

**TÜRKİYE PUBLIC AND MUNICIPAL
RENEWABLE ENERGY PROJECT
(PUMREP)**

**49.28 MWp / 38.5 MWe SOLAR (Photovoltaic)
Power Plant Project of Konya Water and
Sewerage Administration (KOSKI)**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

JANUARY 2025

Sub-Project Information	
Sub-Project	Details
Name	Türkiye Public and Municipal Renewable Energy Project (PUMREP) 49,28 MW _p / 38,5 MWe SOLAR (Photovoltaic) Power Plant Project of (Konya Water and Sewerage Administration) Stakeholder Engagement Plan (SEP)
Project Owner/ Sub-borrower	Konya Water and Sewerage Administration (KOSKI)
Financial Intermediary	İller Bankası A.Ş (İLBANK)
Prepared by	Ardea Energy Engineering & Consulting

This Stakeholder Engagement Plan has been prepared by Ardea Energy Engineering and Consulting on behalf of KOSKI within the scope of Türkiye Public and Municipal Renewable Energy Project (PUMREP) supported by the World Bank (WB) with ILBANK as the financial intermediary.

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ABBREVIATIONS

Aoi	Area of Influence
CIMER	Presidential Communication Center
CLO	Community Liaison Officer
EIA	Environmental Impact Assessment
EHS	Environment Health and Safety
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
ESMR	Environmental and Social Monitoring Report
ESS	Environmental and Social Standards
ETL	Energy Transmission Line
GBV	Gender Based Violence
GDPN	General Directorate of National Property
GM	Grievance Mechanism
GMCP	Grievance Mechanism Contact Person
HS	Health and Safety
IFC	International Finance Corporation
IFIs	International Financial Institutions
ILBANK	İller Bankası A.Ş.
KMM	Konya Metropolitan Municipality
KOSKI	Konya Water and Sewerage Administration
LMP	Labor Management Plan
MoEUCC	Ministry of Environment, Urbanization and Climate Change
NGO	Non-Governmental Organizations
OIP	Other Interested People
PAP	Project Affected People
PIU	Project Implementation Unit
RE	Renewable Energy
Project	The Public and Municipal Renewable Energy Project (PUMREP)
PUMREP	Public and Municipal Renewable Energy Project
SEA/SH	Sexual exploitation and abuse/sexual harassment
SEP	Stakeholder Engagement Plan
SPP	Solar Power Plant
TEİAŞ	Turkish Electricity Transmission Corporation
WB	World Bank
WBG	World Bank Group
YIMER	Foreigners Communication Center

EXECUTIVE SUMMARY

The Public and Municipal Renewable Energy Project (PUMREP) (hereinafter the “Project”) aims to support the Government of Türkiye to scale-up Renewable Energy (RE) use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed RE market in public facilities help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country’s climate mitigation commitment and enhance energy security.

The PUMREP is financed by World Bank (WB) to support introducing RE technologies in municipalities. İller Bankası A.Ş. (ILBANK) acts as the Financial Intermediary (FI). The RE installations will be primarily used to offset the overall energy consumption from public facilities (i.e. administrative buildings, water supply and water treatment, public lighting, etc.) and thus reduce the municipalities’ energy bills.

ILBANK has established an Environmental and Social Management System (ESMS) effective on 24th of Dec 2023. The ESMS is aligned with the requirements of World Bank (WB) Environmental and Social Framework (ESF, 2018) including Environmental and Social Standards (ESSs) forming part of the ESF, and E&S polices and standards of other International Financial Institutions (IFIs) ILBANK collaborates with. It will be applicable to all ILBANK projects and sub-projects financed through International Financial Institutions (IFIs).

The ESMS is aimed at ensuring systematic identification, assessment, management, monitoring, and reporting of the environmental and social (E&S) risks and impacts of the projects and sub-projects financed by the International Finance Institutions (IFIs). This process will be implemented on an ongoing basis throughout their loan duration in line with the requirements of the national legislation, international agreements and conventions ratified by Türkiye and E&S standards of lending IFIs (World Bank for the PUMREP). As a critical element of the ESMS, ILBANK has adopted and published an E&S Policy applicable to all ILBANK projects and sub-projects financed through IFIs.

Two sub-projects to be financed under PUMREP include the installation of renewable energy facilities by KOSKI with a capacity of 49.28 MWp / 38.5 MWe, and by the Konya Metropolitan Municipality (KMM) with a capacity of 43.12 MWp / 31.5 MWe. These sub-projects are located in the Saraçoğlu neighborhood of the Karatay district in Konya province.

According to the protocol outlined in Annex 3, which was signed between KMM and KOSKI, the responsibility for the implementation of this Stakeholder Engagement Plan (SEP) rests with KMM. This SEP has been specifically developed for the KOSKI Solar Power Plant Sub-project, which has a substantial installed capacity of 49.28 MWp / 38.5 MWe. KMM will oversee all aspects of implementing this SEP, ensuring that stakeholder engagement, communication, and any related obligations are fully met in accordance with the terms of the protocol. Thus, KMM

will act as the main authority to manage and coordinate the SEP's goals and activities throughout the project's duration.

This SEP has been formulated to ensure that sub-project affected interested parties and vulnerable groups that constitute the stakeholders are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the Sub-Project and its impacts.

SEP establishes a systematic approach to stakeholder engagement that will help KMM to identify all stakeholders and how they will be affected by the Sub-project and ensure that the Sub-project is implemented in a participatory and community-friendly manner through building and maintaining a continuous constructive relationship with them, in particular with project-affected parties.

SEP also assesses the level of stakeholder interest and support for the Sub-project and guides the relations of the KMM team with the stakeholders throughout the construction and operation process, enabling stakeholders' views to be taken into account in sub-project design and environmental and social performance.

SEP is designed to ensure that relevant sub-project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.

1 INTRODUCTION

PUMREP aims to support the Government of Türkiye to scale-up RE use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed RE market in public facilities help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country's climate mitigation commitment and enhance energy security. KOSKİ is one of the sub-borrowers and has a sub-project financed under PUMREP. Therefore, this plan is prepared to define the stakeholder engagement process including the grievance mechanism management.

The PUMREP is financed by World Bank (WB) to support introducing RE technologies in municipalities. İller Bankası A.Ş. (ILBANK) acts as the Financial Intermediary (FI). The RE installations will be primarily used to offset the overall energy consumption from public facilities (i.e. administrative buildings, water supply and water treatment, public lighting, etc.) and thus reduce the municipalities' energy bills.

The sub-project has been classified as having a **moderate** level of risk according to the E&S Risk Screening conducted by ILBANK in line with the ILBANK ESMS. One of the tasks under the scope of the Sub-project is the preparation of an Environmental and Social Management Plan (ESMP) and SEP in accordance with ILBANK's ESMS and WB ESF including applicable Environmental and Social Standards (ESSs), World Bank Group (WBG) General Environment Health and Safety (EHS) Guidelines and Industry Sector Guidelines, and the national legislation in force in Türkiye.

KMM is responsible for stakeholder engagement activities and grievance resolution, ensuring that the sub-project is carried out in an inclusive and participatory manner. The contractor, selected through a competitive bidding process, is responsible for the construction, logistics, design, test and commissioning, and provisional acceptance of the solar plant. The supervision consultant, appointed by the World Bank, is responsible for guiding all parties involved in the sub-project, including the municipality, the contractor, and ILBANK.

This Stakeholder Engagement Plan (SEP) of KOSKİ is an action plan which was prepared for the KOSKI SPP 49.28 MWp / 38.5 MWe SPP sub-project and sets out methods for effective communication and interaction with stakeholders.

Konya SPP Project is comprised of a solar power plant, a sub-station and an energy transmission line. Konya SPP Project is located in lot 3 of 31478 block and lot 5 of 31478 block, Saraçoğlu neighborhood in the Karatay district of Konya Province. The total Konya SPP Project area is around 200 ha. Konya SPP Project area in general is characterized as being grazing land. The Konya SPP Project will meet the energy of more than 58.000 households with 69.704 MWh of electrical energy production.

The ultimate purpose of this SEP is to establish and maintain constructive dialogue between sub-project representative which is KMM and Project Affected People (PAP), Other Interested

Parties (OIP) and vulnerable groups that are essential for the successful management of the environmental and social impacts of the Sub-project. KMM is fully committed to undertaking necessary engagement activities related to sub-projects in a manner that is consistent with international good practice as outlined in next sections.

The SEP provides a roadmap for the KMM's engagement with stakeholders and contributes to the achievement of the sub-project objectives and operation of the sub-project in a transparent, inclusive, responsive and cooperative manner. Stakeholder engagement activities will also contribute to the environmental and social assessments, by identifying the stakeholders' concerns about the sub-project, thus facilitating the effective solution of these impacts and concerns.

1.1 Background Information on the Konya SPP Project

Konya SPP Project is composed of two sub-projects on two adjacent land plots, to be separately operated by KMM and KOSKI. Currently, there are two sub-projects and these SPPs will be merged as a single solar power plant when KOSKI transferred the authorization of investment and operation to KMM. Before the tendering stage and Project Implementation Unit (PIU) assigned by KMM will ensure compliance of the national legislation and the WB standards. KMM has claimed ownership of both sub-projects following the transfer of authorization from KOSKI to KMM each will be the investor and KMM will be the operator of these two Sub-Projects.

According to the EIA Regulation (Official Gazette dated 29.07.2022; No: 31907), both sub-projects that constitute the Konya SPP Project are subject to Annex-I of the EIA Regulation. A public participation meeting was held within the scope of the EIA process that granted an EIA positive certificate, which was received in August 2022.

2 OBJECTIVE OF THE SEP

This Stakeholder Engagement Plan has been formulated to ensure that project-affected parties, other interested parties and vulnerable groups that constitute the “stakeholders” are provided relevant, timely and accessible information so that they have an opportunity to express their views and concerns about the Sub-Project and its impacts.

The objectives of the Stakeholder Engagement Plan of KMM are as follows:

- To establish a systematic approach to stakeholder engagement that will help KMM to identify all stakeholders and how they will be affected by the Sub-project and ensure that the Sub-project is implemented in a participatory and community-friendly manner through building and maintaining a continuous constructive relationship with them, in particular with all stakeholders;
- To assess the level of stakeholder interest and support for the Sub-project and to guide the relations of the KMM team with the stakeholders throughout the installation and operation process, enabling stakeholders’ views to be taken into account in sub-project design and environmental and social performance;
- To promote and provide means for effective and inclusive engagement with all stakeholders throughout the Sub-project life-cycle on issues that could potentially create an impact;
- To ensure that relevant sub-project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format;
- To provide all stakeholders with accessible and inclusive means to raise issues and grievances, and allow KMM to respond to and manage such grievances.

Stakeholder engagement plays a critical role for the successful completion of sub-projects, which has a wide stakeholder circle, from local people, vulnerable groups, public institutions and non-governmental organizations. SEP provides the framework for the stakeholder engagement and details the timing and methods of engagement with the different groups of stakeholders. SEP does not only identify the different stakeholder groups, but also identifies their needs and circumstances, and how they are being affected by the sub-project. The SEP pays special attention to identified disadvantaged or vulnerable individuals or groups, and determines how to ensure their inclusion in the stakeholder engagement activities. The SEP takes into account the main characteristics and interest of the stakeholders, and the different levels of engagement and consultation that is appropriate for different stakeholders, while defining the interaction with all stakeholders, also explores the opportunities and risks brought by interaction with them.

SEP ensures a transparent, sensitive, and inclusive participation by defining the framework for KMM's dialogues across the sub-project's stakeholder groups, in an inclusive, non-discriminatory manner. Implementation of the SEP will:

- Generate a good understanding of the Sub-Project among those that will be affected in particular ensuring that both host communities and refugee population in the potentially affected areas will have a full understanding that the sub-project is of benefit to everybody within the Sub-project area;
- Ensure early identification of issues that may pose risks to the Sub-Project or its stakeholders,
- Ensure that mitigation measures are appropriate (adequate, implementable, timely, effective and efficient), and
- Establish a system for long-term communication between the Sub-Project and communities that is of benefit to all parties. This requires that the engagement strategy for the Sub-project ensure outreach to all stakeholder groups (e.g. host community and refugees), clearly informing them of the benefits from the Sub-project, and thereby reducing any social risk that misconception about the outreach of the Sub-project may cause.

SEP communication strategy vis-à-vis stakeholders also defines the mechanisms through which the stakeholders can express their concerns and transmit their grievances, and how such concerns and grievances will be responded to and resolved in a timely and adequate manner.

The social impact area of the sub-project and neighboring facilities are as follows in the Figure 1 and Figure 2.

