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MUNICIPAL SERVICES IMPROVEMENT PROJECT

KAYSERİ WATER AND SEWERAGE ADMINISTRATION (KASKİ)

EASTERN REGION 1ST PHASE DRINKING WATER SUPPLY PROJECT

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Revision : REV.07

Submission : February 2025



REPUBLIC OF TURKEY
MINISTRY OF ENVIRONMENT,
URBANIZATION AND CLIMATE CHANGE



iLBANK
TÜRKİYE'NİN YAPICI GÜCÜ



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Project Information

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This Stakeholder Engagement Plan has been prepared by POSEİDON Environmental Social Consulting Engineering Trade Ltd Co. (POSEİDON within the scope of Kayseri Water and Sewerage Administration Eastern Region 1st Phase Drinking Water Supply Project financed by the World Bank (WB).



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List of Abbreviations

Aol	Area of Influence
CIMER	Presidency's Communication Center
EDF	European Development Fund
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMR	Environmental and Social Monitoring Reports
FRIT	The Financial Assistance Instrument for Refugees in Turkey
GBV	Gender-Based Violence
GM	Grievance Mechanism
IBRD	International Bank for Reconstruction and Development
ILBANK	İller Bankası A.Ş.
KASKİ	Kayseri Water and Sewerage Administration
m	meter
POSEİDON	POSEİDON Environmental Social Consulting Engineering Trade Ltd Co
MSIP	Municipal Services Improvement Project
OHS	Occupational Health and Safety
OIP	Other Interested Parties
PAP	Project Affected People
PIU	Project Implementation Unit
PMU	Project Management Unit
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
SuTP	Syrians under Temporary Protection
The Bank	World Bank
The Project	Eastern Region 1st Phase Drinking Water Supply Project
WB	World Bank
YIMER	Foreigners Communication Center



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EXECUTIVE SUMMARY

In light of the prolonged political turmoil in Syria, Türkiye has emerged as the premier sanctuary for refugees, functioning as both a crucial passageway and a host nation for migrants and refugees from the region. This influx has exerted considerable strain on the existing urban infrastructure, including the systems for water supply, sewage, and waste management in the host communities. Consequently, there is an immediate need for interventions in municipal infrastructure to enhance the current facilities. The Municipal Services Improvement Project in Refugee Affected Areas (P169996) specifically addresses the need for prioritizing municipal services, with a focus on the construction and refurbishment of facilities for water supply, sewage, and waste management in five provinces (Adana, Kahramanmaraş, Kayseri, Konya, and Osmaniye) that have been impacted by the presence of Syrian refugees in Türkiye.

The Kayseri Centrum East Region 1. Stage Water Supply Project (the Project), which is planned to be financed through the Municipal Services Improvement Project (MSIP) with funds from the International Bank for Reconstruction and Development (IBRD) loan and the European Commission's Facility for Refugees in Türkiye (FRIT) grant, is an initiative by KASKİ aimed at addressing the acute water shortage in Kayseri's eastern sectors.

The diminishing groundwater levels, coupled with a lack of alternative water sources in the catchment areas servicing this region, underscore the project's necessity and urgency. A significant factor contributing to the soaring demand for water is the rapid development of the area in recent years, compounded by the surge in residential population due to the influx of Syrians under Temporary Protection (SuTP). As per the Directorate of Immigration Management's 2023 statistics¹, Kayseri ranks as the 13th most favored city by SuTPs, hosting 81,317 registered individuals, which constitutes 5.34% of the total population of Kayseri. This preference is attributed to Kayseri's advanced economic opportunities compared to its neighboring cities. The Kayseri Social Situation Analysis Report by ORAN-Central Anatolia Development Agency reveals that a majority of the Syrian population, approximately 85%, resides in the central districts of Melikgazi and Kocasinan.

Therefore, the proposed project will encompass all engineering services necessary to meet the water needs of a total of 694,960 people. This population includes the projected local population of 657,850 people in 31 neighborhoods of Melikgazi and Kocasinan Districts, as well as the estimated 37,110 remaining Syrian population settled in the project area in Kayseri Province by the year 2057.

The works to be carried out within the scope of the Project are,

- Gravity Line (From Beştepeler Reservoir to proposed Beştepeler Pump Station, Ø1200 mm, Steel, 120 m length)
- Pump Line (From proposed Beştepeler Pump Station to Talas Existing Reservoir, Ø1000 mm, Steel, 7,9008,250 m length including 240 m crossings via horizontal drillings),
- Beştepeler Pump Station (2+1 horizontal shaft pumps)
- Auxiliary Structures on pump line (like washout chamber, air relief valve chambers, Ø400- Ø 450 250 mm discharge lines, isolation valves, water hammer prevention chamber)
- Konaklar Reservoir (5,000 m³)
- İldem Additional Reservoir (2,500 m³)

¹ Ministry of Interior, Department of Immigration, November 23, 2023



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- Displacement Lines (Ø 400- Ø 800 mm required during construction of Konaklar and Ildem Reservoirs)

The revision of the Project route was made due to the fact that the Project is planned in the same area as the Kayseri Metropolitan Kartal Storey Interchange Project, which is to be implemented by Kayseri Metropolitan Municipality. Accordingly, the route has been revised to ensure compatibility between the related infrastructure projects.

During construction and operation phases of the Project, environmental and social risks and impacts caused by project activities may arise. Any potential risks and impacts of the Project during the construction phase would be generally short term with low magnitude that would be locally significant. These impacts would mostly be related to traffic, noise, vibration, air quality, soil disturbance and contamination, waste management, community health and safety, and labor and working conditions (including occupational health and safety). In the Environmental and Social Management Plan (ESMP), the relevant measures to prevent or minimize/mitigate these adverse impacts are defined.

This Stakeholder Engagement Plan (“SEP”) is ready to identify all stakeholders, inform them about the project and its potential environmental and social risks and impacts, and their interest in the project, and define the procedures and principles to establish effective communication with stakeholders and increase participation. This Plan aims to establish long-term relationships based on mutual trust and transparency between the Project and local communities. In addition, it is aimed to reduce the negative effects that may arise from the project and increase the positive effects. With the implementation of this SEP, stakeholders will have timely access to information regarding the Project, its investments, installation works and operational activities. This plan includes the legal framework, the process for identifying stakeholders, the description of the stakeholder engagement program (purpose and timing, proposed strategy for information disclosure, proposed strategy for consultation, future engagement activities, and the mechanism for handling complaints including receiving, closing, taking necessary action, and managing complaints).



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1 INTRODUCTION

World Bank (“WB”) and the Ilbank Trade Incorporation (ILBANK) had agreed to sign the MSIP in Refugee Affected Areas on March 31, 2020, to provide finance to the municipalities/utilities which are affected by the influx of Syrians under Temporary Protection (SuTPs) and suffers from significant operational problems such as high water losses, inadequate water treatment facilities, ageing water supply and sanitation infrastructure, inadequate solid waste management, and lack of wastewater treatment. MSIP is being implemented through three components:

- Component-1: Environmental Infrastructure Investments
- Component-2: Technical Assistance for Project Management, Supervision, Capacity Building, Communication and Citizen Engagement
- Component-3: Monitoring and Evaluation of Trust Fund financed activities

The fund for MSIP is provided from the grant financing by the European Development Fund (“EDF”) under the Municipal Infrastructure Window of FRIT and IBRD loan. ILBANK acts as the financial intermediary of MSIP.

The Directorate General of Kayseri Water and Sewerage Administration (KASKI) signed a sub-financing agreement with ILBANK for financing of East Region 1st Phase Drinking Water Supply (Project) to be implemented under Component-1 of MSIP.

1.1 Project Description

Kayseri's domestic water supply is sourced entirely from groundwater reserves, including springs and wells. In the Kızılırmak Basin, the aquifer water levels remain sufficient, particularly along the Kızılırmak and Sarımsaklı Rivers. Currently, there are 6,282 wells in Kayseri Province, of which 585 are used for drinking water, while the rest serve utility water, animal husbandry, irrigation, and industrial needs. Existing surface water structures, such as dams and ponds, are utilized for irrigation, flood control, and energy generation, but not for drinking water purposes.

The increasing population in Kayseri Centrum, particularly in the eastern region, has led to a rise in water demand. During summer, the eastern part of the city faces water shortages due to higher per capita usage rates. To address this issue, KASKI has designed the "Kayseri Centrum East Region Water Supply Project" to transfer water from the Western part of the city to the Eastern Region.

The project is divided into two stages:

1st Stage: Includes the transmission of water from the Beştepeler Reservoir (fed by wells in the Dokuzpınarlar region) to the Talas Reservoir via a planned pump station and the construction of two planned reservoirs: Ildem Reservoir (2,500 m³) and Konaklar Reservoir (5,000 m³). A total of 8,890 meters of transmission lines will also be constructed during this stage.

2nd Stage: Involves additional transmission lines and pump stations to extend water delivery to further reservoirs.

The Kayseri Centrum East Region 1st Stage Drinking Water Supply Project will serve 31 neighborhoods in the central districts of Kocasinan and Melikgazi. The project area is bordered by Ali Mountain in the south, Kayseri Erkilet Airport in the north, Gesi in the east, and Mustafa Kemal Pasha Boulevard in the west.



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The revision of the Project route was made due to the fact that the Project is planned in the same area as the Kayseri Metropolitan Kartal Storey Interchange Project, which is to be implemented by Kayseri Metropolitan Municipality. Accordingly, the route has been revised to ensure compatibility between the related infrastructure projects.

Project components are given in **Hata! Başvuru kaynađı bulunamadı.**, and **Hata! Başvuru kaynađı bulunamadı.**



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Figure 1-2 Satellite Image of Nearest Settlements





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Potential Environmental and Social Risks and Impacts of the Project

The Project is being prepared under the World Bank’s Environmental and Social Framework (“ESF”), According to ESF, projects are classified into one of four classifications as High Risk, Substantial Risk, Moderate Risk or Low Risk taking into account relevant potential risks and impacts, such as the type, location, sensitivity and scale of the project; the nature and magnitude of the potential environmental and social (“E&S”) risks and impacts; the capacity and commitment of the Borrower; and other areas of risks that may be relevant to the delivery of E&S mitigation measures and outcomes. Considering these, the E&S risk categorization of the project is determined as ‘Moderate’ by ILBANK and an Environmental and Social Management Plan (“ESMP”) is prepared. The anticipated main E&S risks and impacts of the Projects can be summarized as:

- **Construction activities and traffic impacts:** Accidents, dust impact and construction machinery blocking and disrupting walkways and traffic routes in relation to the daily life and safety of the community where construction activities will be carried out.
- **Water interruption impacts:** The greatest impact related to temporary water interruptions will occur during construction activities.
- **Human resources, labor management, employment and working conditions:** Project implementation may involve risks such as failure to ensure gender equality, indirect child labor, rights violations. Complaints in the field may be delayed, not recorded or prevented from reaching the Project Implementation Unit (“PIU”).

Implementation Arrangements

KASKI established a Project Implementation Unit (PIU) to implement the Project, and the Project Management Unit (“PMU”) established under the Department of International Relations of ILBANK will be responsible for the monitoring of the implementation of the Project.

