



Stakeholder Engagement Plan

SARAJEVO PUBLIC BUILDINGS ENERGY EFFICIENCY PROJECT

January 2020

Stakeholder Engagement Plan

SARAJEVO RESIDENTIAL BUILDINGS - ENERGY EFFICIENCY PROJECT

January 2020

Public

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1. INTRODUCTION

1.1. Background

This document is a Stakeholder Engagement Plan (SEP) for the Sarajevo Public Buildings Energy Efficiency Project in Bosnia and Herzegovina (BiH). This document identifies relevant stakeholders and defines communication channels and plans regarding the energy efficiency measures to be introduced in Sarajevo, BiH.

The SEP provides an overview of local legislation, the European Bank for Reconstruction and Development (EBRD) Environment and Social Policy (ESP) 2014, the EBRD Performance Requirement 10: Information Disclosure and Stakeholder Engagement, European Union (EU) directives and international best practice related to information disclosure. It outlines the general approach to stakeholder engagement and public consultation.

The SEP is a live document, being reviewed periodically during project implementation by the PIU as needed. It will be updated as necessary in line with new or changed activities, changes in Project design or newly identified stakeholders.

The SEP is part of the disclosure package developed for this Project and consists of the Environmental and Social Due Diligence (ESDD), Non-Technical Summary (NTS), SEP, Environmental and Social Action Plan (ESAP) and the Environmental and Social Management Plan (ESMP).

Specific objectives of the SEP are detailed below.

1.2. Objective of the Plan

This SEP is a public document, which sets out the implementing body's commitments relating to stakeholder engagement, consultation and disclosure activities in connection with the proposed EBRD investment for the energy efficiency measures.

The Ministry will be responsible, in the name of Canton Sarajevo Government, with the management and installation of the improved energy efficiency measures included in this Project. The public will be able to access this SEP (in Bosnian and English) at the Canton head office¹ in Sarajevo, as well as on the Canton Sarajevo website².

The goal of this SEP is to set out how stakeholder engagement will be carried out for the Project and how long-term relationships between the Sarajevo Public Buildings Energy Efficiency Project and the local communities will be maintained. This SEP also aims to inform, improve and facilitate decision-making that involves Project-affected people and other interested stakeholders in an inclusive and timely manner, and to ensure that these groups are provided with sufficient opportunity to voice their opinions about the Project.

The SEP briefly describes the public consultation carried out to date, and defines activities that will be implemented by the Project to inform stakeholders about the nature and the potential impacts associated with the energy efficiency measures.

¹ Canton Sarajevo, Sarajevo, Reisa Džemaludina Čauševića 1

² <https://vlada.ks.gov.ba/>

The SEP contains a stakeholder identification table where relevant stakeholders are identified with the most appropriate communication channels and strategies, information disclosure requirements and grievance processes that will be adopted by the PIU and cascaded down to contractors. If there are stakeholders who are not included in the SEP they can get in contact with the contact provided above to receive information about the Project and be added to the stakeholder engagement programme in this SEP with the approval of the PIU.

Specific objectives of the SEP are detailed below:

- Define the Project area;
- Identify, map and assess affected parties and other interested stakeholders, and how they may be affected by or interested in the Project;
- Set out stakeholder analysis undertaken to understand Project stakeholders, so that appropriate methods and tools to engage them can be developed;
- Provide an action plan for consultation that allows for meaningful stakeholder input into the Project;
- Ensure stakeholders have access to information on Project activities in a timely manner;
- Ensure information disclosed to stakeholders can be understood and locations for consultation are accessible to all who want to attend;
- Ensure that any vulnerable groups are identified and consulted;
- Establish clear mechanisms for answering stakeholders' questions, concerns and grievances; and
- Document formal consultation and information disclosure activities, define stakeholder tracking and records management system.

1.3. Scope of the Plan

This SEP covers Canton Sarajevo's operations on the Sarajevo Public Building Energy Efficiency Project, including contractor activities. The Plan is constituted of the following sections:

- Chapter 2 – Project Background
- Chapter 3 – Consultation and Disclosure
- Chapter 4 – Stakeholder Identification
- Chapter 5 – Stakeholder Engagement Programme
- Chapter 6 – Reporting and Grievance Mechanism

2. PROJECT BACKGROUND

Canton Sarajevo of Bosnia and Herzegovina (BiH) approached the EBRD with the request to finance an energy efficiency improvement programme in the City. This programme hopes to introduce energy efficiency measures in up to 40 public buildings (such as kindergartens, schools, faculties, health center, infirmary and dormitories). These measures include installation of thermal insulation and the upgrade of heating and, if needed, ventilation in these buildings, such as the replacement of boilers and, if needed, air conditioning.