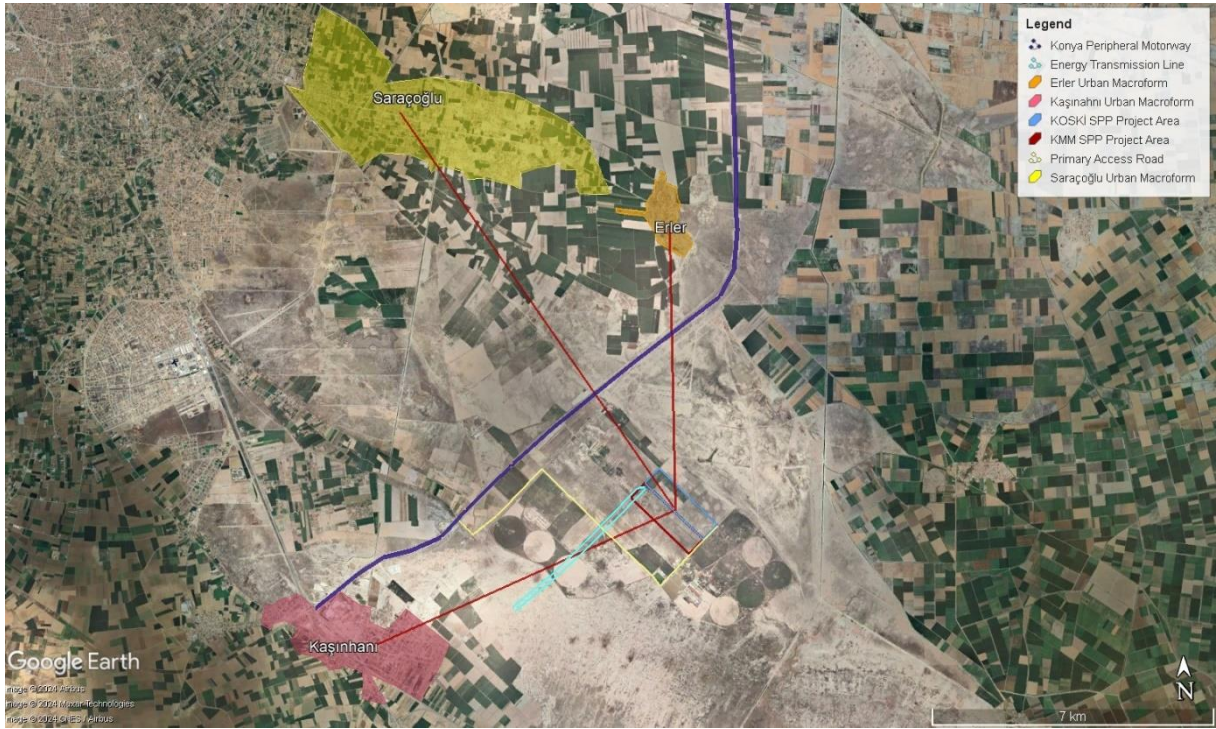


Figure 1: Social Area of Influence

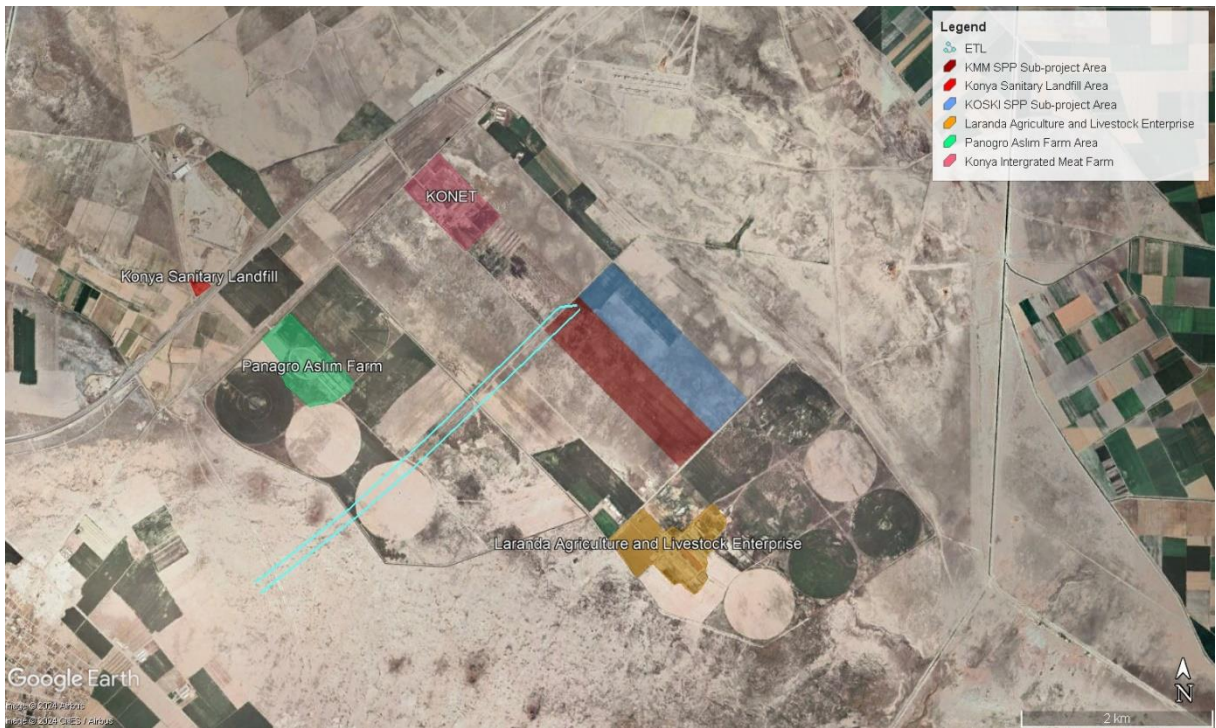


Figure 2: Neighboring Facilities

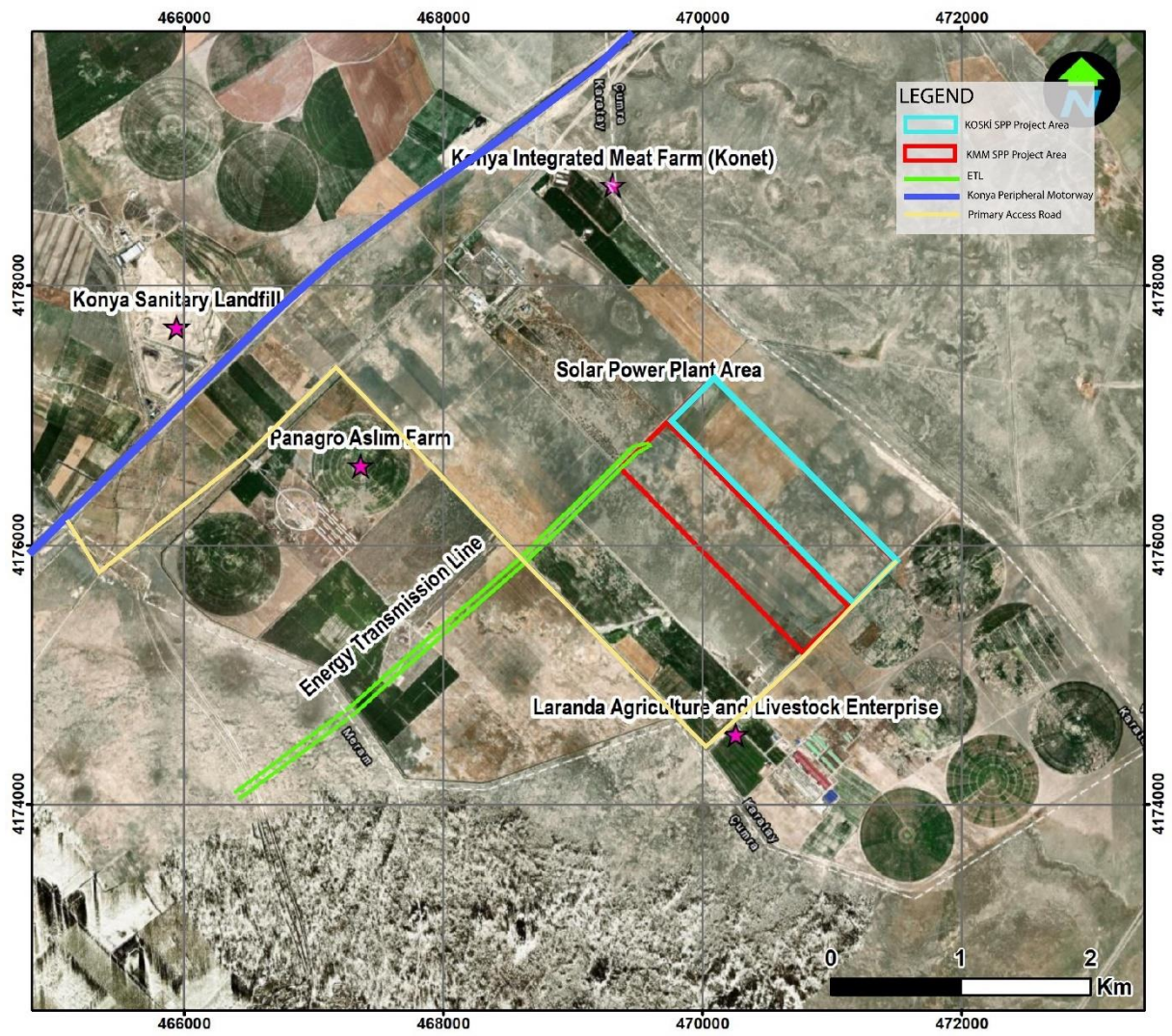


Figure 3: Sub-project Site Access Road

3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

During the mapping process of the stakeholders, the nature of the Sub-project's impacts are identified, and the methods and frequencies of the relations to be built with stakeholders are formulated.

It is critical that particular efforts are given to identify disadvantaged and vulnerable stakeholders who may be differentially or disproportionately affected by the sub-project or who may have difficulty participating in the engagement and development processes. Stakeholder identification is also an ongoing process and will need to be regularly reviewed and updated.

3.1 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 will be arranged during the Project cycle, carried out openly, free of external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Information will be widely provided to all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholder feedback, and for analysing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification will be undertaken to support better communications and build effective relationships during the Project cycle. The participation process for the projects will be inclusive. All stakeholders at all times will be encouraged to be involved in the consultation and project implementation process. Equal access to information of all stakeholders will be provided to all stakeholders. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups that may be at risk of being left out of project benefits and the cultural sensitivities of diverse ethnic groups.
- **Flexibility:** Where social distance, cultural context, or governance factors preclude traditional face-to-face forms of engagement, the Project's stakeholder communication strategy methodology will accommodate alternative forms of engagement, including various internet or telephone-based communication forms.
- In accordance with ESS 10, the Project has identified stakeholders, taking into account both project-affected parties and other interested parties, such as individuals or groups affected or likely to be affected by the project. Therefore, stakeholders have been identified and categorized as "project-affected parties" and "interested parties" (other individuals or groups that may have an interest in the project).

3.2 Project Affected Parties

A stakeholder is defined as any person, institution or group that may be affected by the Sub-project or has an interest in the sub-project and its impacts.

The term “project-affected parties” includes those likely to be affected by the sub-project due to actual impacts or potential risks to their physical environment, health, safety, cultural practices, well-being or livelihoods. These stakeholders may include individuals or groups, including local communities.

The Social Area of Influence (AoI) consists of the Saraçoğlu, Kaşınhanı, and Erler Neighborhoods, and has been selected because the area's environmental infrastructure elements, such as healthcare infrastructure and waste collection services in the surrounding neighborhoods, and the grazing activities of local people who occasionally use the area as pasture, will be affected. Saraçoğlu neighborhood is the location where the sub-project will be implemented, and due to administrative, social, and economic impacts, as well as stakeholder engagement factors, it is included within the sub-project’s area of influence. The Erler and Kaşınhanı neighborhoods, in particular, may be more impacted by the sub-project due to their proximity and the fact that they offer facilities for healthcare, shopping, and restaurants. During the construction and operation phases, these neighborhoods may experience increased activity. Additionally, the sub-project area is occasionally used by locals for grazing activities. There are no fixed boundaries for the local population's grazing areas, and the surroundings of the sub-project area are large enough to accommodate alternative grazing areas. Information gathered from mukhtars of Saraçoğlu, indicates that shepherds from the Saraçoğlu neighborhood might use the sub-project area and its surroundings for grazing.