1.2 Objective of the Stakeholder Engagement Plan

Since the Project is being prepared under the ESF, per Environmental and Social Standard 10 (ESS10) of ESF on Stakeholder Engagement and Information Disclosure, KASKI prepared this Stakeholder Engagement Plan (SEP) and will 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, or intimidation.

Therefore, the overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. This SEP outlines the ways in which the KASKI will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. This SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

This SEP will be revised and updated as necessary during project implementation.



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2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

2.1 Methodology

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

- *Openness and life-cycle approach:* Public consultations for the project(s) 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 stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification are undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are 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 that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility:* If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

For the Project, the following stakeholders were identified and analyzed. These stakeholders include project affected parties (PAPs) (as defined in section 2.2), other interested parties (OIPs) (as defined in section 2.3) and disadvantaged/vulnerable individuals or groups (as defined in section 2.4).

2.2 Project Affected Parties

According to the WB ESSs, "where the project involves specifically identified physical elements, issues and facilities likely to generate impacts, environmental and social risks and impacts will be identified in the context of the project's area of influence (AoI)". Thus, the project's AoI consists of the areas likely to be affected by the project, its activities and the facilities directly owned, operated or managed (including by contractors).

Circles with a radius of 500 m were drawn along the line to determine the AoI of the Project area. The neighborhoods in the Area of Influence through which the line passes are as follows: Köşk, Battalgazi, Tacettin Veli, Erenköy, Esenyurt, and Yenidođan neighborhoods. In addition, due to the reservoirs to be located in Konaklar (Germir) and İldem(Gesi Fatih) Cumhuriyet Neighborhoods, these neighborhoods are also included in the AoI. While determining the 500 m distance, the environmental and social impacts that will be caused by the Project have been taken into consideration and it is predicted that these impacts will remain within the determined distance.

Due to the route revision, stakeholders have also been updated, and Hunat and Bahçelievler Neighborhoods are no longer within the new project impact area. KASKİ has engaged with stakeholders and provided the necessary information regarding the project route update. Additionally, due to the route revision, the project will now pass through Erciyes University and Millet Bahçesi. These stakeholders have been included in the updated AoI and will be informed about the project and its potential impacts.



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All communities within the AoI are defined as affected groups. PAPs include local communities, community members and other parties that may be subject to direct impacts from the Project.

2.3 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- Melikgazi Municipality
- Talas Municipality
- Kayseri Provincial Directorate of Environment, Urbanization and Climate Change
- Kayseri Metropolitan Municipality
- Mukhtar of Battalgazi Neighbourhood (Beştepelers Pumping Station will be within the boundaries of Battalgazi neighborhood.)
- Mukhtar of Erenköy Neighbourhood
- Mukhtar of Tacettin Veli Neighbourhood
- Mukhtar of Esenyurt Neighbourhood
- Mukhtar of Yenidođan Neighbourhood
- Mukhtar of Köşk Neighbourhood
- Mukhtar of Konaklar Neighbourhood (Germir Neighbourhood)
- Mukhtar of İldem Cumhuriyet Neighbourhood (Gesi Fatih Neighbourhood)

2.4 Vulnerable/Disadvantaged Individuals or Groups

Under the category of "affected parties", vulnerable persons or communities that may be directly/indirectly affected by the Project are analyzed. The disadvantaged/vulnerable individuals or groups identified in the scope of the project are:

- Elderly people over 70 years of age who live alone and in need of care (41 in total according to information received from mukhtars of neighbourhoods.), These people may experience difficulties in accessing activities and communicating complaints due to lack of necessary physical support.
- According to the information received from the mukhtars there are total 482 households who are refugee households and asylum seekers (Afghan, Syrian, Iraqi, etc.), These people may have difficulties in conveying grievances or participating to stakeholder engagements due to language barriers.
- According to information received from the mukhtars, there are approximately 850 disabled individuals within the influence area. It is necessary to take precautionary measures for these individuals during the construction phase, particularly to address issues such as road closures resulting from project activities.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate.

Lack of transportation to events, language differences will cause difficulties to reach the vulnerable/disadvantaged individuals/groups in terms of participating in consultation activities, events. Vulnerable/disadvantaged groups are expected to participate in stakeholder engagement activities in the project on an equal basis with other stakeholder groups. The Proposed Strategy for Incorporating of the Views of Vulnerable Groups is provided in Section 3.5.



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3 STAKEHOLDER ENGAGEMENT PROGRAM

3.1 Summary of Stakeholder Engagement Done During Project Preparation

Limitations:

A site visit was conducted on December 12-13, 2023. During the field visit, it was planned to conduct interviews with the mukhtars of the neighborhoods in the Aol of the Project, and face-to-face interviews were held with the Mukhtars of Battalgazi, Köşk and Erenköy Neighborhoods. However, due to their unavailability during the planned hours, interviews were conducted with the Mukhtars of Yenidođan, Gültepe, Tacettin Veli, and Esenyurt neighborhoods by phone after the field visit. Esenyurt Neighborhood Mukhtar stated that they had no concerns about the Project during the interview and ended the interview. In addition, the Mukhtars of Konaklar and İldem Cumhuriyet Neighborhoods could not be reached during and after the field visit, and they were invited to the Public Participation Meeting (PPM) held on 16.08.2024. All concerns/complaints expressed during the PPM were recorded (see ANNEX-I:

PUBLIC PARTICIPATION MEETING MINUTES).

In the subject field studies, while it was aimed to obtain information about the current socio-economic structure of the neighborhood, it was also aimed to determine the information level of the project, opinions, and concerns about the Project.

Consultations were held with the mukhtar and during the consultation, a questionnaire was applied to obtain general information about the socio-economic status of the neighborhoods and to learn their level of knowledge about the project. The main source of income of the neighborhoods are pension, civil service, with regular paying jobs, tradesmanship, which is located within the impact area of the project.

In interviews with mukhtars, it was learned that refugees in the neighborhoods work in regular salaried jobs and daily wage jobs in the industrial sector.

As a result of information obtained from the mukhtars during conducted survey studies, Households with low or no income which there are total of 6190, there are total 482 households who are refugee households and asylum seekers (Afghan, Syrian, Iraqi, etc.), over 70 years of age who live alone and in need of care there are total 41 individuals. For details see ANNEX-I: DETAILS OF INTERVIEWS

- to obtain information on the socio-economic structure of the settlements,
- to learn their information level regarding the proposed Project,
- to learn their preference for communication channels for the future consultation activities, and
- to learn their environmental and social concerns in order to recommend alternative Project-specific mitigation measures in the ESMP regarding those concerns.

Negotiations were initiated with public authorities, mukhtar and other stakeholders identified. The stakeholders identified in the region were informed about the location of the Project. Preliminary consultations for the SEP aimed to inform regional public authorities about the Project and to receive their feedback and concerns about the Project's potential impacts.



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Table 3-1 Summary of the Background Studies

Stakeholder	Interviewee	Interview Date and Place	Remarks from the Interviews
Public Authorities	Kayseri Provincial Directorate of Environment, Urbanization and Climate Change	13.12.2023 Municipality's Office	Communication between the Institution and Project officials is effective. No negative impact of the project is expected. Meeting the drinking water needs of the region is considered a priority. No complaints received.
Public Authorities	Kayseri Metropolitan Municipality Land Registry and Expropriation Branch Directorate	13.12.2023 Municipality's Office	As a result of construction and population growth, the need for drinking water is also increasing. For this reason, the project is deemed necessary. No negative impact of the project is expected. No complaints received.
Public Authorities	Talas Municipality	13.12.2023 Municipality's Office	It has been stated that the project will improve the quality of drinking water and will not have any negative effects.
Public Authorities	Melikgazi Municipality	13.12.2023 Municipality's Office	It was stated that the project was necessary because the region is a region that receives immigration. No complaints received.
Interviews with Mukhtar	Mukhtar of Köşk Neighborhood	13.12.2023 Mukhtar's Office	The mukhtar's communication with the project officials is effective. No complaints received.
Interviews with Mukhtar	Mukhtar of Battalgazi Neighborhood	12.12.2023 Mukhtar's Office	The Mukhtar stated that communication with project officials was effective. She stated that the need for the use of the facility has increased with increasing industrialization, population growth and migration to the city.
Interviews with Mukhtar	Mukhtar of Erenköy Neighborhood	12.12.2023 Mukhtar's Office	No negative impact is expected from the project.No complaints received. The Mukhtar demands that a sewer system be built.
Interviews with Mukhtar	Mukhtar of Tacettin Veli Neighborhood	27.05.2024 By the Phone Interview	There are 300 refugee households living in the neighborhood. The Mukhtar stated that the neighborhood needs employment. She has no information about the project. Open to communication.
Interviews with Mukhtar	Mukhtar of Gültepe Neighborhood	24.05.2024 By the Phone Interview	Mukhtar stated that there are infrastructure problems in the neighborhood. He stated that the need for the use of the facility has increased with the population growth in the neighborhood and migration to the city. He stated that he communicated with KASKİ regarding infrastructure problems. He has no information about the project.
Interviews with Mukhtar	Mukhtar of Yenidoğan Neighborhood	24.05.2024 By the Phone Interview	He stated that the population of the neighborhood has increased due to urban transformation. There are 300 poor households in the neighborhood. He has no information about the project. He requests the project authorities to contact him. No complaints were received.



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3.2 Summary of Methods, Tools and Techniques for Stakeholder Engagement

Different engagement methods are proposed and cover different stakeholder needs as stated below:

Public / Community Meetings

Public consultation meetings will be conducted every 6 months throughout the construction period. These meetings aim to inform stakeholders about project progress, E&S impacts and mitigation measures, potential constraints on access to services and feedback from stakeholders. KASKI PIU will share project details and receive feedback from the participants about the project.

Media Communication

As local media usage rates are high among people of different ages and backgrounds in project-affected communities, media channels will be used as much as possible to disseminate information.

Communication Equipment

Written information will be disclosed to the public through various means of communication and various materials, including brochures, flyers, posters, etc. KASKI will also regularly update its website on the E&S performance of the Project. This website will also provide information on the grievance mechanism for the project (see Section 5). All stakeholder engagement processes will be recorded, monitored, evaluated, and reported together with the consultation form (ANNEX-A: CONSULTATION FORM) and documentation such as participant sheets, photos, recordings, etc. will be backed up.

Project Tours for Media and Local Representatives

If necessary, site visits will be organized for selected stakeholders from media or local authorities at appropriate points during the construction phase.

3.3 Stakeholder Engagement Plan

The stakeholder engagement program presented in Table 3-2 outlines the engagement process, methods including sequencing, consultation topics and target stakeholders. KASKI is the responsible party to implement the stakeholder engagement program.

