. Available in English at: http://pubdocs.worldbank.org/en/837721522762050108/Environmental-and-Social-Framework.pdf [↑](#footnote-ref-6)
7. During the first year of the implementation uptake mechanism for the SH/SEA related grievances will be established. Most probably cooperation with specialized NGO on SH/SEA will be solicited. [↑](#footnote-ref-7)