Laranda Agriculture and Livestock Enterprise, Konet, Panagro Aslım Farm, and Konya Sanitary Landfill facilities surround the sub-project site. There are pasture areas around the project site and grazing activities are carried out. In addition, during the construction and operation phases of the sub-project, the main road will be used, seen in Figure 3, which is also used by facilities near the site such as Larande, Konet and Panagra livestock breeding and meat facilities. For the main road it has been confirmed that there is no housing, school or social facilities and infrastructure inventory such as septic tanks that could be damaged on the route. In this case, commercial enterprises on the sub-project route should be considered as sensitive receptors. As for factors of nuisance from construction works and operation stage, the AoI would be limited to Saraçoğlu, Kaşınhanı and Erler neighborhoods and the facilities in the immediate vicinity of the sub-project site, namely Laranda, Konet and Panagra livestock breeding and meat production facilities.

Characteristics of the local communities in terms of population, economy, social and physical infrastructure is described based on the initial consultations with the Mukhtars of Saraçoğlu, Kaşınhanı and Erler Neighborhoods in May and September 2024 as well as individuals including a resident of Saraçoğlu and a livestock grazer.

Project affected parties's who will be cooperated and consulted about and during the sub-project, including individuals, groups and communities are:

- Residents of Saraçoğlu, Erler, Kaşınhanı neighborhoods;
- Household residents grazing livestock in the sub-project area;
- Labor force to work in the construction works of the sub-project;
- Facilities close to the sub-project area (Laranda Agriculture, Panagra Farm, Konet Farm).

3.3 Disadvantaged/Vulnerable Individuals or Groups

In the communities under potential impact of the sub-project, there will be direct stakeholders, some of whom may be vulnerable groups. Disadvantaged or vulnerable individuals or groups are those who often do not have a voice to express their concerns or understand the impacts of a sub-project, and who may have particular limitations in participating in and/or understanding the sub-project information or participating in the consultation process. Limitations may relate to language differences, lack of transportation to events, accessibility of venues, lack of understanding of a consultation process, and difficulties in accessing information. Vulnerable groups may be disproportionately affected by the adverse impacts of the sub-project.

Vulnerable individuals/groups may comprise of refugees, household head women, the disabled individuals, people with chronic illnesses or in need of special care and the people over 65 years of age. Vulnerable groups are important stakeholders and it is a priority to find modes of engagement in terms of language, access, venue and time which will enable them participate fully in the stakeholder engagement activities. Likewise, it is important to consider how these groups normally access information, through which media and language – and whether there are organizations which already work with them, and who can be used for outreach.

Moreover, the equal participation of disadvantaged/vulnerable/ groups in the stakeholder engagement activities of the sub-project at par with other stakeholder groups is also expected. Their participation, inputs and needs will inform sub-project design and implementation.

In the sub-project context, vulnerable individuals/groups would include:

1. **Disabled individuals:** Construction activities can disrupt accessibility routes and restrict mobility. They may have special needs for access to participation activities. There are disabled individuals and people with chronic illnesses or in need of special care in the neighborhoods in AoI. According to data received from KMM's isabled and Elderly Services Branch Directorate, there are around 615 disabled people in Erler Neighborhood, 288 people in Kaşınhanı Neighborhood and 606 people in Saraçoğlu Neighborhood, which are in the AoI.

2. **People over 65 years of age:** Construction activities can disrupt older people's daily routines and access to basic services, potentially causing discomfort or stress. They may have special needs for access to participation activities. According to the information received from the neighborhood mukhtars, there are around 282 people over the age of 65 in Erler Neighborhood, around 336 people over the age of 65 in Kaşınhanı Neighborhood and 374 people over the age of 65 in Saraçoğlu Neighborhood, which are located in the AoI.

3. **Immigrants and Refugees:** Refugees may have difficult living conditions and limited resources, making them more susceptible to the impacts of the sub-project. Their legal status and lack of access to certain services can also heighten their vulnerability. In Social AoI according to neighborhoods mukhtars, there are around 500-600 Syrian immigrants in Erler Neighborhood, around 20-25 Syrians and 20-25 Afghan immigrants in Kaşınhanı Neighborhood, and 50 Syrians and 30 Afghan immigrants in Saraçoğlu Neighborhood.

4. **Female head of households:** Female heads of households with special needs may have limited participation in consultations. Mukhtars and KMM do not know the exact data on the number of female head of households, but an approximate number was provided by the AoI Neighborhoods' mukhtars. The number of female households is approximately 50 households in Saraçoğlu and Erler Neighborhoods, and approximately 10-15 households in Kaşınhanı Neighborhood.

3.4 Other Interested Parties

Other interested parties include individuals, groups and others who may have an interest in the sub-project because of their location, proximity to natural or other resources, or the sector or parties involved in the sub-project. This may include local government officials, community leaders, media and civil society organizations, particularly those working in or with affected communities.

Maintaining regular relationships with media stakeholders is sufficient to provide regular information at local and national level in Konya Province. In all cases, the media plays an important role in informing the public and building public perception of the sub-project.

Stakeholder groups within the scope of the sub-project are as follows:

Table 1 Stakeholder Groups

Stakeholder Group	Cause of Impact/Risk	Level of Interest	Level of Influence
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Project Affected Parties	<ul style="list-style-type: none"> Local communities (Saraçoğlu, Erler, Kaşınhanı) 	Settlements that have the potential to be directly adversely affected by sub-project activities due to their proximity to the sub-project site in terms of dust, noise, traffic, labor influx, land acquisition issues, etc.	High	High
	<ul style="list-style-type: none"> Businesses (Laranda Agriculture, Panagra Farm, Konet Farm) 	Businesses that have the potential to be directly adversely affected by sub-project activities due to their proximity to the sub-project site in terms of dust, noise, traffic, labor influx, issues, etc.	Medium	Medium
	<ul style="list-style-type: none"> Households using the sub-project land and environs for livestock grazing 	Economical displacement	High	Low
	<ul style="list-style-type: none"> Workers (including supply chain) to be employed for the sub-project activities 	Potential risks related to labour and working conditions, etc.	High	High
Vulnerable individuals or groups	<ul style="list-style-type: none"> Disabled individuals; People over 65 years of age; Immigrants and refugees; Female head of households. 	Vulnerable groups might be disproportionately affected by adverse sub-project impacts	High	High
Other Interested Parties	<ul style="list-style-type: none"> NGOs 	Environmental and social impacts of the sub-project (depending on NGO's field).	High	Low
	<ul style="list-style-type: none"> Governmental Bodies <ul style="list-style-type: none"> Ministry of Industry and Technology, Ministry of Energy and Natural Resources, Karatay District Governorship, Governorship of Konya, Konya Provincial Directorate of Environment, Urbanization and Climate Change Local administrations <ul style="list-style-type: none"> KMM, KOSKİ 	A positive impact is expected with the energy generated from the sub-project. Government agencies may be involved in the permitting process, land acquisition process or in organizing consultations with communities.	High	Medium

	<ul style="list-style-type: none"> ○ Karatay Municipality. • Media <ul style="list-style-type: none"> ○ Local Radio Stations, ○ Local Tv Channels, Newspapers, ○ Social Media Platforms, ○ Community Websites 			
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4 STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Summary of Stakeholder Engagement Done During Sub-Project Preparation

A public participation meeting was held within the scope of the EIA process that granted an EIA positive certificate in August 2022. Two separate EIA Reports were prepared as the sub-projects was initially designed as two separate sub-projects of KMM and KOSKI at adjacent parcels, which were later merged as a single Konya SPP Project under the overall ownership of KMM.

The public participation meeting within the process of the EIA Report was held in May 2022 at the social facility of Karatay Municipality for KOSKI's sub-project. Representatives from KMM, and Konya Provincial Directorate of Environment, Urbanization and Climate Change came together with 21 local people (2 females and 19 males) from Saraçoğlu and Erler Neighborhoods to explain the scope and potential adverse impacts and benefits of the sub-project and answered questions of the audience (Annex 2). Participants expressed concerns that sub-project information should be shared more widely to reach all relevant stakeholders. Further stakeholder engagement activities were commenced during the course of preparation of the ESMP by means of interviews with mukhtars of social AoI that is Erler Kaşınhanı and Saraçoğlu neighborhoods and individuals (a resident and a shepherd) at close proximity to the the sub-project site. Photos of preliminary interviews can be seen in Annex 1. In interviews generally held with the mukhtar, questions were asked about how long the mukhtars had been living there, what the local people were doing and whether they were grazing in the area, what they thought about the Konya SPP project, what negative effects, if any, the sub-project might have on the local people, and the local people's general opinions about the sub-project. Mukhtars mentioned in the interviews that the sub-project area is unproductive stony land and that no one would be disturbed by the sub-project. They think that it will benefit the development of the region. They also stated that the sub-project site is far away from the settlements, so it will not disturb anyone. In general, the sub-project was seen by the interviewed mukhtars as a positive development in terms of its economic benefits and renewable energy context in relation to clean energy. In the interview with a citizen from Saraçoğlu neighborhood, he stated that he was positive about the sub-project. He stated that the sub-project site and its surroundings are unproductive lands and there are enough pasture areas in the vicinity. He stated that he does not go to the sub-project site much and that the SPP project will be beneficial as it is renewable energy. In the interview with the shepherd, shepherd stated that he grazes in the area from time to time, but there is a lot of pasture area in this region. He also stated that the sub-project area is not a fertile land. He does not think that anyone will be disturbed by the sub-project.

In addition to these studies, a Public Consultation Meeting was held on 23.12.2024 at 2.00 p.m. following the completion of the ESMP and SEP. Public Consultation Meeting announcements were published on the official website and in national and local newspapers. In addition,

brochures regarding the meeting were hung in the neighborhood of Mukhtar's offices and on bulletin boards. During the Public Consultation Meeting, information about the subproject was presented by municipal officials and the consultancy firm. Konya Metropolitan Municipality Climate Change and Zero Waste Department Head made an opening speech and introduced the SPP Project. Subsequently, the importance of the Solar Power Plant subproject, and the technical details of the subproject were explained by the Ardea Project Consultancy Team. It was stated that the project is financed under the PUMREP by the World Bank and represents an important step for the municipality in terms of renewable energy and combating climate change. It was explained that through the solar power plant project, the municipality would cover a significant portion of its energy costs by using clean energy. The subproject was introduced through a presentation by the Ardea Project Consultancy Team, which also provided information on the subproject's ESMP. The purpose and scope of the subproject, and the expected social impacts and measures to be taken were explained by the Social Expert of Ardea Project Consulting Company. The grievance mechanism and Stakeholder Engagement Plan to be established within the scope of the subproject were also explained. Environmental Engineer of Ardea Project Consulting Company explained the expected environmental impacts of the subproject and the measures to be taken for these potential impacts. The subproject is planned to be completed within eighteen months and is expected to contribute socially to the district. Lastly, it was emphasized that the grievance mechanism will be given importance during the construction and operation phases of the subproject. The meeting ended with questions and suggestions from the participants regarding the subproject. Details of the Public Consultation Meeting are given in Annex 5.

4.2 Stakeholder Engagement Plan

The main goals of the stakeholder engagement program and the planned schedule for the various stakeholder engagement activities are to describe at what stages throughout the Subproject's life these activities will take place, and with what periodicity. Where decisions on public meetings, locations, and timing of meetings have not yet been made, information is provided on how people will be made aware of forthcoming opportunities to review information and provide their views.

SEP ensures preparation of an open profile of the stakeholders and clear sight of the relationships between the sub-project and stakeholders. Meeting with all of the stakeholders listed in the matrixes on the underlined subject matters at the pre-determined timeline is crucially important. The frequency of the meetings can be increased when needed.

SEP in Table 2 presents the nature and level of stakeholders' interest in the sub-project and the ways the engagement will be conducted, the engagement frequency and the PIU of KMM and the following matrix is the tabulated version of this program.

The parts analysed by the matrix are as follows in Table 2:

- Subject of Meeting/Interview identifies the subject matters that need to be discussed with the stakeholder at the predetermined frequency.
- Method of Information specifies the communication tools and ways that may be used for engagement, such as face-to-face meetings, website announcements, SMSs, and brochures, etc.
- Frequency establishes a calendar for engagement.

The responsible party/person is required to be determined by the KMM representatives. The KMM will be responsible for implementing the stakeholder engagement process even in case that actual stakeholder engagement works may be contracted to a third party.

The following stakeholder engagement program represents key characteristics, preferred notification means and specific needs for stakeholder groups.