The World Bank and the ILBANK do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed project

1

2



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Table 3-2 Stakeholder Engagement Program

Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Frequency / Timeline
Pre-construction phase	-PAPs -OIPs	<ul style="list-style-type: none"> Purpose, stages, general information about the Project Anticipated E&S impacts and risks Proposed mitigation measures Grievance Mechanism Monitoring objectives and activities to be performed 	Stakeholder Engagement Meeting	Once. After the draft ESMP and SEP are approved by the WB and before the finalization of these E&S instruments
Land preparation and construction phase	-PAPs -OIPs	<p>Information Disclosure</p> <ul style="list-style-type: none"> Purpose, start date, duration, and nature of land preparation, construction, and operations activities Grievance Mechanism Status and effectiveness of implementation of mitigation measures related to relevant E&S impacts/risks Monitoring objectives and activities, and regular reporting back to stakeholders on monitoring results E&S documents (ESMP and SEP) 	Communication Equipment Stakeholder Engagement Meeting	Every 6 months
Land preparation and construction phase	-OIPs	<p>Social progress, economic and social development, and environmental protection</p> <p>Information and consultation on:</p> <ul style="list-style-type: none"> Mitigation measures against potential E&S impacts/risks Grievance Mechanism Sustainability 	Communication Equipment Stakeholder Engagement Meeting	Annually
Operation phase				
Land preparation and construction phase	-PAPs	<p>Traffic and Transportation Management</p> <ul style="list-style-type: none"> Types, number and frequency of vehicles that will be used in construction phase. Plan and timing of the construction activities on the roads Communication of traffic measures and Project Road usage with mukhtars Grievance Mechanism 	Communication Equipment Stakeholder Engagement Meeting Meetings Media Communication Project Tours for Media and Local Representatives	In case of receiving grievances related to traffic and transportation management (annually if no grievance is received)
Operation phase				
Pre-construction phase	Vulnerable/ Disadvantaged Individuals/ Groups	<p>Interest of vulnerable/disadvantaged individuals/ groups</p> <p>Information on:</p> <ul style="list-style-type: none"> General information of the project, E&S impacts, mitigation measures, monitoring activities of the project Special measures for the vulnerable/disadvantaged individuals/groups; Provision of vehicles for access to activities, interpreters for language differences. 	Stakeholder Engagement Meetings Providing translation, Written materials in larger fonts, Choosing accessible venues, Organizing small events or meetings	Semi-annually, once before the start of construction activities Annually if no grievances are received (if any grievances are received from disadvantaged/vulnerable groups/individuals regarding the Project activities, within that month)
Construction phase				
Operation phase				



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Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Frequency / Timeline
		<ul style="list-style-type: none">Special language (Arabic etc.) requirements will be met	Temporary ramps and access points	

3.4 Disclosure of Information

A Stakeholder Consultation Meeting will be conducted after the draft ESMP and SEP are disclosed. Following this meeting, the ESMP and SEP will be finalized based on these consultation feedbacks and will be re-disclosed in Turkish on KASKI's website (<https://www.kaski.gov.tr/>). Project documents will be available at KASKI office and Melikgazi and Talas district municipalities. Information on the grievance mechanism will be provided at mukhtar's offices. Project updates (including news on construction activities, key E&S data) will also be published on KASKI's website. In addition, details on the Project Grievance Mechanism will be published on the website. KASKI will regularly update and maintain its website.

3.5 Proposed Strategy for Incorporating the Views of Vulnerable Groups

Lack of transportation to events, language differences and disability will cause difficulties to reach the vulnerable/disadvantaged individuals/groups in terms of participating in consultation activities, events. During the project implementation, special mitigation measures will be in place to support the stakeholders to prevent their potential exclusion from the project implementation such as providing the transportation of these groups by vehicles.

The following additional support or resources will be made available for these people in the stakeholder engagement activities:

- Providing translation for the refugees who do not understand/speak Turkish,
- Providing written materials related to Project information in larger fonts
- Choosing accessible venues for the consultation events
- Organizing small events or meetings for the vulnerable people depending on their sensitivity
- Instead of roads that will be closed due to construction, alternative access routes that disabled and elderly individuals can use should be determined and clearly marked.
- Temporary ramps and access points should be created so that wheelchair users and individuals with limited mobility can easily access.
- Disabled individuals and their families should be regularly informed about the construction process and provided with support in line with their special needs.

3.6 Public Participation Meeting

Considering the contents of the items specified under the title of stakeholder participation program, a Public Participation Meeting was held in the conference hall of KASKI on August 16, 2024 at 14:00.

The announcements for the public participation meeting were published in the National Newspaper "Birgün" and in the local newspaper "Kayseri Gerçek Haber" on 09.08.2024.

The Environmental and Social Management Plan (ESMP) was shared in the announcements section of KASKI's website on 07.08.2024. ([https://www.kaski.gov.tr/duyuru-detay/dogu-bolgesi-1-etap-icmesuyu-temin-projesi-cevresel-sosyal-yonetim-planı\(csy\)-raporları](https://www.kaski.gov.tr/duyuru-detay/dogu-bolgesi-1-etap-icmesuyu-temin-projesi-cevresel-sosyal-yonetim-planı(csy)-raporları))



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Detailed information, minutes and photographs about the public participation meeting are included in Annex-I.



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4 RESPONSIBILITIES AND RESOURCES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

4.1 Implementation Arrangements

KASKI established a Project Implementation Unit (PIU) to implement the Project. Among other tasks, this PIU is also responsible for E&S practices during the pre-construction, construction and operation phases of the Project. The PIU consists of PIU manager, environmental expert, social expert, occupational health and safety expert, and other experts as needed.

While the overall responsibility for the implementation of this SEP lies with the Project Implementation Unit (PIU) manager, the social expert of PIU will conduct the stakeholder engagement activities with the assistance of other PIU members and will be responsible for reporting and monitoring of this SEP. The minutes of meetings will be documented according to the template provided in ANNEX-B: PUBLIC CONSULTATION FORM. Comments or questions about the Project or the consultation process can be conveyed through the grievance mechanism of the Project.

Although, the construction contractor will not be responsible for conducting stakeholder engagements, the contractor will inform communities about community level disturbances and adverse effects during the construction activities (e.g. road closure, noises etc.). A social expert will be worked within the E&S team of the contractor and this social expert of the contractor will be responsible from this task. The social expert of the contractor will be also responsible for the implementation of the GM.

4.2 Budget

The KASKI PIU will be in charge of stakeholder engagement activities. The overall responsibility for SEP implementation lies with the Project Implementation Unit (PIU) director.

The project's stakeholder engagement implementation arrangements are:

The budget estimate for the preparing and implementing SEP is 50,000 TL. The budget breakdown can be found in ANNEX-C: SEP BUDGET TABLE.



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5 GRIEVANCE MECHANISM

Managing, avoiding, minimizing and effective handling of grievances is an integral part of a sound stakeholder engagement strategy. Experience indicates that significant number of grievances arise from misunderstandings and that such grievances can be avoided or reduced through proactive and consistent engagement with communities. Engagement also helps anticipate and review community concerns to prevent them from escalating to grievances. For this reason, the following Grievance Mechanism (“GM”) as per WB will be implemented by KASKİ/PIU throughout the lifetime of the Project including pre-construction, construction, and operation phases.

GM will enable receiving comments/ grievances in Turkish. In case of need of other languages, translator will be provided.

Figure 5-1 Grievance Redress Mechanism Flowchart of Project Related Grievances



Submission of grievances and requests at the project level: PIUs at the municipal level will establish GMs, with multiple channels for submitting grievance and requests, as listed below:

- Web site: <https://www.kaski.gov.tr/>
 - E-mail: kaski@kaski.gov.tr
 - Phone number: +90(352) 432 04 32
 - Hot Line: Alo 185
 - Fax number: +90(352) 337 09 32
- Address for Official Letter / Petition: Yakut Mah. Mustafa Kemal Paşa Bul. No:186
Kocasinan / KAYSERİ

On the website of KASKİ, there is a contact page, the mechanism through which the grievances/request related to KASKİ's activities are communicated and resolution process is followed (see Figure 5-2, Figure 5-3, Figure 5-4). In addition, many parts of the home page of KASKİ's website include information on social media accounts and telephone numbers where grievances can be submitted (such as Alo 185 hotline).



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Figure 5-2 KASKİ Contact Page - I

Figure 5-3 KASKİ Contact Page - II



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Figure 5-4 KASKI Contact Page - III

Görüşleriniz ve siz bizim için çok değerlisiniz. Lütfen İletişim/Şikayet formumuzu doldurarak öneri ve şikayetlerinizi bize iletin, en uygun çözümlerle size yardımcı olalım.

Adınız:

Soyadınız:

TC Kimlik No:

Doğum Tarihi: Gün Ay Yıl

Email Adresiniz:

Telefon Numaranız:

Geri Bildirim Kanalı:
 Eposta

Mesajınız:

GÖNDER

The grievance mechanism in KASKI's online complaint database has been created to resolve the problems and grievances reported to the relevant units of KASKI through the database in order to produce instant solutions to the problems related to the water network. Complaints can be submitted anonymously.

Grievances, requests, suggestions, and opinions of public will be recorded through the social expert of the PIU. All grievances are reviewed to be classified whether they are related to Project activities or not. If the complaint is inadmissible, an explanation will be provided to the owner of the complaint on why it could not be pursued. Grievances received within the KASKI are evaluated and forwarded to the relevant units. Eligible grievances are responded according to Project social and environmental requirements which are identified in ESMP and SEP. All grievances received through direct phone calls, e-mails, face-to-face meetings/ communications and Web Site are taken under registration and" social expert of PIU will get contact with the complainant within ten (10) working days following registration in order to explain the project response process and the resolution to grievance. The development of the resolution may involve consultation with the person(s) involved. The requester will be informed about the methodology followed. Every request must be evaluated with the utmost care, diligence, fairness and impartiality.

The resolution proposals are communicated to the complainant by a second notification. If the proposed resolution is accepted by the complainant, KASKI will address and take corrective actions to resolve the complaint within 15 working days.

The grievances collected regarding the Project should be recorded on the Request Forms provided in ANNEX-D: GRIEVANCE FORM and then they should be registered in the Grievance Database (see ANNEX-E: GRIEVANCE DATABASE FORM). Grievance registration forms will be sent to the relevant GM Team member (either social expert of the PMU Team or social expert of the Contractor) on the same day (if possible, as soon as the complaint is received). Within two (2) working days after the complaint is received, a notification should be sent to the complainant by social expert stating that the complaint has been received and being evaluated.



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The process will be followed through the Grievance Database Form and Complaint Tracking-Monitoring Form (see



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ANNEX-E: GRIEVANCE DATABASE **FORM** and ANNEX-F: COMPLAINT TRACKING-MONITORING FORM). The PIU Team will register and report the feedback received from communities, local authorities, media, and other interest groups on a systematic basis through an effective consultation and grievance mechanism to ILBANK. The PIU Team will provide a statistical and qualitative analysis of feedback and grievances as well as their outcomes on a monthly basis to the ILBANK PMU. In addition, the relevant grievances and their actual status will be reported in ESMRs. The reports will only include information regarding the complaint as much as necessary, and any personal information on the individuals having used the GM will remain confidential and will never be shared in these reports. Grievances submitted to contractors and subcontractors will be recorded by the social expert of the contractor using grievance registration forms. Data will be entered into the Grievance Register and Grievance on the same day.

Within this period, relevant responsible parties to manage the grievance will be in communication with the complainant at all times and all the communication will be recorded in the GM system through Consultation Forms (see ANNEX-A: CONSULTATION FORM). After the completion of the implementation of the resolution, the grievance is closed. After the complaint is closed or eliminated, the complainant will be notified by third notification, and relevant records (Grievance Closure Form, Grievance Register, etc.) will be kept.

Grievances are closed within fifteen (15) working days from day of application unless an alternative agreement is made with the Complainant. If grievances are not resolved within 15 working days, mitigating circumstances are documented and reported.

After the complaint is resolved and the result is communicated to the complainant, social expert to be appointed takes the necessary signatures and closes the complaint by filling out the Grievance Closing Form (see ANNEX-G: GRIEVANCE CLOSING FORM).

If the resolution is not accepted, it will be reconsidered, and a revised resolution may be proposed. Ultimately, PIU will be responsible for combining, monitoring and reporting the number of received, resolved and pending requests regarding the project. All these data will be compiled by the PIU to be reported at the end of each month.

If the PIU is unable to resolve issues that arise quickly, a long-term corrective action will be determined. The applicant will be informed about the proposed corrective action and the follow-up of this action after the request is accepted. Where the PIU is unable to resolve a specific issue raised through the grievance mechanism, or where the request does not require any action, it will provide a detailed explanation/justification as to why the issue was not addressed. The response will also include an explanation of how the applicant can proceed with the complaint if the outcome is not satisfactory.

Classification of Grievance

The feedback and grievances will be classified based on their severity, frequency and more importantly sensitivity. Categories of grievances, descriptions and the responsible parties are presented Table 5-1

Table 5-1 Classification of Complaint

Project Related Complaint		
Category	Description	Responsible Party*



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Level 1	When an answer can be provided immediately and/or contractor, PIU and/or PMU Team are already working on a resolution	• Social experts of the contractor and/or PIU and/or PMU
Level 2	One off grievance that will not affect the project schedule or will not affect the reputation of ILBANK and the World Bank	• Social experts of the contractor and/or PIU and/or PMU
Level 3	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of ILBANK and/or WB	• Social expert of the PMU • External Expert (when required) appointed by World Bank
Worker Grievances		
Category	Description	Responsible Party
Level 1	When an answer can be provided immediately and/or PIU and/or Contractor are already working on a resolution	• Social experts of the contractor and/or PIU
Level 2	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of the Bank	• Social expert of the PMU • External Expert (when required) appointed by World Bank

* Where possible, a third party and a representative of the complainants can be involved between the responsible parties to increase the likelihood of finding balanced and fair solutions to the satisfaction of all parties.

Each institution within the complaint groups is responsible for recording/following up their requests and their declarations by creating a central complaint database and giving each applicant a separate registration number. Apart from the means of Grievance Mechanism presented by the KASKİ as mentioned above, if any stakeholders and affected groups are not satisfied with the solutions offered by the E&S Team or have requests for a higher-level explanation, grievances / requests / suggestions can be shared at the contact addresses given below.

ILBANK has established a transparent and comprehensive GM in September 2021 in order to receive, evaluate and address grievances pertaining to every international project it finances, and relevant mechanism will be in place during the course of the Project.

ILBANK includes several uptake channels for its GM:

- Web site: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- E-mail: bilgiuidb@ilbank.gov.tr and etikuidb@ilbank.gov.tr
- Phone number: +90 0312 508 79 79
- Fax number: +90 312 508 78 99
- Address for Official Letter / Petition: ILBANK Department of International Relations, GRM Team (letters must be marked as personal or confidential)– Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA

Presidency’s Communication Center: The Presidency’s Communication Centre (“CİMER”) has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

- www.cimer.gov.tr
- Call Centre (hotline): 150
- Phone number: +90 312 525 55 55
- Fax number: +90 0312 473 64 94



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- Address for Official Letter/Petition: Republic of Türkiye, Directorate of Communications Kızılırmak Mah. Mevlana Bulvarı No:144 Çankaya/ANKARA
- Mail addressed to Republic of Türkiye, Directorate of Communications
- Individual applications at the community relations desks at governorates, ministries and district governorates.

Foreigners Communication Center: The Foreigners Communication Center (“YİMER”) has been providing a centralized complaint system for foreigners. YİMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

- www.yimer.gov.tr
- Call Centre (hotline): 157
- Phone number: +90 312 5157 11 22
- Fax number: +90 0312 920 06 09
- Address for Official Letter/Petition: Republic of Türkiye General Directorate of Migration Management, Çamlıca Mahallesi 122. Sokak No: 4 Yenimahalle/ANKARA
- Mail addressed to Republic of Türkiye, Directorate of Communications
- Individual applications at the Republic of Türkiye General Directorate of Migration Management

Workers' Grievance Mechanism

Implementation of the GM for employees will be ensured throughout the financing life cycle of the subproject. The PIU asks contractors to develop and implement a grievance mechanism for the workforce, including subcontractors, prior to the start of work.

Employees will be informed about employee rights, basic occupational health and safety, and the grievance mechanism and operation at the time of their employment. An up-to-date list of contact points will be provided in employee handbooks and on bulletin boards. All processes related to the WGM will be communicated in a language that employees can understand. When a dispute arises regarding employee rights, it is essential that the employee and their manager, who have the problem, meet informally and resolve the problem without using a grievance mechanism or legal means.

KASKI/PIU Team will evaluate grievanced and propose solutions for direct and contract employees.

Grievances Related to Sexual Exploitation and Abuse and Sexual Harassment

The KASKI/PIU Team will be informed about the guide² prepared by WB on the prevention of sexual exploitation and abuse and sexual harassment (“SEA/SH”) and Gender Based Violence (“GBV”) cases in projects financed by WB. Sensitive complaints (sexual exploitation and abuse/sexual harassment in the workplace or possible child abuse in project areas) will be evaluated at the central level in ILBANK PMU and not at the PIU or contractor level. In case, such complaint regarding SEA/SH is received by the contractor or PIU, they will forward the matter directly to ILBANK on SEA/SH matters as soon as possible, no later than 24 hours.

² WB Good Practice Note: Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works (2020).
<https://thedocs.worldbank.org/en/doc/6325115831653185860290022020/original/ESFGPNSEASHinmajorcivilworks.pdf>



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Grievances about GBV and SEA/SH can create a culture of silence due to negative reactions by the society. In the grievances of SEA/SH, attention will be paid to confidentiality and ethical filing information in order to protect the victim and prevent the disclosure of confidential information and creation of a new victimization. In addition, authorities dealing with grievances will deal with such matters with confidentiality and an unbiased approach.



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6 MONITORING AND REPORTING

KASKİ will monitor the Project throughout its lifetime considering the stakeholder engagement process. The approved SEP will be reviewed biannually and updated if required according to the project improvements and the unexpected public reactions. The GM established by the KASKİ will be used effectively and the statistical summary of the outputs of GM will be reported to İLBANK together with all the requests received, resolved and unresolved, Grievance Register, Grievance Monitoring Table and Environmental and Social Monitoring Reports (“ESMRs”) on a monthly basis. With monthly reporting, total number of complaints, monthly number of complaints, distribution of complaints by subject, gender, complaints answered within 7 days, complaints resolved within 30 days, list etc. is necessary.

Stakeholder engagement and grievance mechanism will be submitted in a dedicated section in ESMRs, together with Grievance Register.

Table 6-1 proposes a comprehensive set of indicators related to SEP performance that should be documented in ESMRs. Moreover, the monitoring of the grievances will be performed by means of Complaint Tracking Monitoring Form presented in ANNEX-F: COMPLAINT TRACKING-MONITORING FORM.



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Table 6-1 Key Performance Indicators

Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
Pre-construction	Assigning of KASKİ PIU team members	Assignment letters of those personnel	Monthly	Supervision Consultant KASKİ PIU	Following the appointment period of KASKİ PIU team members
	Organizing Stakeholder engagement activities to introduce the project documents such as ESMP, SEP, Grievance Mechanism, etc.	Stakeholder engagement documents (notification documentation, attendance sheets, photographs, minutes of meeting, presentations, number and type of participant stakeholders etc.)			Increase in the number of activities carried out, Increase in the number of participants, Increase in the number of different types of stakeholders (as group or person) will be followed
	Establishing a new Grievance Mechanism for the Project, or adjusting the existing Grievance System specific to the Project	Existing Grievance Database (Project-specific) working efficiently			Decrease in number of grievances received, Increase in grievance closeout rate (closed grievances /total number of grievances), Decrease in time of grievance closeout, Zero grievances not closed out within the target timeframe will be followed
Land Preparation, Construction and Operation	Gathering and collecting of the complaints, requests, and suggestions (C/R/S)	Grievance Database (project-specific), grievance register	Monthly	Supervision Consultant KASKİ PIU	Collection of complaints, requests and suggestions will be tracked and monitored.
	Number and percentage of complaints/requests/suggestions	Grievance Database (project-specific) <ul style="list-style-type: none"> Number and percentage of C/R/S received and resolved (resolved/received) Number of unresolved C/R/S (with explanation as to why they could not be resolved) and percentage (unresolved/received) number of (c/r/s) not evaluated (with an explanation of why they were not evaluated) and percentage (not evaluated/received) Types of grievances Average Grievance Closeout Time 			Number and percentage of complaints/requests/suggestions will be tracked and monitored.
	General subjects which the complaints, requests and suggestions are related to	Grievance Database (project-specific) <ul style="list-style-type: none"> Percentages of the complaint, request and suggestion subjects (e.g. 15% of the complaints are related to water outage hours, 35% of the requests are related to quick repair of the deteriorated roads, etc.) 	Monthly	Supervision Consultant KASKİ PIU	General issues related to complaints, requests and suggestions will be followed.
	Raising awareness and conducting informative events within the project scope	Documents (minutes of meetings, photographs, brochures, leaflets, attendance sheets, etc.)			Informative events will be organized to raise awareness within the scope of the project.



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6.1 Summary of how SEP Implementation will be Monitored and Reported

The SEP will be monitored based on both qualitative reporting and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

- (i) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised and can be addressed during project implementation; (b) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (c) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees will be inserted to the Environmental and Social Monitoring Reports—which will be send to ILBANK quarterly—by the social expert of the PIU. The minutes of meetings will be summarized according to the template provided in ANNEX-B: PUBLIC CONSULTATION FORM.
- (ii) Quantitative reporting based on the below indicators:
 - Number and location of formal and informal meetings with Stakeholders and Related Groups,
 - Number and location of formal and informal meetings with Disadvantaged/Vulnerable Groups, indicating with which group (elderly, persons with low or no income, refugees),
 - Number of local and refugees attending each of the above meetings,
 - Number of women and men attending each of the above meetings.
 - Number of grievances received from stakeholders, sorted and analyzed by category
 - Number of complaints that were (i) opened (ii) open for more than 15 days (iii) resolved/closed during the reporting period.

6.2 Reporting Back to Stakeholder Groups

KASKI's PIU will report to stakeholder groups through public meetings, especially in the project affected Municipalities and/or neighborhoods. Meeting minutes will be shared at the next public participation meetings. Feedback received through the GM will be responded to in writing and verbally. Project updates will be published on KASKI's website (at least every 3 months).