Table 2 Stakeholder Engagement Plan

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
Directly Affected Communities				
Residents in affected settlements	Neighborhoods: Saraçoğlu Erler Kaşınhanı	<ul style="list-style-type: none"> • Web site • Flyers, posters • Announcements • Info desk at Karatay municipality • Announcements by mukhtars • Press release • Social media • Face-to-face information meetings • Brochures 	<p>Before the construction phase started</p> <p>When needed (significant change occurs, when there is demand)</p>	Accessible consultation opportunities
Vulnerable groups in settlements in AoI	Disabled individuals Elderly individuals	<ul style="list-style-type: none"> • Face-to-face consultations 	Before the construction phase started	transportation support to meetings, special

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
(Disabled Individuals, People over 65 years of age, immigrants and refugees, female head of households)	Refugees in Saraçoğlu, Erler and Kaşınhanı neighbourhoods	<ul style="list-style-type: none"> • Telephone interviews • Social media • Web site of KMM • Flyers, posters • Announce • Info desk • Brochure 	When needed (significant change occurs, when there is demand)	face to face meetings, sign language
Refugees living in neighbourhoods in Aol	Immigrants, refugees and non-native Turkish speakers living in affected neighborhoods Saraçoğlu, Erler and Kaşınhanı (Syrian and Afghan populations living in affected communities)	<ul style="list-style-type: none"> • Flyers, posters in Arabic • Announcements in Arabic • Visits • Brochures • Information meetings 	When needed (significant change occurs, when there is demand)	Language assistance Arabic information materials, translation services
Sub-project workers	Workforce during construction and operation	<ul style="list-style-type: none"> • Information brochures 	When needed (significant change occurs, when there is demand)	Toolbox trainings
Businesses in the close vicinity of the sub-project site	Laranda Livestock Panagra Meat Production Kaşınhanı Landfill Konet Meat Production	<ul style="list-style-type: none"> • Information brochures • Information meetings • Face to face consultations 	When needed (significant change occurs, when there is demand)	
Directly Involved Public Administrations				
National Level	Public institutions	Face to face meeting Correspondence	Quarterly	In accordance with the workflow
Provincial Level	Public institutions	Face to face meetings Telephone Correspondence	Quarterly	In accordance with the workflow
District Level	Mukhtars of Directly Affected District Municipalities	Face to face meetings Telephone correspondence	Quarterly	In accordance with the workflow
Indirectly Affected Communities				
All residents in Konya	All residents under coverage of KMM services	Web site Social media Flyers, posters	When needed (significant change occurs, when there is demand)	Accessible informing
All vulnerable groups in Konya	All vulnerable groups under coverage of KMM services	Web site Social media Flyers, posters	When needed (significant change occurs, when there is demand)	Accessible and appropriate informing
Indirectly Involved Public Administrations				
National Level	Government authorities	Correspondence	Yearly	In accordance with the workflow
Provincial Level	Government authorities	Correspondence	Yearly	In accordance with the workflow

Stakeholder group	Key characteristics	Preferred notification means	Frequency	Specific needs
District Level	District Municipalities Mukhtars of Indirectly Affected Neighborhoods	Correspondence	Yearly	In accordance with the workflow
Media/Press				
Press Agencies	Press agencies	Face to face meeting Telephone	Yearly	prior notification
Local Newspapers	Local newspapers	Face to face meeting Telephone Press releases Interviews	Yearly	prior notification

4.3 Detail on Engagement Methods to be used

4.3.1 Public/community meetings

A Public Consultation Meeting will be organized by KMM, following endorsement of the ESMP. It is important to invite the residents of Saraçoğlu, Erler and Kaşınhamı Neighborhoods in the AoI which may have population that visit the environs of the Sub-project site for grazing and agricultural activities.

4.3.2 Media communication

Media channels will be used as much as possible to disseminate information as rates of local media use appear to be high across users of different age and background in sub-project affected communities. Information will be disseminated through various media channels, including local radio stations, local TV channels, newspapers, social media platforms, community websites and forums, SMS and mobile notifications, public notice boards, and community meetings or public announcements. Communication and communication channels of the municipality will also be used.

4.3.3 Communication materials

Written information will be disclosed to the public through a variety of communication means and materials including brochures, flyers, posters, etc. KOSKİ and KMM will also update their websites regularly with key sub-project updates and reports on the Sub-project's environmental and social performance in Turkish, Arabic and English. The websites will also provide information about the grievance mechanism for the sub-project (see section 4.3.7 below).

All stakeholder engagement processes will be recorded, monitored, evaluated and reported with consultation and back up documents like attendee sheets, photos, records etc.

4.3.4 Project tours for media, local representatives

If needed, site visits or demonstration tours will be organized for selected stakeholders from media organizations or local government during all phases including construction, operation and decommissioning of the sub-project.

4.3.5 Information desks

The Information Desk in Karatay municipality building will provide local residents with information on stakeholder engagement activities, construction updates, contact details of the grievance methods etc. Brochures and fliers on various sub-project related social and environmental issues will be made available at these information desks in both Turkish and Arabic.

4.3.6 Proposed strategy to incorporate the view of vulnerable groups

The Sub-project will take special measures to ensure that disadvantaged and vulnerable groups' (women, elder, disabled and refugees) have equal opportunity to access information, provide feedback, or submit grievances.

Vulnerable stakeholder identification is also an on-going process and will require regular review and update. Accordingly, engagement methods can be tailored to inform women, elder, disabled and refugees and understand their views and concerns in an appropriate manner. Focus group meetings, women meetings, organization of translator for refugees that will be dedicated specifically to vulnerable groups may also be envisaged as appropriate. In the Konya Province, the Provincial Immigration Administration is the body who communicate and engage with refugee population. District Social Assistance and Solidarity Foundation is the body where refugees apply when they need any kinds of assistance. KMM will be assisted by those governmental bodies at the time of engagement if deemed required by KMM.

4.3.7 Information disclosure

From the early stages of the sub-project lifecycle, information about the sub-project and the grievance mechanism will continue to be disclosed to the public through individual or group meetings, printed materials and notice boards as well as SMS and Whatsapp group messages. The current KMM's website (<http://www.KMM.gov.tr>) and KOSKİ's website (<https://www.koski.gov.tr/>) and consultation meetings will be used to disclose sub-project documents in Turkish and Arabic and English. The Sub-project documents which are ESMP and SEP will be available at KMM's office, KOSKİ's office and Karatay Municipality offices. The sub-project posters, brochures and information related to grievance mechanism and the sub-project will be provided in local areas such as mukhtars' office, coffee houses or mosques. Sub-project updates (including news on construction activities and basic environmental and social data) will also be posted on the homepage of KMM's and KOSKİ's website.

Additionally, details about the sub-project Grievance Mechanism will be posted on the websites. An electronic (eKMM@KMM.gov.tr) and by phone ([+90 332 221 61 00](tel:+903322216100)) grievance submission details about the Sub-project Grievance Mechanism will be posted on the website. An electronic submission system as well as a phone number for grievance submission will also be made available stakeholders. KOSKİ and KMM will update and maintain the website regularly.

5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Resources

KMM will mobilize human and material resources to implement the SEP and manage the Grievance Mechanism (GM). SEP and GM activities will be led by KMM. KMM will be primarily responsible for coordinating stakeholder engagement activities with the Contractors as outlined in this SEP. The collection of grievances, questions and feedback will be the direct responsibility of the Social Affairs Manager of the KMM and the Contractors' E&S Specialist.

The material resources that KMM will mobilize are:

- Sub-Project specific page on KOSKI's and KMM's website;
- Electronic grievance database;
- Stakeholder engagement register;
- Printed documents (manuals, brochures, posters, etc.) to be used in accordance with SEP requirements.

5.2 Management Functions and Responsibilities

KMM PIU is the main responsible party for the implementation of the SEP. KMM PIU will have designated staff responsible for SEP and GM. The roles and responsibilities of these stakeholders are summarized in Table 3 below.

Table 3 Roles and Responsibilities of Key Actors/Stakeholders in SEP Implementation

Institution	Roles and Responsibilities
KMM Grievance Mechanism Contact Person	<ul style="list-style-type: none"> • Planning and implementation of the SEP; • Leading stakeholder engagement activities in close collaboration with the ILBANK PMU; • Management and resolution of grievances; • Consultation on specific SEP activities; • Announcing the important construction activities (such as road closures and service interruptions); • Reporting on implementation of SEP activities to ILBANK PMU; • Executing defined grievance mechanism in the SEP properly and informing ILBANK PMU about the overall implementation status.
ILBANK	<ul style="list-style-type: none"> • Monitor and control whether KMM fulfills its responsibilities; • Accelerating and monitoring the formation of PIUs to ensure proper implementation of the processes related to the grievance mechanism and stakeholder engagement issues; • Coordinating the parties for proper implementation of the processes regarding the grievance mechanism and stakeholder engagement issues
E&S Consultant	<ul style="list-style-type: none"> • E&S Consultant is responsible for preparing the Environmental and Social Assessment Study Reports, i.e. ESMP and SEP, for the approval of ILBANK and WB; • Taking a part in organizing the ESMP introduction meeting to be held for the public and NGOs as part of the Sub-project; and • Finalizing the reports as per the concerns/opinions of the stakeholders.

Institution	Roles and Responsibilities
TEİAŞ	<ul style="list-style-type: none"> Cooperating with KMM for the SEP in relation with construction of the Energy Transmission Line and associated land acquisition. TEİAŞ Meetings with stakeholders will be monitored by KMM.
Contractors/sub-contractors	<ul style="list-style-type: none"> Inform KMM on any issues related to engagement with stakeholders; Transmit and resolve complaints caused by the construction activities in close collaboration with and as directed by KMM; Inform ILBANK PMU and KMM on important construction activities (such as road closures and service interruptions) and of any issues related to their engagement with stakeholders; Maintaining contact with the KMM GM Focal Point for the follow up of the grievances, Organizing and carrying out the Stakeholder Engagement/Consultation Meetings and related events regarding public information sharing, Informing local communities of any environmental and social issues (e.g., noise, vibration, water quality monitoring, community health and safety, etc.), Developing and implementing a grievance mechanism both for the E&S performance of the sub-project and for their workforce including sub-contractors, prior to the start of works in compliance with KMM's GM requirements.
National Government Departments	<ul style="list-style-type: none"> Participate in the implementation of some activities in the SEP; such as licenses, permits, approvals. Make available and engage with the public on the Sub-project Reports.

A tentative budget for implementing the stakeholder engagement plan will be covered by KMM.

6 GRIEVANCE MECHANISM

In accordance with the international requirements, a grievance mechanism will be established by KMM in order to receive, resolve and follow the concerns and complaints of the Sub-project affected communities and the workforce. Grievance Mechanism (GM) as per WB will be implemented by KMM throughout the lifetime of the sub-project including pre-construction, construction, and operation phases. KMM will be accessible interested parties and vulnerables and respond to all grievances (complaints, requests, opinions, suggestions) at the earliest convenience. The most important point in the grievance mechanism is to ensure that all grievances are effectively received, recorded, resolved and responded. Moreover on the basis of their contents, by PIU of KMM and that the corrective/regulatory action to be taken is acceptable to Grievance Mechanism Contact Person (GMCP) of KMM PIU. Such responses to the grievances would be satisfactory for both parties and activities would be followed and the complainants would be informed on the outcomes of the corrective activities. Additionally, the grievance mechanism will be designed to allow anonymous to be addressed and handled. The Grievance Form in Annex 4 will be utilized in the sub-project and allow submission of anonymous grievances.

PIU of KMM team will be informed about the the guide¹ 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. Grievances about GBV and SEA/SH can create a culture of silence due to negative reactions by the society. Grievances of Sexual Exploitation and Abuse/Sexual Violence should be separated, and the relevant bodies should be reported. In the grievances of Sexual Exploitation and Abuse/Sexual Violence, attention should 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 should deal with such matters with confidentiality and an unbiased approach.

KMM PIU will be responsible for building close relationships with all stakeholders. The contact details of KMM to be used by stakeholders to get their grievances filed are available in the Table 4 below.

Table 4 Contact Details of KMM

Web page	Phone	Address for Official Letter	E-mail
www.KMM.gov.tr https://www.koski.gov.tr/	Call Center 0332 221 61 00	Nişantaş Mh. Vatan Cad. No: 2/A 42060 Selçuklu/Konya	eKMM@KMM.gov.tr bilgi@koski.gov.tr

¹WB Good Practice Note: Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works (2020). Received:

<https://thedocs.worldbank.org/en/doc/6325115831653185860290022020/original/ESFGPNSEASHinmajorcivilworks.pdf>

Currently, KMM uses a hotline “153”, which is accessible 24/7 for any communication link through the website of KMM, which offers people to follow up their complaints. “Açık Kapı” (Open Gate) Web Site is accessible at <https://www.konya.bel.tr/s/acikkapi> for anyone who wants to leave a complaint or request information. Please see Figure 4.