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ANNEXES



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MINISTRY OF ENVIRONMENT,
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ANNEX-A: CONSULTATION FORM

	Kayseri Water and Sewerage Administration (KASKİ) Eastern Region 1st Phase Drinking Water Supply Project	
	CONSULTATION FORM	
Person Filling the Form:	Date:	
Interview Agenda:	Reference No:	
1. INTERVIEW INFORMATION		
Name Surname:	Form of Communication	
Turkish ID Number:	Phone / Free line	<input type="checkbox"/>
Phone:	Face to face	<input type="checkbox"/>
Address:	Website / E-mail	<input type="checkbox"/>
E-Mail:	Other (Explain)	<input type="checkbox"/>
Stakeholder Type		
Project Affected Parties <input type="checkbox"/>	Other Interested Parties <input type="checkbox"/>	Vulnerable/Disadvantaged Individuals or Groups <input type="checkbox"/>
2. INTERVIEW DETAILS		
Questions about the project:		
Project concerns/feedback:		



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Responses to the views
expressed above:



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ANNEX-B: PUBLIC CONSULTATION FORM

 Public Consultation Form	Stakeholder (Name-Surname) (Institution/Position)	Date	Place	Opinions and Suggestions	Signature
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					



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ANNEX-C: SEP BUDGET TABLE

Budget categories	Quantity	Unit costs	Times/ Years	Total costs	Remarks
1. Estimated Staff salaries* and related expenses					
1b. <i>Estimated salaries for social expert</i>					Social Expert is Hasan EKRIKAYA, who works as an Environmental Engineer within KASKI. There will be no extra cost.
2. Consultations/ Participatory Planning, Decision-Making Meetings					
2a. <i>Project launch meetings</i>					After the SEP and ESMP reports are completed, a project kick-off and information meeting will be organized by MGS. Expenses will be covered by the company. The meeting to be held by KASKI before the start of construction activities will be held in the meeting hall within the body of KASKI and will not create a cost.
2b. <i>Provision of translation services for stakeholders with language limitations (see 2.4)</i>	1	20.000 TL		20.000 TL	The refugees living in the neighborhood have no problem understanding Turkish. If there is a language comprehension problem among the participants, a Certified Translator will be provided and the cost will be covered by KASKI.
2c. <i>Provision of transportation for stakeholders who may have difficulty accessing stakeholder engagement activities (see 2.4)</i>					There will be no cost for disabled and elderly people who will have difficulty in participating in the activities, as they will be served by vehicles within KASKI.
3. Communication campaigns					
3a. <i>Posters, flyers</i>					There will be no cost as the flyers will be designed by our organization and printed



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					on our own printers.
3b. <i>Invitations to public/community meetings</i>					There will be no cost as invitations will not be made by official correspondence.
3c. <i>Project tours for media and local representatives</i>	1	10.000 TL		10.000 TL	An advertisement will be published in the local newspaper for the meeting.
4. Trainings					
4a. <i>Training on social/environmental issues for PIU and contractor staff</i>					The persons in charge of the PIU unit are at least associate degree graduates, have work experience and are experts in relevant subjects. There is no need for training. It will not create any cost.
4b. <i>Training on Gender-Based Violence (GBV) for PIU and contractor staff</i>					The persons in charge of the PIU unit are at least associate degree graduates, have work experience and are experts in relevant subjects. There is no need for training. It will not create any cost.
5. Grievance Mechanism					
6a. <i>Training of GM committees</i>					As the training activity will be provided in-house, there will be no cost.
6b. <i>Suggestion boxes in neighborhood</i>	40	500 TL		20.000 TL	Complaint boxes will be built in the neighborhoods of project beneficiaries and construction activities
6c. <i>GM communication materials</i>					Since the complaints received through the complaint form to be published on the KASKİ website and the alo 185 hotline will be evaluated, no cost will be incurred.



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ANNEX-D: GRIEVANCE FORM

	Kayseri Water and Sewerage Administration (KASKİ) Eastern Region 1st Phase Drinking Water Supply Project
	GRIEVANCE FORM

Application No.	
Name Surname* (Anonymous applications are also accepted. If you wish to submit your application anonymously, please tick below how you would like to be contacted. The feedbacks regarding the measures to be taken for anonymous complaints will be shared publicly, even if they cannot be communicated directly to the person who submitted the complaint.)	
Please indicate how you would like to be contacted (mail, phone, e-mail)	
Province/District	
Related KASKİ Name	
Date	
Complaint Category	
1. About the assets/properties/settlements affected by the project	
2. About infrastructure	
3. About the decrease or complete disappearance of income	
4. About environmental issues (ex. Noise, pollution, waste management)	



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ANNEX-F: COMPLAINT TRACKING-MONITORING FORM

Complaint Register Number	How Complaint is Received (Grievance Form, Community Meeting, Telephone)	Level of Grievance (Contractor, Provincial Directorates Level, PIU Level, ALO181-Ministerial Level)	Date of Complaint Received	Date of feedback on Complaint Received	Location of Complaint Received	Name of Person Receiving Grievance	Complainant Information *For anonymous applications this is empty but means of communication (either email or phone) needs to be agreed with complainant so PIU can respond				Project Component Related to Complaint	Grievance Category (renovation related, environmental issues, restriction to access, damage, complaint about a worker, accident etc.)	Grievance Category (if grievance is related to a confidential/sensitive issue ie. harassment, bullying, fraud the person receiving the grievance should direct this to national referral systems immediately and record that this has been directed. All details of the complainant of the sensitive case should be kept strictly confidential and logged in a separate spreadsheet locked with a passcode which only the GM focal point can access)	Complaint Summary	Grievance Status (open, closed or pending)	Action Taken			Supporting Documents for Grievance Closeout (if any, if a damage took place or any accident caused on user then all necessary documents should be recorded)
							Name/Surname	ID Number	Telephone/e-mail	Village-District						Gender	Responsible Person/Department	Responsible Person	
1																			
2																			
3																			
4																			
5																			
6																			
7																			
8																			
9																			



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ANNEX-G: GRIEVANCE CLOSING FORM

	Kayseri Water and Sewerage Administration (KASKİ) Eastern Region 1st Phase Drinking Water Supply Project
	GRIEVANCE CLOSING FORM
Complaint Closing Number:	
Identification of immediate action to be taken:	
Long-term action (if necessary):	
Is compensation necessary?	<input type="checkbox"/> Yes <input type="checkbox"/> No
SOLUTION PROCESS AND CONTROL OF THE DECISION	
Stages of the Resolution Process	End Date and Responsible Institution
1.	
2.	
3.	
4.	
5.	

COMPENSATION AND FINAL STAGES: This part will be filled in and signed by the complainant after she/he receives the compensation fee and her/his complaint is resolved.

Notes:

[Name-Surname and Signature]

Date: ___ / ___ / ____

The complainant:

Representative of the Responsible Institution/Company

[Title-Name-Surname and Signature]

3
8



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ANNEX-H: INSTITUTIONAL SURVEY



Sosyal Etki Deđerlendirme Çalışması / KURUM GÖRÜŞMELERİ

GENEL BİLGİ

1. Kurum/Kuruluş adı:	
2. Görüşme yapılan kişinin adı:	
3. Telefon:	

4. Proje hakkındaki bilgi düzeyinizi nasıl deđerlendirirsiniz?

5. Projenin yapılacak çalışmalarla ilgili hangi kanaldan bilgi alıyorsunuz?

6. Proje ve kurum/kuruluşunuz arasındaki iş birliđi ne kadar etkili ve verimli?

7. Proje ile kurum/kuruluşunuz arasındaki iş birliđi/koordinasyonun daha etkili ve verimli olabilmesi için önerileriniz nelerdir?

8. Aşağıdaki ifadelere katılım seviyenizi belirtiniz.

9. Projenin olumlu etkileri:

ÖSB
İlçe
İl

1/2

3
9



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İLBANK
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Sosyal Etki Deđerlendirmeye Çalıřması FIKRUR GÖRÜŐMELEĐİ

Türkiye

10. Projenin olumsuz etkileri:

ÖSB

ilçe

il

Türkiye

11. Bölgeyi ne gibi sosyal sorumluluk projeleri destekleyebilir?

12. Hangi Sivil Toplum Kuruluşlarını ve devlet organlarını paydař katılım sürecine dâhil etmeyi önerirsiniz?

2/2

4
0



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ANNEX-I: DETAILS OF INTERVIEWS

Interviewee	Remarks from the Interviews
Mukhtar of Köşk Neighborhood	<ul style="list-style-type: none"> The population of the neighborhood is 25,000. There are 7 Syrian households in the neighborhood. The main source of income of the neighborhood is pension, civil service etc. with regular paying jobs. The majority of the neighborhood population consists of individuals between the ages of 40-50. There are 500 disabled individuals, 60 poor households, 500 people over the age of 70 living alone, and 1000 female-headed households in the neighborhood. The Mukhtar stated that whenever there is a problem with the building or drinking water, immediate intervention is provided.
Mukhtar of Battalgazi Neighborhood	<ul style="list-style-type: none"> The population of the neighborhood is 25,000. There has been an increase in the population of the neighborhood in the last 5 years. The Mukhtar stated that the reason for this increase is urban transformation projects and the combination of neighborhoods. The majority of the neighborhood population consists of individuals between the ages of 45-55. The main source of income of the majority of the population is tradesmanship. Regularly paid jobs follow tradesmanship. The Mukhtar stated that 20% of the young population is unemployed. 30% of the population consists of poor households, and 5% consists of elderly individuals over the age of 70 who live alone without care. The average income of the neighborhood is below the minimum wage. The Mukhtar stated that when there was a problem with drinking water in the neighborhood, KASKI officials quickly provided a solution. She stated that the need for the use of the facility has increased with increasing industrialization, population growth and migration to the city. No negative impact is expected from the project.
Mukhtar of Erenköy Neighborhood	<ul style="list-style-type: none"> The population of the neighborhood is 15,000 She stated that the population of the neighborhood increased after the earthquake on February 6, 2023. The majority of the neighborhood's population is between the ages of 40-50. There are 8 disabled individuals, 12 poor households, 6 people over the age of 70 living alone, and 100 female-headed households in the neighborhood. The Mukhtar has no communication with Project officials. The Mukhtar does not expect any negative impact from the project. There is no sewer system in the neighborhood. The Mukhtar demands that this need be met.



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Interviewee	Remarks from the Interviews
Mukhtar of Mevlana Neighborhood	<ul style="list-style-type: none"> The population of the neighborhood is 87,000 In the last 5 years, the population has increased due to the increase in settlements. The majority of the neighborhood population is between the ages of 20-30. The main source of income is regular paying jobs. There are 100 disabled individuals in the neighborhood. 10% of the young population is unemployed. There are 2500 poor households in the neighborhood. There are 500 people over the age of 70 living alone. There are 4000 female-headed households in the neighborhood. The Mukhtar stated that the need for drinking water increases with the increase in population. For this reason, she stated that the project would have positive effects.
Mukhtar of Gültepe Neighborhood	<ul style="list-style-type: none"> The population of the neighborhood is 11,000. In the last 5 years, the population has increased due to the industrial sector. The main source of livelihood of the neighborhood is regular salaried jobs. There are 10 refugee households in the neighborhood, including Iraqi, Syrian and Afghan. Refugee households work as regular salaried or daily wage workers in the organized industrial zone. There are 20 unemployed individuals and 20 poor households in the neighborhood. There are 6 people over 70 living alone. The mukhtar is in contact with the project authorities. He stated that he communicated with KASKİ regarding infrastructure problems. He has no information about the project.
Mukhtar of Yenidoğan Neighborhood	<ul style="list-style-type: none"> The population of the neighborhood is 40,000. In the last 5 years, the population has increased by approximately 3,000 due to urban transformation. There are 150 Syrian and Iraqi refugee households in the neighborhood. Refugee households work in the organized industrial zone, mostly in the construction sector as daily wage workers. There are 3 unemployed individuals and 300 poor households in the neighborhood. There are 10 people over 70 living alone. He has no information about the project. He requests the project authorities to contact him. No complaints were received.
Mukhtar of Tacettin Veli Neighborhood	<ul style="list-style-type: none"> The population of the neighborhood is 5,000. The mukhtar stated that there are 300 Syrian households. She stated that the income level of refugee households is below the minimum wage and that they mostly work in daily wage jobs. There are 10 disabled people, 1 person over 70 living alone, 100 unemployed and 300 poor households in the neighborhood.



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Interviewee	Remarks from the Interviews
	<ul style="list-style-type: none"> • She stated that 80% of the neighborhood earns minimum wage. • The working population of the neighborhood generally works as workers in the construction sector. • There are 3 hospitals in the neighborhood. • Muhtar stated that she was not informed about the project. • She stated that there is a need for employment in the neighborhood
Melikgazi Municipality	<ul style="list-style-type: none"> • It has been stated that the region receives a lot of immigration due to reasons such as high commercial activities, educational opportunities and tourism area. • In addition, undocumented migration is also high. • The project is deemed necessary due to the increasing need for drinking water. • It has been stated that the project will not have a negative impact.
Talas Municipality	<ul style="list-style-type: none"> • It has been stated that there are many civil servants and students in the region. • The population circulation of the region is high. For this reason, there is ongoing variability, especially in infrastructure needs. It has been stated that the project will improve the quality of drinking water and will not have any negative effects.
Kayseri Metropolitan Municipality Land Registry and Expropriation Branch Directorate	<ul style="list-style-type: none"> • The communication between the metropolitan municipality and KASKI is effective and efficient. • Communication takes place via phone, e-mail and face to face. • As a result of construction and population growth, the need for drinking water is also increasing. Moreover, it was stated that drinking water should be delivered to citizens more quickly and properly. • No negative impact of the project is expected. • No complaints received.
Kayseri Provincial Directorate of Environment, Urbanization and Climate Change	<ul style="list-style-type: none"> • Communication between the Institution and Project officials is effective. • Communication is carried out via e-mail. • No negative impact of the project is expected. • It has been stated that population growth makes it necessary to increase the need for infrastructure and therefore the expenditures within this framework. Meeting the drinking water needs of the region is considered a priority. • No complaints received.



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ANNEX-İ: PUBLIC PARTICIPATION MEETING MINUTES



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KAYSERI WATER AND SEWERAGE ADMINISTRATION

EASTERN REGION STAGE 1 DRINKING WATER SUPPLY PROJECT

PUBLIC PARTICIPATION MEETING MINUTES

Revision : REV.00
Submission : 16 August 2024



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This Environmental and Social Management Plan has been prepared by POSEİDON Environmental Social Consulting Engineering Trade Ltd Co on behalf of KASKİ within the scope of the Eastern Region 1st Stage Drinking Water Supply Project supported by the World Bank (WB) and in which ILBANK is the financial intermediary..

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1. PUBLIC PARTICIPATION MEETING

Following the completion of the ESMP and Stakeholder Engagement Plan (SEP) by POSEIDON, a Public Participation Meeting was organized by MGS at the KASKİ conference hall on August 16, 2024 at 14:00. The Environmental and Social Management Plan (ESMP) was prepared by POSEIDON in accordance with İLBANK's Environmental and Social Standards (ESS) and the World Bank's Environmental and Social Framework (ESF), the World Bank Group's general and sector-specific Environmental, Health and Safety (EHS) guidelines and the national legislation in force in Türkiye..

Announcements for the public participation meeting were published in the National Newspaper "Birgün" and in the local newspaper "Kayseri Gerçek Haber" on 09.08.2024.

The Environmental and Social Management Plan (ESMP) was shared in the announcements section of the KASKİ website on 07.08.2024. ([https://www.kaski.gov.tr/duyuru-detay/dogu-bolgesi-1-etap-icmesuyu-temin-projesi-cevresel-sosyal-yonetim-plani\(csyp\)-raporlari](https://www.kaski.gov.tr/duyuru-detay/dogu-bolgesi-1-etap-icmesuyu-temin-projesi-cevresel-sosyal-yonetim-plani(csyp)-raporlari))

The meeting was opened by Ziya KAHRAMAN, Head of KASKİ General Directorate Plan Project Department. Then, Hakan GÜNGÖR, on behalf of MGS Project Consultancy Engineering Trade Co. Ltd. Co., made a presentation lasting approximately 1 hour. During the presentation, the general outline of the project, why the project was needed, its possible environmental impacts and the precautions to be taken were mentioned.

A total of 32 people, 6 women and 26 men, from institutions and organizations such as Municipalities, Mukhtars, Professional Chambers and KASKİ etc. attended the meeting.

As a result of the meeting, it was seen that no changes were required in the prepared environmental and social documents. The question & answer section was continued.

1.1. Question & Answer Session

In this subsection, the views, demands and questions of the participants and the relevant answers received during the Public Participation Meeting are presented. Details are as follows:

Question-1:

Resul DUMAN, Kayseri Metropolitan Municipality Agricultural Services Directorate, will there be night work during the construction phase?

Answer 1:

Ziya KAHRAMAN, Head of Planning and Project Department, KASKİ: there will be no night work during the construction phase.

Question 2: Dilek ÜSTÜNDAĞ Köşk Neighborhood Headman: When will the project start and how long will the construction last?



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Answer 2: Ziya KAHRAMAN, Head of Planning and Project Department, KASKİ: The tender process is planned to be completed by the end of 2024. The construction phase is planned to last approximately 2 years.

Question 3: Ali KAPISIZ, Headman of Konaklar Neighborhood (Germir Neighborhood): How many km is the project?

Answer 3: Ziya KAHRAMAN, Head of Planning and Project Department, KASKİ: Approximately 8 km Question 4: Erman ERDOĐAN, Talas Municipality: Where will it pass in Talas District, can you share the numerical data of the project in terms of controlling our own lines?

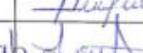
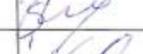
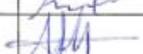
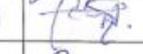
Answer 4: Ziya KAHRAMAN, Head of Planning and Project Department, KASKİ: It will pass through Şaban Yılmaz Street, Fatih Street and Bahar Street in Talas District. The numerical data and start date of the project will be shared with all relevant public institutions and organizations before starting construction.



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2. PARTICIPANT LIST

	Toplantı Katılım Formu	Doküman No : F_IKEDB_010 Revizyon No : 0 Revizyon Tarihi : 4.04.2022 Yayın Tarihi : 4.04.2022 Sayfa No : 1 / 1
---	-------------------------------	--

Toplantı Adı:		DOĞU BÖLGESİ 1. ETAP İÇMESUYU TEMİN PROJESİ HALKIN KATILIMI TOPLANTISI (HKT)	
Toplantı Yeri		KASKI GENEL MÜDÜRLÜĞÜ KONFERANS SALONU	
Toplantı Tarihi ve Saati:		16.08.2024 / 15:00	
S.NO	ADI SOYADI	KURUM / BÖLÜM	İMZA
1		ERENKÖY	
2		Hunat	
3		Köşk Mahalle Muhtarı	
4		Gözi Fatih Mah.	
5		Böğüçehir Belediyesi	
6		Esenyurt Mahallesi Muhtarı	
7		Esenyurt 11	
8		Becen Mahallesi	
9		Esenyurt mahallesi	
10		Geremir mah	
11		Tacettinvedic mah	
12		" " "	
13		Plan Proje D. Bşk.	
14		" " "	
15		" " " (Stajyer)	
16		Atıksu Arıtma D. Bşk.	
17		Plan proje DA	
18		" " "	



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	Toplantı Katılım Formu	Doküman No : F_İKEDB_010 Revizyon No : 0 Revizyon Tarihi : 4.04.2022 Yayın Tarihi : 4.04.2022 Sayfa No : 1 / 1
---	-------------------------------	--

Toplantı Adı:		DOĞU BÖLGEĐİ 1. ETAP İÇMESUYU TEMİN PROJESİ HALKIN KATILIMI TOPLANTISI (HKT)	
Toplantı Yeri		KASKI GENEL MÜDÜRLÜĐÜ KONFERANS SALONU	
Toplantı Tarihi ve Saati:		16.08.2024 / 15:00	
S.NO	ADI SOYADI	KURUM / BÖLÜM	İMZA
19		Makine Müh. Odası	Ertan
20		Makine Müh. Odası	Özkan
21		Doğal İnşaat A.Ş.	Şenol
22		Palas Belediyesi	Şenol
23		Tales Belediyesi	Şenol
24		Palas Belediyesi	Şenol
25		Kayseri G.Ş.İ.Ş.	Şenol
26		Kayseri G.Ş.İ.Ş.	Şenol
27		KSBB Tarım ve İht. D. B. Ş.	Şenol
28		Kaski Gen. M. D. Y. D.	Şenol
29		Kaski - Ş. B. M. D.	Şenol
30		Kaski - Mak. Müh.	Şenol
31		Kaski - İn. Müh.	Şenol
32		MAK Proje	Şenol
33		KASKI - Plan. Proj. D. B. Ş.	Şenol



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3. PUBLIC PARTICIPATION MEETING ANNOUNCEMENTS ON KASKI OFFICIAL WEBSITE

Diđer Duyurular



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5. PROJECT ANNOUNCEMENT BROCHURE

Projenin Tanımı

Kayseri Büyükşehir Belediyesi Su ve Kanalizasyon İdaresi Genel Müdürlüğü (KASKİ) tarafından yapılması ve işletilmesi planlanan "Doğu Bölgesi 1. Etap İçme Suyu Temin Projesi" Melikgazi ve Kocasinan ilçelerinin su ihtiyacını karşılamayı amaçlamaktadır. Şehrin batı kesiminde bulunan ana su kaynaklarının doğu bölgesinin taleplerini karşılamak üzere proje alanına aktarılması öngörülmektedir.

Projenin, tasarım incelemesi ve inşaat ihalesi, inşaat (3 yıl) ve 12 aylık kusur sorumluluk süresi dahil olmak üzere Mart 2024 - Nisan 2027 döneminde uygulanması planlanmaktadır.

Proje Finansmanı

Dünya Bankası tarafından finanse edilerek İLBANK A.Ş. aracılığıyla yürütülecek olan "Doğu Bölgesi 1. Etap İçme Suyu Temin Projesi", Kayseri Büyükşehir Belediyesi Su ve Kanalizasyon İdaresi Genel Müdürlüğü (KASKİ) tarafından yapılması ve işletilmesi planlanmaktadır.

Projenin, tasarım incelemesi ve inşaat ihalesi, inşaat (3 yıl) ve 12 aylık kusur sorumluluk süresi dahil olmak üzere Mart 2024 - Nisan 2027 döneminde uygulanması planlanmaktadır.

Projenin Amacı ve Faydaları

Şehrin doğu bölgesine doğru genişlemesi ve son yıllarda nüfusun artması nedeniyle su iletim hatlarının yeniden boyutlandırılması ihtiyacı doğmuştur.

Bu nedenle Doğu Bölgesi İçme Suyu Temin Projesi, Melikgazi ve Kocasinan ilçelerinin toplam 31 mahallesinde 2057 yılına dek beklenen tahmini 657,850 kişilik nüfus ile bu bölgeye yerleşmiş 37,110 kişilik Suriyeli nüfusun su ihtiyacını karşılamak amacıyla hazırlanmıştır.