The screenshot shows the 'Açık Kapı' (Open Gate) form on the KMM website. The form is titled 'Açık Kapı' and has a yellow header. It includes a navigation bar with links for 'BAŞKAN', 'KURUMSAL', 'HİZMETLER', 'PROJELER', 'KONYA', 'İLETİŞİM', and 'E-BELEDİYE'. The form is divided into two main sections: 'Talep Ekle' (Add Request) and 'Talep Sorgula' (Search Request). The 'İçerik Türü' (Content Type) section has radio buttons for 'BİLGİ', 'TALEP', 'TEŞEKKÜR', 'ÖNERİ', and 'ŞİKAYET', with 'ŞİKAYET' selected. The 'Kişisel Bilgiler' (Personal Information) section includes fields for 'TC Kimlik No', 'Doğum Tarihi' (with dropdowns for 'Gün', 'Ay', 'Yıl'), 'Ad Soyad', 'Cep Telefonu', and 'E-Mail'. There is a checkbox for 'Bilgilerimi Gizle'. The 'Talep / Şikayet Adres Bilgileri' (Request / Complaint Address Information) section includes dropdowns for 'İlçe', 'Mahalle', and 'Cadde/ Sokak', and text boxes for 'Dış Kapı No', 'İç Kapı No', and 'Ek Adres'. The 'İçerik Bilgileri' (Content Information) section has a large text area for 'Açıklama', a 'Fotoğraf Yükle' button, and a 'Dosya Yükle' button. There is a 'Avdınlatma Metni' link at the bottom. The form is flanked by a green sidebar with a 'HIZLI ERİŞİM' button and a yellow 'HIZLI ERİŞİM' button at the bottom right.

Figure 4 Screenshot from KMM Website for Receiving Grievances

There is an e-petition system on the official website of KOSKİ where complaints can be submitted. As shown in Figure 5, complaints can also be submitted via the <https://www.koski.gov.tr/koski/e-dilekce> website.

e-KOSKI Online İşlemler

KONYA SU VE KANALİZASYON İDARESİ GENEL MÜDÜRLÜĞÜ

BAŞKAN KURUMSAL SU-ATIKSU ABONE HİZMETLERİ İNTERAKTİF İLETİŞİM

BENİM ŞEHİR KONYA SU VE KANALİZASYON İDARESİ GENEL MÜDÜRLÜĞÜ KOSKI

Size nasıl yardımcı olabilirim?

e-Dilekçe - 1/2 [Ana Sayfa](#) / e-Dilekçe

Lütfen bilgileri giriniz.

T.C. Kimlik Numarası - 11 Karakter Olmalıdır. Kimlik Tipi Seçiniz Doğum Tarihi gg.aa.yyyy

Telefon Numarası - (Örnek: 5xxxxxxx) Doğrulama Kodu Gönder Doğrulama Kodu

Devam Et

BENİM ŞEHİR KONYA SU VE KANALİZASYON İDARESİ GENEL MÜDÜRLÜĞÜ KOSKI

Kurumsal
Başkan

Kültürel Faaliyet
Kitaplar

Diğer
e-Randevu

Sosyal Medya
Facebook

Figure 5.Screenshot from KOSKI Website for Receiving Grievances

In addition to KMM's communication tools, the following communication channels can be used to convey complaints:

- Points selected for grievance boxes (for worker grievances) at the construction sites and for the mukhtars of the relevant neighbourhoods and/or grievance boxes,
- Direct contact with and site managers at construction sites,
- Meetings and formal/informal consultations.

If any public stakeholders and affected groups are not satisfied with the solutions offered by the E&S Team in KMM PIU 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 Sub-project. Complainants may - if they wish - submit their grievances to ILBANK as a higher authority through the following communication tools:

- **Website :** <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- **E-mail:** bilguidb@ibank.gov.tr and etikuidb@ilbank.gov.tr
- **Phone number:** +90 312-508 79 79

Address for Official Letter: ILBANK Department of International Relations, GM Team (letters must be marked as personal or confidential) [Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA](#)

The Presidency's Communication Centre (CIMER) has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CIMER will be available to sub-project stakeholders as an alternative and well-known channel for conveying their sub-project-related grievances and feedback directly to state authorities.

- www.cimer.gov.tr
- Call Centre: 150
- Phone number: +90 312 525 55 55
- Fax number: +90 0312 473 64 94
- Mail addressed to Republic of Turkey, Directorate of Communications
- Individual applications at the community relations desks at governorates,
- ministries and district governorates

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

- www.yimer.gov.tr
- Call Centre: 157
- Phone number: +90 312 5157 11 22
- Fax number: +90 0312 920 06 09
- Mail addressed to Republic of Turkey, Directorate of Communications
- Individual applications at the Republic of Turkey General Directorate of Migration Management

Any grievance and feedback lodged/conveyed through CIMER and/or YIMER related to the sub-project will be registered in the GM database and managed as per GM Procedures, as relevant, by observing the requirements stipulated by the Law on the Protection of Personal Data (Law No. 6698, 2016).

An English version of the grievance forms that will be filled in Turkish are available in *Annex B*. A Grievance Form in Arabic Translation will be made available for Refugees to raise their concerns.

The operational flow of Grievance Mechanism for the stakeholders is as follows:

1. Tools of information are prepared for grievance mechanism. Local people and stakeholders are informed. The tools are defined as follows:
 - a. Web page
 - b. E-mail address
 - c. Brochure
 - d. Public meetings
 - e. Telephone
 - f. Frequently Asked Questions (Brochure, web page, bulletin, etc.)
2. There are multiple channels for submitting grievance and concerns. Grievances can be submitted by the following channels:
 - a. Telephone (Call Center and units)
 - b. Personal visit to KMM head office
 - c. Application through the grievance boxes (installed at the KMM Units)
 - d. Through concerned public administrations (district governorship, municipality, mukhtars of Saraçoğlu, Erler and Kaşınhanı)
 - e. E-mail
 - f. Meetings
 - g. Through staff and local communication desk of KMM and KOSKİ
 - h. By written petition to KMM and KOSKİ
 - i. During site visits and miscellaneous
 - j. Application by grievance forms and letters through the grievance boxed to be placed at KMM, KOSKİ, ILBANK and contractor's sub-project site offices
3. All the grievances received through the above channels are collected and recorded by, Grievance Mechanism Contact Person (GMCP).
4. The grievances received are recorded in the database and maintained (Please see Annex B for template of grievance database)
5. Requests that require urgent remedy and/or support will be responded to and given support for within the same day, and all outstanding grievances/requests will be recorded within 2 business days, and reviewed and assessed within 10 business days, and concluded not later than 15 business days. Corrective actions will be taken to resolve the grievance.
GMCP of KMM prepares the draft response and submits it to the approval of the Sub-project Management.
6. For the cases relevant to sexual exploitation and abuse/sexual harassment (SEA/SH) at work place or any potential child abuse in the sub-project site, the complaint will be directed by the GM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers. The sub-project Owner will provide training to employees and subcontractors before the construction phase begins. Behavioural codes, including compliance with rules addressing gender-based violence, sexual harassment, sexual exploitation, and abuse, will be explicitly stated in the terms of the personnel's contract. The consequences of non-compliance with these codes will be clearly outlined in the contract. Measurement and evaluation should be conducted at the end of the training provided to the personnel.
7. A monitoring- evaluation system is established for the grievances. Monitoring process of grievances is recorded in the monitoring and evaluation system.

Table 5 Grievance Mechanism Flow Chart

Grievance Process	Requirement / Action
Submission of a complaint	Receiving the grievance by any communication channel explained above. (At this point, if the complaint is a sensitive complaint involving child abuse, sexual harassment abuse or Gender Based Violence (GBV) immediate action will be taken within 2days after receiving of the complaint. For the cases relevant to sexual exploitation and abuse/sexual harassment at workplace or any potential child abuse in the Sub-project sites, the complaint will be directed by the GM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers such as Ministry of Family and Social Services and Prosecutors Office.”)
Registration of complaint	Registering/recording through making an entry in the sample grievance register table. All the complaints will be registered within two working days and feedback will be given to the complainant. If the complainant requests that this complaint be treated anonymously, this complaint will be recorded anonymously and the request will be met.
Forwarding of complaint	The complaint is forwarded to relevant persons (site manager on construction sites and experts of the PIU) responsible for handling the complaint in not later than three working days upon receiving the complaint (except for any emergent complaint, which would be handled as appropriate).
Evaluation of a complaint	Evaluating the complaints within 10 working days and determining whether the complaint meets the admissibility criteria.
Response for a complaint	<p>If the complaint is valid, identifying and taking corrective measures for resolving the complaint in not later than 15 working days upon receiving. If resolving the complaint would take longer, a partial response could be provided to the complainant and fill the Grievance Closeout Form</p> <p>All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.</p> <p>At this point, it should be noted that the action taken and the result of this anonymously recorded grievance should be shared on the KMM's and KOSKI's website, so that anonymous complainants is informed about their complaint and the results.</p>
Recording the result of a complaint	Recording the result of the complaint in register table.
Right to Appeal	<p>If the complaint cannot be resolved with the existing process, applicants can always apply to relevant legal institutions. Such institutions can be summarized as follow:</p> <ul style="list-style-type: none"> • Civil Courts of First Instance • Administrative Courts • Commercial Courts of First Instance • Labor Courts, and • Ombudsman (https://ebasvuru.ombudsman.gov.tr/)

6.1 Grievance Mechanism for Workers

A separate grievance mechanism will be provided for all direct workers and contracted workers (and, where relevant, their organizations), in line with ESS2 requirements, to raise workplace concerns. Such workers will be informed of the grievance mechanism at the time of recruitment and the measures put in place to protect them against reprisal for its use. The Worker's Grievance Mechanism will be accessible for all types of the workers'/ sub-contractor's workers. Complaints will be collected and reported to be managed under the SEP and GM Procedure. The sub-project workers will be able to raise concerns regarding unsafe or unhealthy work situations, any workplace-related issues such as working conditions, wages, discrimination, harassment, health and safety concerns, or other employment-related matters through the grievance mechanism. Measures will be put in place to make the grievance mechanism easily accessible to all such project workers. The design of a workplace grievance mechanism includes elements of a grievance mechanism as identified in ESS10 and the accompanying guidance.

The process described in the grievance flow chart will also apply and be carried out for the worker's grievance mechanism. The grievance boxes will be available in places such as the cafeteria, common rest area, and work area, where employees can easily reach, but away from security cameras. Boxes will be checked regularly and can only be opened by the responsible person.

The GM for workers will be managed independently by the Community Liaison Officer (CLO) and will follow a structured process to address complaints in a timely and fair manner. Workers will be able to submit their grievances anonymously if preferred. The grievance mechanism for workers ensures that complaints are investigated impartially, with no retaliation against workers for submitting grievances. In the grievance database, the grievance records will be kept according to the subjects of workers' complaints. Workers' complaints during this process will be classified by the following titles.

- According to the subject (including environmental issues, working conditions, service, food, employee relations, equipment, discrimination, zero-tolerance violence, abuse, harassment, and forced labor),
- According to the gender of the complainant,
- According to the open/closed complaint situation,
- According to the anonymous/contactable complaints.

All complaints submitted through this mechanism will be reviewed within 10 working days, and a formal response will be provided to the worker with a clear explanation of the resolution or further steps.

This Worker GM will be closely monitored to ensure that it operates transparently and in line with national labor regulations and international standards.