Doğu Bölgesi 1. Etap İçme Suyu Temin Projesi

Kayseri Doğu Bölgesi 1. Etap İçme Suyu Temin Projesi, özellikle yaz aylarında kişi başı kullanım oranlarının yüksekliği nedeniyle su sıkıntısının yaşandığı Kayseri'nin doğu bölgesindeki artan su talebini karşılamayı hedeflemektedir. Şu anda, Kayseri Büyükşehir Belediyesi'nin içme suyu ihtiyacı tamamen yeraltı su kaynaklarından karşılanmakta olup, Kayseri ilindeki toplam 6.282 kuyudan 585'i içme suyu için kullanılmaktadır.

Bu proje, batı bölgesindeki su kaynaklarının doğu bölgesine aktarılmasını sağlayacak iki aşamalı bir tasarımı içermektedir. Birinci aşama şunları kapsamaktadır:

- Dokuzpınarlar bölgesindeki kuyulardan beslenen Beştepeler Deposu yakınında bir pompa istasyonunun inşası,
- Yeni bir iletim hattı aracılığıyla suyun Talas Deposu'na iletilmesi,
- İldem (2.500 m³) ve Konaklar (5.000 m³) olmak üzere iki yeni deponun inşası.

İkinci aşamada ise, suyun daha geniş bir alana iletimini sağlayacak ek iletim hatları ve pompa istasyonlarının yapımı planlanmaktadır. Proje, Kocasinan ve Melikgazi ilçelerinde yer alan toplam 31 mahalleye hizmet verecek ve Ali Dağı, Kayseri Erkilet Havaalanı, Gesi ve Mustafa Kemal Paşa Bulvarı ile sınırlanan geniş bir alanı kapsayacaktır.



Çevresel ve Sosyal Etkiler

Projenin inşaat ve işletme aşamalarında çevresel ve sosyal etkilerinin olması beklenmektedir. Projenin muhtemel etkileri genellikle yerel ölçek, düşük ve orta büyüklükte fakat kısa vadeli olacaktır.

Proje kapsamında, inşaat öncesi, arazi hazırlama, inşaat ve işletme aşamalarında ortaya çıkması muhtemel bazı çevresel ve sosyal etkiler öngörülmektedir. Bu etkiler sırasıyla şöyledir:

1. Kültürel Miras
2. Trafik ve Ulaşım
3. İşgücü ve Göçmen Akını
4. İş Sağlığı ve Güvenliği
5. Toplum Sağlığı
6. Paydaş Katılımı
7. Arazi Kullanımı, Toprak ve Jeoloji
8. Doğal Afetler
9. Su Kaynakları
10. Atık Artışı
11. Hava Kalitesi
12. Gürültü
13. Biyoçeşitlilik
14. Sosyo-Ekonomik Çevre
15. İklim Değişikliği

Proje kapsamında hazırlanan ÇSYP, Kayseri Belediyesi resmi internet sitesinde yayınlanmıştır (<https://www.kaski.gov.tr/duyuru-detay/dogu-bolgesi-1-etap-icme-suyu-temin-projesi-cevresel-sosyal-yonetim-planı-csyp-raporları>).

Bu ÇSYR'nin uygulanmasından sorumlu ana kurum, inşaat öncesinden ve işletme aşamalarından da sorumlu olan KASKİ'dir.



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Çevresel ve Sosyal Etkileri Azaltma ve İzleme Planı

Proje kapsamında inşaat öncesi, inşaat aşaması ve işletme aşamaları için biyoçeşitlilik, kültürel miras, trafik, iş gücü ve akını, toplum sağlığı ve güvenliği, iş sağlığı ve güvenliği, paydaş katılım faaliyetleri, arazi kullanımı, doğal afetler, su kaynakları, atık ve atıksu, hava kalitesi, gürültü konularında etki azaltma önlemleri; kültürel mirasın korunması, trafik çalışma koşulları, İSG tedbirleri ve acil müdahale yöntemleri, paydaşlarla iletişim, toprak kirliliği, doğal afetlere maruziyet, su kaynakları üzerindeki etkiler, atıksu, emisyon oluşumları, atık yönetimi, habitat kaybı, flora ve fauna, sağlık problemleri, savunmasız gruplar, su kaynaklı hastalıklar, klor gazı kaçağı, yüklenici yönetimi gibi konularda da izleme önlemleri belirlenmiş olup söz konusu önlemler ve izleme planı Proje için hazırlanmış ÇSYP'de detayları ile açıklanmıştır.

Paydaş Katılımı ve Şikâyet Mekanizması

Ayrıca, Proje kapsamında bir Paydaş Katılımı Planı hazırlanarak Etkilenen Toplumlara düzenli bilgilendirme/raporlama yapılması sağlanacaktır. Kayseri halkının ve diğer Proje paydaşlarının hem inşaat hem de işletme aşamasında Proje ile ilgili endişelerini, görüşlerini, şikâyetlerini ve önerilerini almak adına bir Şikâyet Mekanizması kurulacaktır. Bu mekanizma aracılığı ile iletilen görüş/istek/öneri/şikâyetler hızlı ve hassas bir şekilde ele alınacaktır. Şikâyet Mekanizmasının uygulanmasından sorumlu kurum Kayseri Büyükşehir Belediyesi olacaktır. Broşürde verilen iletişim kanalları da ayrıca kullanılabilir.



Görüş ve yorumlarınızı Projenin irtibat kişisi Abdulkadir Karacabey'e planproje@kaski.gov.tr e-posta adresini veya 0 (352) 432 22 11 numaralı telefonu kullanarak iletebilirsiniz.

Kayseri Su ve Kanalizasyon İdaresi (KASKİ)

Tel: 0352 432 0 432 | <https://www.kaski.gov.tr/>

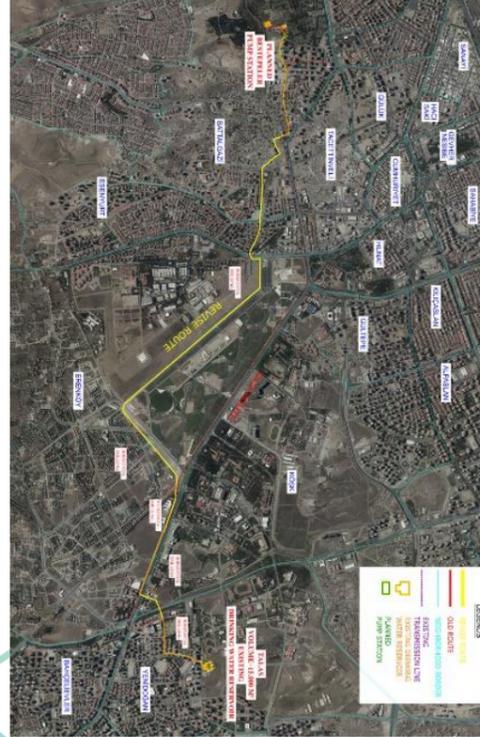
e-posta: kaski@kaski.gov.tr

İLBANK

Tel: 0(312) 508 79 79 | E-mail: bilgiuidb@ilbank.gov.tr

Adres: Emniyet Mahallesi Hipodrom Caddesi
No:9/21 Yenimahalle/ANKARA

Bu yayın Avrupa Birliği ve Türkiye Cumhuriyeti'nin maddi desteği ile hazırlanmıştır. İçerik tamamıyla firma sorumluluğu altındadır ve Avrupa Birliği ve Türkiye Cumhuriyeti'nin görüşlerini yansıtmak zorunda değildir.



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KAYSERİ SU VE KANALİZASYON İDARESİ (KASKİ)
DOĞU BÖLGESİ 1. ETAP
İÇME SUYU TEMİN PROJESİ
BİLGİLENDİRME BROŞÜRÜ
AĞUSTOS 2024





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6. PUBLIC PARTICIPATION MEETING PRESENTATION



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BU PROJE AVRUPA BİRLİĞİ FİNANSMANI İLE FİNANSE EDİLMEKTEDİR
THE PROJECT IS FINANCED BY THE EUROPEAN UNION
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

REPUBLIC OF TURKEY
MINISTRY OF ENVIRONMENT, URBANIZATION AND CLIMATE CHANGE

KAYSERİ SU VE KANALİZASYON İDARESİ (KASKİ) DOĞU BÖLGESİ 1. ETAP
İÇME SUYU TEMİN PROJESİ
BİLGİLENDİRME SUNUMU
Ağustos 2024

İL BANK
TÜRKİYE'NİN YAPICI GÜCÜ

THE WORLD BANK
IBRD • IDA | WORLD BANK GROUP

1

BİLGİLENDİRME SUNUMUNUN AMACI NEDİR?

- Proje aracı kimdir? Proje uygulayıcısı kimdir? Proje finansörü kimdir?
- Projenin beklenen faydaları nelerdir?
- Çevresel ve Sosyal çalışmalar nedir?
 - Olası çevresel ve sosyal etkiler
 - Etki azaltıcı önlemler ve yönetim stratejileri
- Paydaş Katılımı: Sürece nasıl dahil olabilirsiniz?
- Sorular ve cevaplar (Proje ile ilgili soru, beklenti, görüş ve öneriler)

2

TANIMLAR

- İLBANK Proje Yönetim Birimi (PYB): Projenin Dünya Bankası Çevre ve Sosyal Cerçeye ile uyumlu bir şekilde yürütülmesini sağlamak için proje uygulama destek rolünü yerine getirmesi.
- KASKİ Proje Uygulama Birimi (PUB): KASKİ'nin proje belgelerinin Dünya Bankası gerekliliklerine uygun olarak hazırlanması ve paydaş danışma ve duyuru gereklilikleri konusunda rehberlik sağlanması.
- Denetçi Danışman: Uygulama sırasında ihale dokümanlarının hazırlanması, ihalelerin Kamu İhale Kurumu mevzuatına ve Dünya Bankası'nın yasal gerekliliklerine uygun olarak yürütülmesi, İnşaat Sözleşmesinin takip edilmesi ve inşaat denetimi için İLBANK ile işbirliği yapılması.
- Müteahhit: İnşaat faaliyetlerinin (alt yüklenici faaliyetleri dahil) izlenmesi ve ÇSYP kapsamında önlemlerin alınması.
- Paydaş Katılımı: Proje paydaşlarıyla (yerel yetkililer, topluluklar, işçiler, vb. dahil) düzenli istişarelerin sağlanması.

PROJE ARACISI KİMDİR? PROJE UYGULAYICISI KİMDİR? PROJE FİNANSÖRÜ KİMDİR?



PROJE ARACISI



PROJE FİNANSÖRÜ



PROJE UYGULAYICISI



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PROJE ÖZELLİKLERİ

Projenin Tanımı:

Dokuzpınarlar havzasındaki 24 kuyudan gelen su, şu anda toplam debisi 1350 l/s olan mevcut 5000 m³ kapasiteli Beştepeler içme suyu deposuna iletilmektedir. Bu proje kapsamında, Beştepeler deposuna iletilen 800 l/s'lik fazla su, planlanan Beştepeler pompa istasyonu ile terfi ettirilerek mevcut Talas 15.000 m³ içme suyu dağıtım deposuna aktarılacaktır.

Dođu Bölgesi nüfusunun su ihtiyacını karşılamak için depoların kapasitesinin yetersiz olması nedeniyle, projenin birinci etabı kapsamında mevcut Konaklar dağıtım deposunun yanına 5000 m³ kapasiteli içme suyu dağıtım deposu ve mevcut İldem dağıtım deposunun yanına 2500 m³ kapasiteli içme suyu dağıtım deposu yapılması planlanmaktadır. Bu depoları besleyecek iletim hattı ikinci etapta yapılacak olmakla birlikte, bu depolar mevcut depolara bağlanarak mevcut su dağıtım sistemine dahil edilecektir.

9

PROJE ÖZELLİKLERİ

İletim Hattı:

İletim hattının güzergahı çođunlukla Kayseri Büyükşehir Belediyesi'nin sorumluluğunda olan kamu yolları üzerindedir. Ancak bazı bölgelerin mülkiyeti Kayseri Büyükşehir Belediyesi, Erciyes Üniversitesi ve Talas Belediyesi'ne aittir. İletim hatlarının güzergahı aşağıdaki şekilde gösterilmiştir.

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PROJE ÖZELLİKLERİ



9

ÇEVRESEL VE SOSYAL YÖNETİM PLANI

ÇSYP çalışmalarının amacı:

- Projenin çevresel ve sosyal risklerini ve etkilerini belirlemek ve değerlendirmek
- Etkilenen topluluklara ve çevreye yönelik riskleri ve etkileri telafi etmek/ dengelemek için bir azaltma hiyerarşisi benimsemek
- Etkili ve verimli bir şikayet mekanizması ve paydaş iletişimi oluşturmak

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ÇEVRESEL VE SOSYAL ÇALIŞMALARIN KAPSAMI



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PROJENİN AŞAMALARI

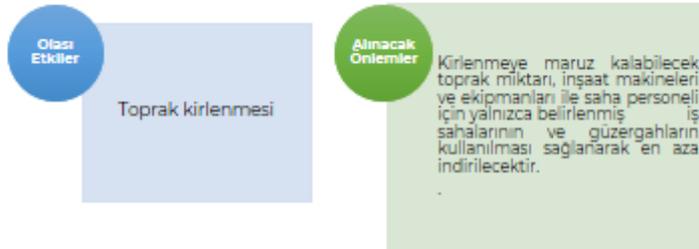
ŞİMDİYE KADAR YAPILAN ÇALIŞMALAR BUNDAN SONRA YAPILACAKLAR

- Çevresel ve Sosyal Danışmanlık Hizmeti
 - Saha Çalışmaları
 - ÇSYP'nin hazırlanması
 - Paydaş Katılım Planı hazırlanması
- Projenin inşaat ve işletme faaliyetlerinin hazırlanan raporlara ve standartlara uyumunun tespit edilmesi amacı ile yapılacak olan izleme çalışmaları

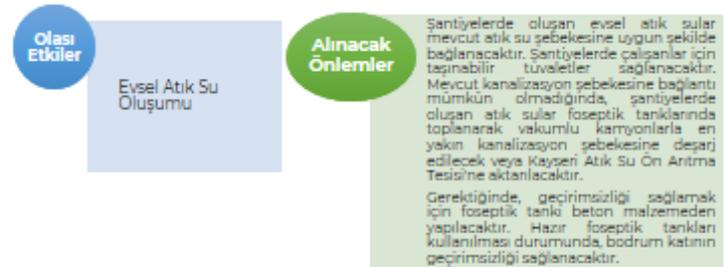
14

ÇEVRESEL VE SOSYAL ÇALIŞMALARIN KAPSAMI

TOPRAK ORTAMI



SU VE ATIKSU YÖNETİMİ



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KARASAL BİYOÇEŞİTLİLİK

Olası Etkiler

Flora ve fauna türlerinde bozulma

Alınacak Önlemler

Proje çalışanlarının, Proje Alanında zararlı/istilacı türlerin yerleşme riskini önlemek için inşaat alanına canlı hayvan veya bitki getirmelerine izin verilmeyecektir.

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HAVA KALİTESİ VE GÜRÜLTÜ

Olası Etkiler

Toz ve Partikül Gürültü Seviyesinde Artış

Alınacak Önlemler

İnşaat aşamasında oluşan tozun etkisi, sebeke güzergahları ve yol kenarı dolgularının sulanması, çalışmaların zaman aralıklarının ayarlanması, araç hızlarının kontrol edilmesi ve nakliye araçlarının üstlerinin branda ile örtülmesi yoluyla azaltılacaktır.
Bu doğrultuda, yerleşim alanları ve çevresinde yapılacak faaliyetler akşam ve gece saatlerinde değil, gündüz saatlerinde gerçekleştirilecektir.

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TRAFİK

Olası Etkiler

Yol kapatma, inşaat araçları vb. nedeniyle oluşan trafik sıkışıklığı vb. nedeniyle oluşan rahatsızlıklar

Alınacak Önlemler

Taşımacılık faaliyetlerinde kullanılacak tüm araçlar Karayolları Trafik Yönetmeliğinde belirtilen hız sınırlarına uyacaktır.

ATIK OLUŞUMU

Olası Etkiler

Hafriyat Atığı Oluşumu

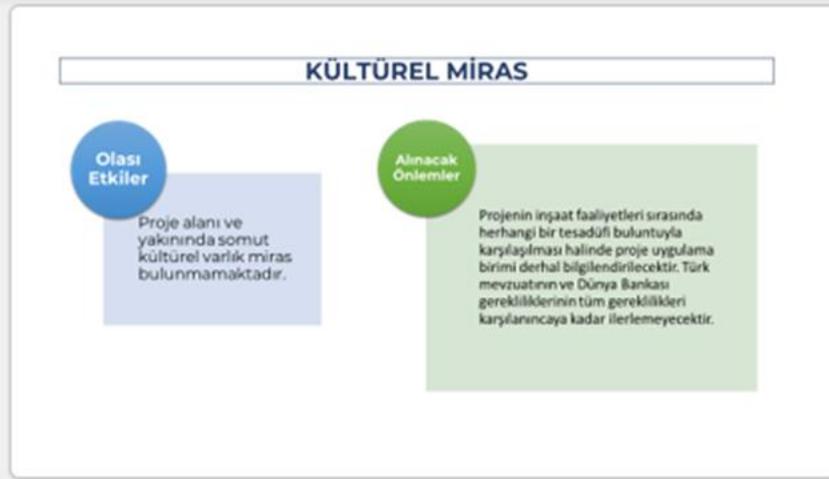
Alınacak Önlemler

Hendek kazıları sonucu oluşan hafriyat atıkları sınıflandırılmalı (asfalt, bordür, parke, beton ve toprak olarak) ve inşaat alanında geri kazanılması, yeniden değerlendirilmesi ve yeniden kullanım olanakları göz önünde bulundurulmalıdır.
Hafriyat çalışmaları Hafriyat Toprağı, İnşaat ve Yıkıntı Atıklarının Kontrolü Yönetmeliği hükümlerine uygun olacaktır.

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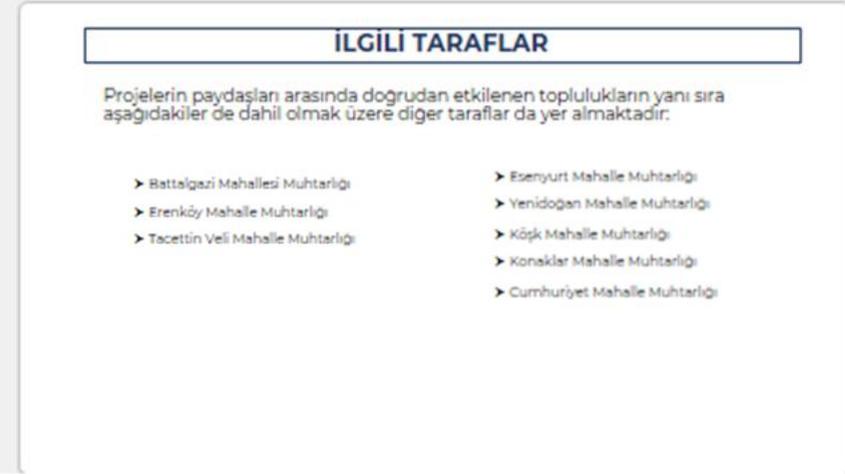
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PROJE ETKİ ALANI



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PAYDAŞ KATILIMI: SÜRECE NASIL DAHİL OLABİLİRSİNİZ?

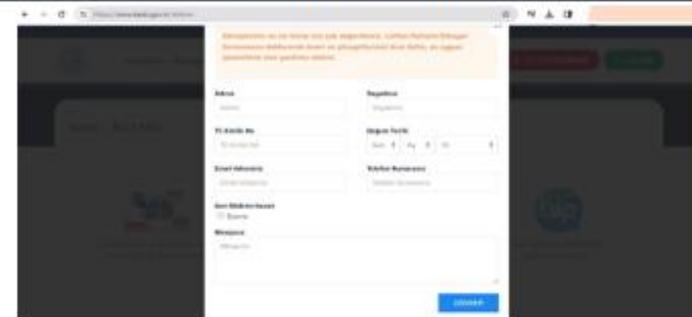
- ❖ KASKI'nın online şikayet veri tabanında yer alan şikayet mekanizması, su şebekesi ile ilgili sorunlara anında çözüm üretmek amacıyla veri tabanı üzerinden KASKI'nın ilgili birimlerine bildirilen sorun ve şikayetlerin çözümü kavuşturulması için oluşturulmuştur.
- ❖ Şikayetler anonim olarak kimlik bilgileri belirtilmeden de iletilenmektedir.
- ❖ Doğrudan telefon görüşmeleri, e-postalar, yüz yüze toplantılar / ileişimler ve Web Sitesi aracılığıyla alınan tüm şikayetler kayıt altına alınacaktır.
- ❖ Her talep azami özen, titizlik, adanet ve tarafsızlıkla değerlendirilecektir.
- ❖ Çözüm önerileri ikinci bir bildirimle şikayet sahibine iletilir. Çözüm önerisinin şikayetçi tarafından kabul edilmesi halinde, KASKI 15 iş günü içerisinde şikayeti çözüme kavuşturmak için düzeltici faaliyetlerde bulunur. Yüklenicilere ve alt yüklenicilere iletilen şikayetler, şikayet kayıt formları kullanılarak yüklenicinin sosyal uzmanı tarafından kaydedilecektir.

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PAYDAŞ KATILIMI: SÜRECE NASIL DAHİL OLABİLİRSİNİZ?



PAYDAŞ KATILIMI: SÜRECE NASIL DAHİL OLABİLİRSİNİZ?



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İL BANK DÜZEYİNDE ŞİKAYET MEKANİZMASI

• **İL BANK, ŞM için çeşitli alım kanalları içerir:**

- Web sitesi: <https://www.ILBANK.gov.tr/form/bilgiedinmeuluslararası>
- E-mail: bilgiuidb@ilbank.gov.tr
- Telefon numarası: +90 0312 508 79 79
- Resmi Yazı / Dilekçe için Adres: İL BANK Uluslararası İlişkiler Bölümü, GRM Ekibi (mektuplar kişisel veya gizli olarak işaretlenmelidir)- Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA

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7. PHOTOS OF THE PUBLIC PARTICIPATION MEETING





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