Table 6 Workers' Grievance Mechanism Flow Chart

Grievance Process	Requirement / Action
Submission of a complaint	Receiving the grievance by any communication channel explained above. (At this point, if the complaint is a sensitive complaint involving child abuse, sexual harassment abuse or Gender Based Violence (GBV) immediate action will be taken within 2days after receiving of the complaint. For the cases relevant to sexual exploitation and abuse/sexual harassment at workplace or any potential child abuse in the Sub-project sites, the complaint will be directed by the GM focal point (based in ILBANK headquarter) to relevant legal authorities/service providers such as Ministry of Family and Social Services and Prosecutors Office.”)
Registration of complaint	Registering/recording through making an entry in the sample grievance register table. All the complaints will be registered within two working days and feedback will be given to the complainant. If the complainant requests that this complaint be treated anonymously, this complaint will be recorded anonymously and the request will be met.
Forwarding of complaint	The complaint is forwarded to relevant persons (site manager on construction sites and experts of the PIU) responsible for handling the complaint in not later than three working days upon receiving the complaint (except for any emergent complaint, which would be handled as appropriate).
Evaluation of a complaint	Evaluating the complaints within 10 working days and determining whether the complaint meets the admissibility criteria.
Response for a complaint	<p>If the complaint is valid, identifying and taking corrective measures for resolving the complaint in not later than 15 working days upon receiving. If resolving the complaint would take longer, a partial response could be provided to the complainant and fill the Grievance Closeout Form</p> <p>All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.</p> <p>At this point, it should be noted that the action taken and the result of this anonymously recorded grievance should be shared on the KMM website, so that anonymous complainants is informed about their complaint and the results.</p>
Recording the result of a complaint	Recording the result of the complaint in register table.
Right to Appeal	<p>If the complaint cannot be resolved with the existing process, applicants can always apply to relevant legal institutions. Such institutions can be summarized as follow:</p> <ul style="list-style-type: none"> • Civil Courts of First Instance • Administrative Courts • Commercial Courts of First Instance • Labor Courts, and • Ombudsman (https://ebasvuru.ombudsman.gov.tr/)

7 MONITORING AND REPORTING

7.1 Summary of How SEP Implementation will be Monitored and Reported

Monthly summaries regarding the grievances, queries, and related incidents together with the implementation status of corrective/preventive actions will be prepared by the Contractor throughout the construction phase and by KMM during the operation phase. These summaries will be incorporated into monthly ESMRs, which will be prepared by the Contractor in construction phase of the sub-project, to be submitted to the Municipality. Also, the Contractor should convey the grievances immediately to the KMM besides summarizing them in Monthly ESMRs. The monthly summaries/reports will be a mean to assess both the number and nature of complaints (if any), along with KMM's and contractor/s' ability to address complaints in a timely and effective manner. As for the incidents, the Contractor is responsible for immediate notification of the contingencies such as environmental, social and labor issues or accidents, incidents or loss of time to the KMM and keeping an event log on site throughout the lifetime of the sub-project.

Monthly ESMRs will be prepared by the Contractor to be submitted to KMM. Quarterly ESMRs and semiannual sub-project Progress reports will be prepared by KMM, to be submitted to ILBANK together with the Grievance Register. Semiannual ESMRs and sub-project Progress reports will be prepared by ILBANK to be submitted to WB. These reports will include a summary of the sub-project's performance on management of health, safety, environment and social issues, grievance mechanism and stakeholder engagement activities conducted during the specified period. All the work done for the effective implementation of the GM will be documented by use of the forms and logs in the sub-project specific SEP and will be evaluated and reported according to the determined KPI targets. It is also should be noted that the personal information of the complainant having used the GM will remain confidential and will never be shared in these reports.

7.1.1 Indicators for Engagement with Stakeholders

- Number and location of formal and informal meetings with Direct & Indirect Stakeholders and Interested Groups
- Number and location of formal and informal meetings with Disadvantaged/Vulnerable groups specify which group (women, elderly, disabled, refugees), number of men and women that attended each of the meetings above
- Number of local and refugees attending each of the meetings above
- For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Sub-projects environmental and social management system.

Minutes of meetings of formal meetings and summary note of formal and informal meetings will be annexed to this SEP and the environmental and social quarterly reports as evidences.

7.1.2 Indicators for Grievance Mechanism

- Number of grievances received in reporting period
- Number of grievances received from stakeholders, and sorted and analyzed according to category of grievance,
- Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance.

7.2 Reporting Back to Stakeholder Groups

During the Sub-project's development and construction phases, the construction contractors will prepare brief monthly reports on environmental and social performance for KMM Management which will include an update on implementation of the stakeholder engagement plan and include indicators in this section. The monthly reports will be shared with ILBANK which will report quarterly to World Bank.

KMM's Social Affairs Manager will report back to stakeholder groups, primarily through public meetings in sub-project affected municipalities and/or Neighborhoods. Minutes of meetings will be shared with the participants during subsequent public meetings. The summary will be published after removing identifying information on individuals to protect their identities in accordance with the Law on the Protection of Personal Data. Feedback received through the GM will be responded to in writing and verbally. Key sub-project updates will be posted on KMM's and KOSKI's website.

Annex 1:Photo Log for Preliminary Stakeholder Consultations



Interview with Mukhtar of Saraçoğlu Neighborhood (15 May 2024)



Interview with Mukhtar of Erler Neighborhood (03 June 2024)



Interview with Resident from Saraçoğlu Neighborhood (03 June 2024)



Interview with Mukhtar of Kaşınhanı Neighborhood (03 June 2024)

Annex 2: Minutes of Meeting of Public Participation Meeting of KMM SEP Sub-Project

KATILIMCI LİSTESİ
KONYA BÜYÜKŞEHİR BELEDİYE BAŞKANLIĞI
 Konya İli Karatay İlçesi Saraçoğlu Mahallesi 31478 ada 3 parsel
 "Güneş Enerjisi Santrali (Kurulu Gücü:39,4 MWm/31,5 MWe 99,904 ha)" projesi


ADI SOYADI	T.C. KİMLİK NO	İKAMET ADRESİ	TELEFON NO	İMZA
Harun Koca	91110200000	Selçuklu KONYA	0532	
M.	91110200000	B. Şehir Belediyesi /KONYA.	0532	
Sen.	91110200000	Merkezi Konya	0532	
R.	91110200000	796.	0532	
Ö.	91110200000	Çarlar mh Konya	0532	
H.	91110200000	Çarlar mh Karatay	0532	
S.	91110200000	Konya B. Belediyesi	0532	
H.	91110200000	Başkentli	507	
S.	91110200000	Konya Büyükşehir Belediyesi	0532	
M.	91110200000	Konya Büyükşehir Belediyesi	507	

Mu.
Müdür Yardımcısı

KATILIMCI LİSTESİ
KONYA BÜYÜKŞEHİR BELEDİYE BAŞKANLIĞI
 Konya İli Karatay İlçesi Saraçoğlu Mahallesi 31478 ada 3 parsel

"Güneş Enerjisi Santrali (Kurulu Gücü:39,4 MWm/31,5 MWe 99,904 ha)" projesi

ADI SOYADI	T.C. KİMLİK NO	İKAMET ADRESİ	TELEFON NO	İMZA
F	72	Hacı Yusuf mesit m. Elbasmıçlı Sok. İbrahim apt. 17/25	0544 766 8	
H	5 58			
S	25	Yasar Mah. Karşı Sok. Bulduz Apart. 2. Etap B. Blok no 2127 selim		
A.	458 61	Konya/Meram	05	
A.	49 0	KONYA/MERAM	05	
F.	4 31	Kony / SELGÜLLÜ	05	
H	6	Konya / Karatay	05	
di	7 6	Karatay /Kony	05	
M	16 22	Konya / Selgüllü	05	
D.	58	Konya / MERAM	05	
F	27 3	Konya / Meram	05	
S	24 72	Selim	053332010	

	T.C. ÇEVRE VE ŞEHİRCİLİK BAKANLIĞI	Denetimin Beyanına - Dönüş Tarihi 12.05.2022-12/05/2022 Saat: 15:43	Tutanak Seri No. A 831677
	DENETLENEN TÜZEL KİŞİNİN		
Adı	KONYA BÜYÜKŞEHİR BELEDİYE BAŞKANLIĞI		
Adresi	Sakarya/KONYA		
Vergi Sicil No.		Fako No.	
Yetkili Temsilcinin Adı Soyadı	Hamit Kocak	T.C. Kimlik No.	5
DENETİM BULGULARI: İlminle Karatay İlçesi Savaşoğlu Mahallesi 31478 ada 3 parselde Konya Büyükşehir Belediyesi tarafından yapılması planlanan Güneş enerji santrali projesi için Harika Kadim toplantısı yapılmış, sonrasında proje etarı görürmesine gidilmiş olup projeye esas herhangi bir şart-ya da konulmadığı tespit edilmiştir.			
<small>(Bu alan yerel yönetimlere tasarı ve inşaat ruhsatı verirken dikkatle okunmalı ve inşaat faaliyetleri bitiminde denetimler ve raporlar hakkında görüşler yazılmalıdır.)</small>			
Denetimi Gerçekleştiren Birim	Güç ve Güçle Yürütme Şiş. de. Müd.		
Denetim Nedeni	Planlı <input type="checkbox"/>	Ani <input checked="" type="checkbox"/>	Sikayet <input type="checkbox"/>
Yerel Yetkilinin Adı Soyadı ve İmzası	Düzenleyenler:		
Adı Soyadı	Karar ve Öneri	İmzası	Onay/Görev Yürütme Tarihi-Sayısı
	Karar ve Öneri		
	Karar ve Öneri		
	Karar ve Öneri		
<small>3 aylık olarak hazırlanan rapor tutanak mahallinde -1 nüshâ ve -1 nüshâ olarak düzenlenir, verilerin elektronik doğruluğu kabul ile imzalandı ve her parçesi mevsim yetkilisine verilir.</small>			

ASIL

Annex 3: Protocol between KMM and KOSKI

SARAÇOĞLU GÜNEŞ ENERJİSİ SANTRALİ (GES) PROTOKOLÜ

TARAFLAR

MADDE 1- İşbu protokol; Konya Büyükşehir Belediye Başkanlığı ve Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü arasında yapılmıştır. Tarafların haberleşme bilgileri ve adresleri aşağıdaki gibidir.

- a) Konya Büyükşehir Belediye Başkanlığı
Adres : Mevlana Kültür Merkezi Çimenlik Mahallesi Aslanlıkişla Caddesi
No:8 Karatay / Konya
Telefon : 444 55 22
Belgegeçer : 0 332 221 15 76
- b) Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü
Adres : İhsaniye Mah. Kazım Karabekir Cd. No:56, 42060 Selçuklu/Konya
Telefon : 0 332 221 61 00
Belgegeçer : 0 332 235 46 34

AMAC

MADDE 2- 30 MW Konya Büyükşehir Belediyesi adına, 70 MW Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü adına olmak üzere toplam 100 MW kapasiteli GES projesinin kurulabilmesi için iş ve işlemlerin Konya Büyükşehir Belediyesi tarafından yürütülmesidir.

KAPSAM

MADDE 3- Bu protokol; Konya Büyükşehir Belediyesi ve Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü arasında, Karatay İlçesi Saraçoğlu Mahallesinde bulunan 31478 ada 3 parselde 30 MW, 31478 ada 5 parselde 70 MW olmak üzere kurulması planlanan toplam 100 MW kapasiteli GES projesinin tek elden yürütülebilmesi için Konya Büyükşehir Belediyesinin yetkilendirilmesine ilişkin usul ve esasları kapsamaktadır.

DAYANAK

MADDE 4- Bu protokol; 5393 sayılı Belediye Kanunu 75. maddesine dayanılarak hazırlanmıştır

TANIMLAR - KISALTMALAR

MADDE 5- (1) Bu protokolda geçen;

- a) Belediye : Konya Büyükşehir Belediye Başkanlığı'nı
b) KOSKİ : Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü'nü ifade eder.
c) GES : Güneş Enerji Santrali
d) Medaş : Meraç Elektrik Dağıtım A.Ş.
e) Tedaş : Türkiye Elektrik Dağıtım A.Ş.
f) ÇED : Çevresel Etki Değerlendirme Raporu
g) Teiaş : Türkiye Elektrik Dağıtım A.Ş.'yi ifade eder.

TARAFLARIN HAK VE YÜKÜMLÜKLERİ

MADDE 6- Tarafların hak ve yükümlülükleri aşağıda belirtilmiştir.

- a) **Konya Büyükşehir Belediye Başkanlığı'nın yükümlülükleri;**
1) Proje alanlarının CED raporlarının, zemin etüt raporlarının, uygulama

projelerinin, Medaş, Teias vb. her türlü proje ve dokümanların hazırlanması

- 2) GES yapım işlerinin uygulanması.
- 3) Gerekli izin, lisans vb. alınması.
- 4) Trafo Merkezi, enerji nakil hattı vb. işlerinin yapılması.
- 5) Bu proje kapsamındaki kamulaştırmaya yönelik iş ve işlemlerinin yürütülmesi.
- 6) 30 MW GES ve 70 MW GES proje ve yapım bedellerini karşılayacaktır.
- 7) Söz konusu projeye ilişkin tüm harcamaların % 30'unu Büyükşehir Belediyesi tarafından ödenecektir.

b) KOSKİ Genel Müdürlüğü'nün yükümlülükleri;

- 1) Her türlü teknik personel ve ekipman desteği sağlayacaktır
- 2) Saraçoğlu GES Projesi (30+70 MW) için Büyükşehir Belediyesi tarafından karşılanan tüm harcamaların %70'ini ödeyecektir.

DİĞER HÜKÜMLER

MADDE 7- (1) Taraflar, protokolün uygulanmasına yönelik iş birliği yapacaklardır.

(2) İş birliği anlaşmasına göre onay, görüş, izin, bildirim vb. yazılı olarak yapılacaktır.

(3) Bu projenin yürütülmesine ilişkin her türlü ihalelerin yapılması, sözleşmelerin yürütülmesi vb. iş ve işlemler Büyükşehir Belediyesi tarafından yürütülecektir.

ANLAŞMAZLIKLARIN ÇÖZÜMÜ

MADDE 8- (1) Bu protokolün uygulanmasından doğabilecek her türlü ihtilaf, paydaş kurumlar arasında karşılıklı görüşme ve uzlaşma yoluyla çözülecektir.

(2) Hukuki ihtilaf halinde Konya Mahkemeleri ve İcra Daireleri yetkilidir.

PROTOKOLÜN SÜRESİ VE FESHİ

MADDE 9- (1) İş bu protokol yapım işlerinin tamamlanarak işletmeye alındığı tarihte sona erecektir.

(2) Taraflardan birisi protokol şartlarına uymadığı takdirde diğer taraf protokolü feshetme hakkına sahiptir.

YÜRÜTME

MADDE 10- (1) Protokolde yer alan iş ve işlemleri taraflar birlikte yürütür.

(2) Protokolde yer almayan hususlarla ilgili işlemler, tarafların iş birliği ile alınan kararları doğrultusunda yürütülür.

YÜRÜRLÜK

MADDE 11- (1) Taraflarca imzalanan bu protokol Konya Büyükşehir Belediye Meclisinin onayı ile yürürlüğe girecektir.

(2) Bu protokol 11 (onbir) maddeden ibaret olup, 3 (üç) nüsha olarak 11/02/2022 tarihinde imzalanmıştır.


AHMET DEMİR
Genel Müdür


ERCAN USLU
Başkan a.
Genel Sekreter

**SARAÇOĞLU GÜNEŞ ENERJİ SANTRALİ (GES) PROTOKOLÜNE
EK PROTOKOL**

TARAFLAR

MADDE 1- İşbu protokol; Konya Büyükşehir Belediye Başkanlığı ve Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü arasında yapılmıştır. Tarafların haberleşme bilgileri ve adresleri aşağıdaki gibidir.

a) Konya Büyükşehir Belediye Başkanlığı
Adres : Şemsi Tebrizi Mah. Ankara Cad. No:6, 42030 Karatay/Konya
Telefon : 444 55 22
Belgegeçer : 0 332 221 15 76

b) Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü
Adres : İhsaniye Mah. Kazım Karabekir Cad. No:56, 42060 Selçuklu/Konya
Telefon : 0 332 221 61 00
Belgegeçer : 0 332 235 46 34

AMAÇ

MADDE 2- 30 MW Konya Büyükşehir Belediyesi adına, 70 MW Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü adına olmak üzere toplam 100 MW kapasiteli GES projesinin kurulduktan sonra işletmesi için gerekli iş ve işlemlerin Konya Büyükşehir Belediyesi tarafından yürütülmesidir.

KAPSAM

MADDE 3- Bu protokol; Konya Büyükşehir Belediyesi ve Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü arasında, Karatay İlçesi Saraçoğlu Mahallesinde bulunan 31478 ada 3 parselde 30 MW, 31478 ada 5 parselde 70 MW olmak üzere kurulması planlanan toplam 100 MW kapasiteli GES projesinin işletmesinin tek elden yürütülebilmesi için Konya Büyükşehir Belediyesinin yetkilendirilmesine ilişkin usul ve esasları kapsamaktadır.

DAYANAK

MADDE 4- Bu protokol; 5393 sayılı Belediye Kanununun 75. Maddesi ve 11.02.2022 tarihinde imzalanarak 18.03.2022 tarih ve 207 sayılı Büyükşehir Belediyesi Meclisi Kararı ile onaylanan Saraçoğlu Güneş Enerji Santrali (GES) Protokolüne dayanılarak hazırlanmıştır.

TANIMLAR - KISALTMALAR



MADDE 5- (1) Bu protokolde geçen;

- a) Belediye : Konya Büyükşehir Belediye Başkanlığı'nı
b) KOSKİ : Konya Su ve Kanalizasyon İdaresi Genel Müdürlüğü'nü ifade eder.
c) GES : Güneş Enerji Santrali
d) Medaş : Meram Elektrik Dağıtım A.Ş
e) Tedaş : Türkiye Elektrik Dağıtım A.Ş
f) ÇED : Çevresel Etki Değerlendirme Raporu
g) Teiaş : Türkiye Elektrik İletim A.Ş'yi ifade eder.

TARAFLARIN HAK VE YÜKÜMLÜKLERİ

MADDE 6- Tarafların hak ve yükümlülükleri aşağıda belirtilmiştir.

- a) **Konya Büyükşehir Belediye Başkanlığı'nın yükümlülükleri;**
1) GES ile ilgili işletme işlemlerinin uygulanması.

- 2) İşletme ile ilgili çıkan arızaların Belediye tarafından giderilmesi.
- 3) Vatandaşlardan gelen taleplerin değerlendirilmesi.
- 4) Belediye sahasındaki GES tesislerinin işletme giderlerini karşılayacaktır.
- 5) Ortak tesislere ait işletme giderleri gücü oranında paylaşılacaktır.
- 6) İhtiyaç halinde gerekli tadilatlar Belediye tarafından karşılanacaktır. Bunlara ait giderler gücü oranında paylaşılacaktır.

b) KOSKİ Genel Müdürlüğü'nün yükümlülükleri;

- 1) Her türlü teknik personel ve ekipman desteği sağlayacaktır.
- 2) KOSKİ sahasındaki GES tesislerinin işletme giderlerini karşılayacaktır.
- 3) Ortak tesislere ait işletme giderleri gücü oranında paylaşılacaktır.
- 4) Belediye tarafından karşılanan tadilatlarla giderleri, kendi gücü oranında ödemekle yükümlüdür.

DİĞER HÜKÜMLER

MADDE 7- (1) Taraflar, protokolün uygulanmasına yönelik iş birliği yapacaklardır.

(2) İş birliği anlaşmasına göre onay, görüş, izin, bildirim vb. yazılı olarak yapılacaktır.

(3) Bu proje ve işletme hususlarının yürütülmesine ilişkin her türlü ihalelerin yapılması, sözleşmelerin yürütülmesi vb iş ve işlemler Büyükşehir Belediyesi tarafından yürütülecektir.

ANLAŞMAZLIKLARIN ÇÖZÜMÜ

MADDE 8- (1) Bu protokolün uygulanmasından doğabilecek her türlü ihtilaf, paydaş kurumlar arasında karşılıklı görüşme ve uzlaşma yoluyla çözülecektir.

(2) Hukuki ihtilaf halinde Konya Mahkemeleri ve İcra Daireleri yetkilidir.

PROTOKOLÜN SÜRESİ VE FESHİ

MADDE 9- (1) İş bu protokol işletme süresince devam eder.

(2) Taraflardan birisi protokol şartlarına uymadığı takdirde diğer taraf protokolü feshetme hakkına sahiptir.

YÜRÜTME

MADDE 10- (1) Protokolde yer alan iş ve işlemleri taraflar birlikte yürütür.

(2) Protokolde yer almayan hususlarla ilgili işlemler, tarafların iş birliği ile alınan kararları doğrultusunda yürütülür.

YÜRÜRLÜK

MADDE 11- (1) Taraflarca imzalanan bu ek protokol imzalandığı tarihte yürürlüğe girer.

(2) Bu protokol 11 (onbir) maddeden ibaret olup, 3 (üç) nüsha olarak 11.11.2024 tarihinde imzalanmıştır.


Ahmet DEMİR
Genel Müdür


Ercan USLU
Başkan a.
Genel Sekreter

Annex 4: Sample Grievance and Grievance Close Out Form

Grievance Form

Turkish & Arabic Versions will be used.

Reference No	
Name – Surname <i>The complainant shall hold the right to remain anonymous. Although giving name and address is not compulsory, it should be kept in mind that during the feedback process regarding the grievance some problems may occur due to lack of information</i>	
Please mark how you wish to be contacted	Please provide details for your preferred communication
E-mail	
Telephone	
Mail	
Other	
Province/Town/Settlement	
Date	
Category of the Grievance	
1. On assets/properties impacted by the Sub-project	
2. On infrastructure damages (roads , sewage system or water resources etc.)	
3. On decrease or complete loss of sources of income	
4. On environmental issues	
5. On employment process	
6. On traffic, transportation and other risks	
7. On Inappropriate behavior	
8. Other (Please specify):	
Description of the Grievance What did happen? When did it happen? Where did it happen? What is the result of the problem?	
What would you like to see happen to resolve the problem?	

Signature:

Date:

Grievance Close Out Form

Grievance closeout number:	
Define immediate action required:	
Define long term action required (if necessary):	
Compensation Required?	[] YES [] NO
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
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7.	
8.	

COMPENSATION AND FINAL STAGES

This part will be filled and signed by the complainant after s/he receives the compensation fees and his/her complaint has been remediated.

Notes:

Name-Surname and Signature of the
Complainant

Title-Name-Surname and Signature of the
Representative of the Responsible
Institution/Company

Date..../..../....

Grievance Database

Date of Grievance	Name of Grievance Holder	Subject of Grievance	Corrective Action	State of Grievance

CONSULTATION FORM

MEETING DETAILS						
Interviewed Entity				Mode of Communication <input type="checkbox"/> Telephone <input type="checkbox"/> Face-to-face <input type="checkbox"/> Web site <input type="checkbox"/> Other		
Name-Last Name of the Interviewee						
Telephone						
Address						
Email						
Type of Stakeholder						
Government organization	Private Enterprise	Professional/ University	Chamber	NGO	Industry	Media
Meeting Context						
Sub-project-related questions:						
Sub-project-related concerns/feedback:						
Responses to the views provided above						

Annex 5: Minutes of the Public Consultation Meeting



TÜRKİYE PUBLIC AND MUNICIPAL RENEWABLE ENERGY PROJECT (PUMREP)

49.28 MWp / 38.5 MWe SOLAR (Photovoltaic) Power Plant Project of Konya Water and Sewerage Administration (KOSKI)

MINUTES of PUBLIC CONSULTATION MEETING

Revision: REV.00
Meeting Date: 23 Dec 2024
Meeting Place: Karatay Municipality Sarıoğlu Social Facilities



1. PUBLIC CONSULTATION MEETING

The KOSKI Solar Power Project which will be financed under PUMREP is one of the sub-projects to support sustainable development and expand the distributed RE market in public facilities.

The Environmental and Social Management Plan (ESMP) and Stakeholder Engagement Plan (SEP) have been prepared in accordance with Turkish environmental and social legislation, World Bank Safeguard Policies including Environmental and Social Standards (ESSs), and World Bank General EHS Guidelines and Industrial Sector Guidelines and ILBANK's ESMS. In addition to these studies, a Public Consultation Meeting was held on 23.12.2024 at 2.00 p.m. following the completion of the ESMP, and SEP. Public Consultation Meeting announcements were published on the official website and in national and local newspapers. In addition, brochures regarding the meeting were hung in the neighborhood of Mukhtar's offices and on bulletin boards.

1.1 Summary

During the Public Consultation Meeting, information about the subproject was presented by municipal officials and the consultancy firm. The details are as follows:

Konya Metropolitan Municipality Climate Change and Zero Waste Department Head made an opening speech and introduced the SPP Project. Subsequently, the importance of the Solar Power Plant (SPP) project, and the technical details of the subproject were explained by the Ardea Project Consultancy Team. It was stated that the subproject is financed under the PUMREP by the World Bank and represents an important step for the municipality in terms of renewable energy and combating climate change. It was explained that through the solar power plant project, the municipality would cover a significant portion of its energy costs by using clean energy. The project is planned to be completed within eighteen months and is expected to contribute socially to the district.

The subproject was introduced through a presentation by the Ardea Project Consultancy Team, which also provided information on the project's Environmental and Social Management Plan (ESMP). The purpose and scope of the subproject, and the expected social impacts and measures to be taken were explained by the Social Expert of Ardea Project Consulting Company. The grievance mechanism and Stakeholder Engagement



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Plan to be established within the scope of the subproject were also explained. The Environmental Engineer of Ardea Project Consulting Company explained the expected environmental impacts of the subproject and the measures to be taken for these potential impacts.

It was stated that Konya Province, Karatay district, is suitable for a solar energy project due to its solar potential. Within the scope of the ESMP, the environmental and social risks of the subproject were evaluated, and an analysis of the current situation was conducted. The environmental and social baseline of the project area was examined. Physical environmental conditions and the ecology and biodiversity of the area were analyzed in detail. The subproject location, climatic conditions of the region, solar radiation duration, natural and cultural values, and risks were analyzed and explained. Characteristics of the nearby communities in terms of population, economy and social and physical infrastructure is described based on the initial consultations. It was noted that the subproject could create future opportunities for residents and that using renewable energy sources is crucial in combating climate change. The subproject is expected to provide social benefits and is described as an important step for Konya and an exemplary initiative for the future.

Lastly, it was emphasized that the grievance mechanism will be given importance during the construction and operation phases of the Project. The meeting ended with questions and suggestions from the participants regarding the Project.

1.2 Question & Answer Session

This sub-section presents the opinions, requests, and questions of the participants and the relevant answers received during the Public Consultation Meeting. The details are as follows:

Question 1:

Mukhtar of Kaşınhanı Neighborhood: When will the project start construction?

Answer 1:

Ardea Project Official: With the completion of the tender processes of the projects, the construction activities of the project are planned to start approximately in March 2025.

Question 2:

Citizen from Eriş Neighborhood: Will the use of roads in the area be impacted by the project during the construction phase?





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Answer 2:

Ardea Project Official: Access to the project site is provided via existing roads, as shown on the map, and the road is in good condition. Necessary traffic measures will be taken throughout the project activities. Since the project site is located far from residential areas, it is not actively used by the public. Preliminary meetings have been held with the representatives of nearby businesses that use the access road to the project site, and they have been informed about the project. These representatives have not expressed any concerns regarding the project.

Question 3:

Citizen from Saraçođlu Neighborhood: How will the project contribute to the local economy in the area?

Answer 3:

Ardea Project Official: Renewable energy production will meet the region's energy needs without harming the environment, thereby supporting environmental sustainability. The fact that the municipality will meet its energy needs through renewable energy will result in significant savings on electricity costs, with an annual production of approximately 69,704 MWh of electricity. The savings achieved by the municipality will enable investments in other areas.

1.3 Conclusion

The Public Consultation Meeting lasted approximately 45 minutes with the participation of the public, information about the project by the municipality staff and consultant company officials, and a question-and-answer session afterward. The public was informed about the KOSKİ SPP project, and the next process was explained by answering the questions of the public.





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2. PARTICIPANT LIST

Figure 1: Participants Signature List

HALKIN KATILIMI TOPLANTISI KATILIMCI LİSTESİ

Proje Adı: ...
 Toplantı Tarihi: ...

Sıra No	Adı Soy Adı	Unvanı	Yerel Etkin Kurum / Kuruluş Adı	Telefon	İmza
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The project is co-funded by the European Union, the Republic of Turkey and the World Bank
(In English: Konya SPP, Turkey Co-financed in Konya SPP co-financed through the administrative)

3. ANNEXES

Annex 1: Photos of Public Consultation Meetings

Figure 2: Photos of the Meeting



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The project is co-funded by the European Union, the Republic of Turkey and the World Bank
(In English: Konya SPP, Turkey Co-financed in Konya SPP co-financed through the administrative)

Annex 2: Newspaper Advertisements

Figure 3: Aydınlık Newspaper Advertisement for Public Consultation Meetings of KOSKI SPP



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(In English: Konya SPP, Turkey Co-financed in Konya SPP co-financed through the administrative)

Figure 4: Konya Postası Newspaper Advertisement for Public Consultation Meetings of KOSKI SPP





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Annex 4: KOSKİ Public Consultation Meeting Brochure

<p>Ayrıca ÇSPP potansiyel proje etkilerinin yönetimi için geliştirilen önlemler ve kontrol planları, bu etki azaltma önlemlerinin uygulanma talimatını belirler. ÇSPP'nin ve PNP'nin uygulanmasında rol ve sorumlulukları ile Dünya Bankası gerekliliklerine uygun olarak raporlara ve ilerine gerekliliklerini tanımlanmaktadır.</p> <p>İlçeme gereklilikleri de ÇSPP kapsamındaki ilçeme tabanlı olarak tanımlanarak sunulacaktır. Buna göre alt-proje için inşaat aşamasında, toz emiyenler, hava kirliliđi, inşaat sırasında ve geçici trafik yükünden oluşacak gürültü, ışık kirliliđi, iş sağlığı ve güvenliđi, ilçeme aşamasında ise kentsel alanların düzenlenmesi ve kullandırılması, santrallerin inşaatına ve işletilmesine ilişkin, geçici kaynaklar, pikayetter, topluluk danışmaları, işbirlik kantonu, iş sağlığı ve güvenliđi ve ilgili parametreleri ÇSPP'de ve PNP'de belirlenen şartlara uygun olacaktır.</p> <p>Her iki Çevresel ve Sosyal Yönetim Planlarının (ÇSPP) uygulanmasından sorumlu ana kurum, projenin inşaatından ve işletme aşamalarından da sorumlu olan Konya Büyükşehir Belediyesi'dir. Alt-Proje için bankaların ve diğer taraflar (İLKEMER, Müşahid firması, Proje Uygulama Birimi, İLBANK vb.) ÇSPP'ler kapsamında çeşitli konularda sorumluluk alacaklardır. Süreci edilen tüm pikayetter Konya Büyükşehir Belediyesi tarafından koordinasyon sağlanacaktır. Alt-Proje için düzenlenen Konya Büyükşehir Belediyesi'nin ve KOSKİ'nin internet sitesi üzerinden yayınlanacak ve talep edilmesi halinde bu dokümanlar Konya Büyükşehir Belediyesi ve KOSKİ tarafından paylaşılacaktır.</p>	<p>Konya Büyükşehir Belediyesi, projenin etkilenebilecek topluluklar için endişelerini ve pikayetterini dinlemek, çözmek ve takip etmek amacıyla KOSKİ'nin Proje Uygulama Birimi altında her bir alt-proje için bir Pikayetter Mekanizması kuracaktır.</p> <p>Tüm pikayetter, PNP'de belirtildiđi gibi önceden belirlenmiş bir zaman çizelgesi içinde ve işbirliklerine göre etkin bir şekilde alınacak, kaydedilecek ve yayınlanacaktır.</p> <p>Pikayetter Mekanizmasının kurulması ve ilgili Konya Büyükşehir Belediyesi tarafından sağlanacaktır. Bu kapsamda alt-proje için ilgili belediye, görüş, öneri ve pikayetterin paylaşılması için aşağıda verilen iletişim kanallarını da etkin kullanabilecektir:</p> <p>Konya Büyükşehir Belediyesi Telefon: 444 55 42 E-mail: konyabuyuksehirbelediyesi@phd.tk.gov.tr</p> <p>Tüm paydaşlar, alt-proje ile ilgili pikayetterini ve geri bildirimlerini doğrudan devlet yetkililerine iletmek için projenin tüm paydaşlarının erişimine açık ve ülke çapında kullanılan Cumhuriyetkızı İletişim Merkezi (CİMER) gibi alternatif pikayetter mekanizmalarında da yararlanma haklarına sahip olacaklardır:</p> <ul style="list-style-type: none">- Web sitesi: www.cikim.gov.tr- Çağrı merkezi: 150- Telefon numaraları: 0312 590 20 00	<p>TÜRKİYE KAMU VE BELEDİYE YENİLENEBİLİR ENERJİ PROJESİ</p> <p>Konya Büyükşehir Belediyesi ve KOSKİ Güneş Enerjisi Santrali Projesi</p> <p>Halkın Katılımı Toplantısı Bilgilendirme Broşürü</p> <p>Tarih: 23 Aralık 2024</p> <p>Saat: 14:00</p> <p>Yer: Karatay Belediyesi Sarıođlu Sosyal Tesisi</p> <p>Konya Büyükşehir Belediyesi Başkanlığı</p>
5	6	1





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<p>Konya Büyükşehir Belediyesi ve Konya İli ve Karatayın İmarat (KOSİ) GES (Güneş Enerjisi Santrali) Projesi,</p> <p>Türkiye'deki yerlerde sürdürülebilir kalkınmayı desteklemek için KABİEP (KABİEP) finansmanı kapsamında bir projelerden biridir. Dünya Bankası (DB) tarafından finanse edilen ve İller Bankası A.Ş. (İLBANK) aracılığıyla Kamu ve Belediye Yatırımları Enerji Projesi (KABİEP) kamu sektörü için sürdürülebilir enerji çözümlerine ve artan enerji güvenliğine yönelik önemli bir adım temsil etmektedir.</p> <p>KBB ve KOSİ GES AB-Projeleri ile kamu sektörü binoları ve belediyelerde yenilenebilir enerji kullanımını artırmak, enerji fiyatlarını azaltmak ve kamu sektörünün sürdürülebilir enerji çözümleri ile iklim eylem planlarına katılmak için belediyelerin öncülük etmesi yer almaktadır. Türkiye'nin iklim hedeflerine katkı sağlamak Konya Büyükşehir Belediyesi'nin ve KOSİ'nin enerji güvenliği de artacaktır.</p> <p>KBB ve KOSİ GES Projeleri kapsamında, kurulacak toplam 30 adet kullanım alanı ile ilgili olacaktır. KBB Güneş Enerjisi Santrali'nin kurulu gücü 48,32 MWp/31,5 Mw, KOSİ Güneş Enerjisi Santrali'nin kurulu gücü 48,28 MWp / 38,5 MWc'dir. AB-Projeler, Konya İli, Karatay İlçesi, Sarıoğlu Mahallesi, 33476/3 ve 33476/5 parçeleri üzerinde yaklaşık 200 ha alana inşa edilecektir. (İmarat Şekli 1). AB projeler kapsamında yaklaşık 4,5 km uzunluğunda 154 kV yüksek gerilimli bir enerji iletim hattının (İEH) inşaatı da bulunmaktadır. AB-proje ile üretilen elektrik, mevcut Akbeyhçüğü-Alıova enerji hattına bağlanarak Türkiye Ulusal Şebekası'na aktarılacaktır.</p>	<p>Proje'nin belirlenen sonuçları aşağıdaki gibidir:</p> <p>-Proje, Konya İli, Karatay İlçesi, Sarıoğlu Mahallesi'nde yer alan ve Mülkiyet Hakkına İhtiyaçları İçinne yapılabilmektedir. Bu alanın kamulaştırılması, diğer enerji kaynaklarından elde edilen enerjiye göre değerlendirilmeyecektir.</p> <p>- AB-Projelerinde, enerjiye fedaiyetlere olan bağlılığı azaltmak ve iyi ekonomisi olarak değerlendirilmeyecektir.</p> <p>-AB-Projelerinde, Türkiye'nin yenilenebilir enerji kaynakları bakımından ulusal ve uluslararası kalite standartlarına uyum getirmeye katkı sağlayacaktır.</p> <p>GES Projelerinin inşaatının on sekiz (18) ayda tamamlanması planlanmaktadır.</p> <p>AB-Projelerin işe alın sürecinde yerel halka öncelik verilecektir.</p> <p>AB-Projeler, ulusal mevzuatı yanı sıra İLBANK'ın Çevresel Sosyal Yönetim Sistemi (ÇSY), Dünya Bankası Çevresel ve Sosyal Standartları, yönetmelik, standartlar ve en iyi uygulamaya bağlanarak de dahil olmak üzere, uluslararası uygulamalarla uyumlu olacaktır.</p>	<p>AB-Projeler için bilardo, su temini ve arıtma tesisleri ile kamu aydınlatması dâhil olmak üzere kamu tesislerinde enerji maliyetlerinde büyük değer tasarrufları sağlanacaktır. Bu operasyonel maliyetlerin azaltılması, belediyelerin kaynakları daha verimli bir şekilde diğer önemli hizmetlere ve altyapı geliştirme projelerine ayırmasına olanak tanıyarak, bölge sakinlerinin genel yaşam kalitesini artıracaktır. Ayrıca, AB-Projeler, inşaat ve işletme aşamalarında yerel halk için iş fırsatları yaratacaktır.</p>  <p>Şekil 1. Konya İli ve KOSİ GES AB-Proje Alanları</p> <p>Beklenen etkilerin şifalınlığı için her iki AB-Proje ile ilgili Çevresel ve Sosyal Yönetim Planı (ÇSY) ve Paydaş Katılım Planı (PKP) geliştirilecektir.</p> <p>ÇSY'ler, etkilerin önlenmesi amacıyla onaylanacak sosyal etki ve risklerin önlenmesi, değerlendirilmesi ve önemi olumsuz çevresel etkiler için etki azaltma önlemlerini içeren amaçlı hazırlanmıştır.</p>
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