The 40 buildings have been provisionally selected by a pre-feasibility study which was developed in 2017 by United Nations Development Programme (UNDP). The list has undergone several changes in 2019 and 2020 and was finalized in July 2020.

The Project implements a set of measures for increasing the energy efficiency of around 40 selected public buildings in Canton Sarajevo.

The proposed set of the Energy Efficiency measures includes:

- Thermal insulation of external walls;
- Thermal insulation of roofs;
- Replacement of windows;
- Installation of high-efficiency lighting; and
- Upgrade of building heating and ventilation, including replacement of inefficient and/or coal fired boilers, and, if needed, cooling, ventilation and air conditioning.

A Project Implementation Unit (PIU) was established within the Canton to manage all aspects of the day-to-day project activities in October 2019.

Canton Sarajevo is the largest urban area in BiH with a total population of 420,239 (2018 estimate³). The Canton consists of 9 municipalities, 4 of which comprise the City of Sarajevo, the capital of BiH.

Appendix II presents the list of public buildings where these energy efficiency measures will be introduced under this Project.

³ Source: https://zis.ks.gov.ba/statistika/vitalna_statistika

Figure 1 - Map view of 40 public buildings selected for inclusion in this loan.

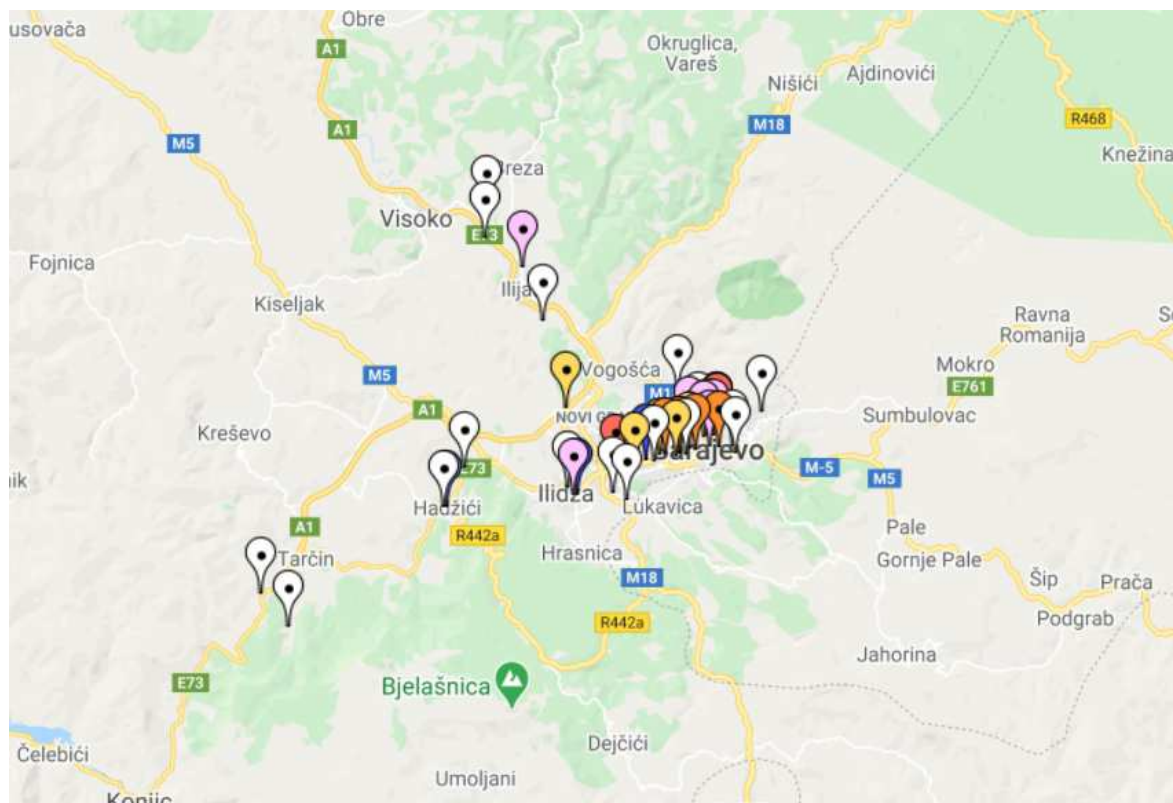
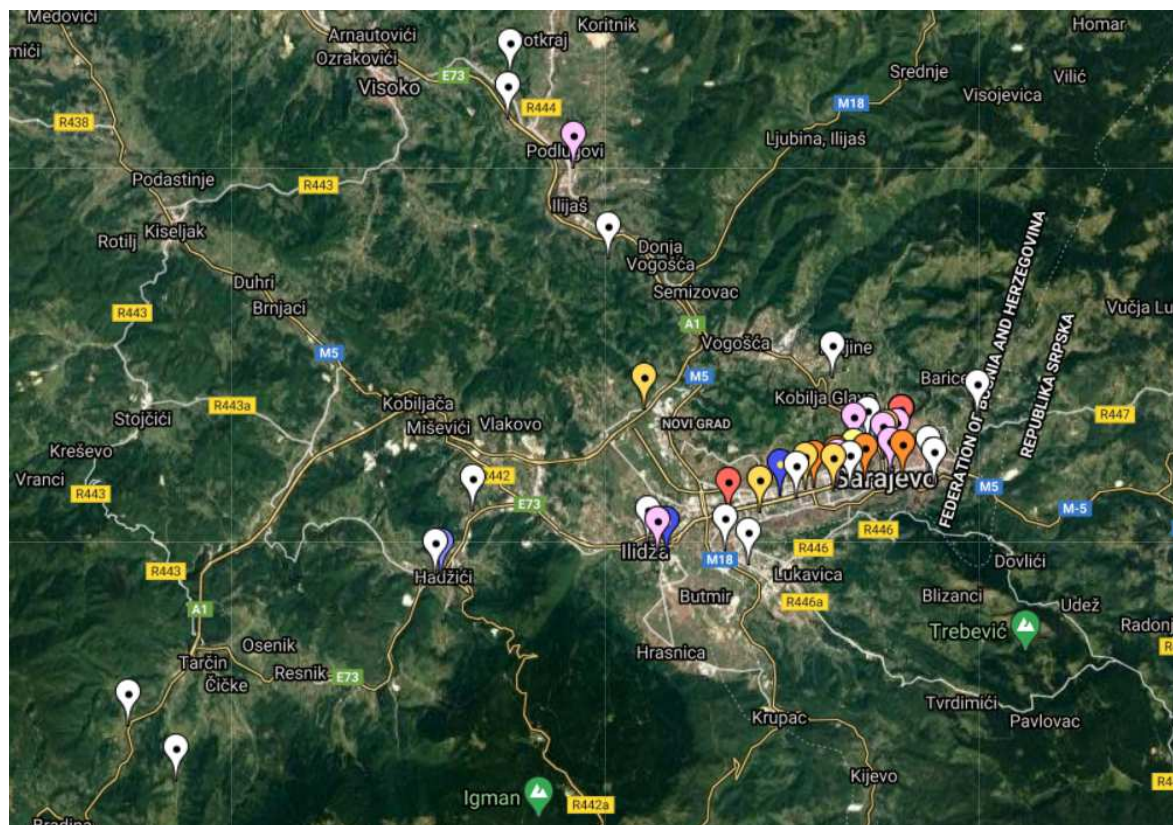


Figure 2 - Satellite view of 40 public buildings selected for inclusion in this loan.



3. CONSULTATION AND DISCLOSURE

3.1. National Legislative Requirements

The level of stakeholder engagement and access to information in Bosnia and Herzegovina relevant for the Canton Sarajevo's activities on this Project is regulated by planning, construction and environmental regulation. Key BiH legislation that addresses stakeholder engagement pertaining to the Project, includes:

Legislation of the Federation of BiH

Law on Free Access to Information

The operations of all public entities, such as Canton Sarajevo, fall under the requirements specified in the Law on Free Access to Information in FBiH⁴. This law regulates citizens' rights of access to information possessed, used or controlled by public bodies, as well as the obligation of public bodies to disclose such information.

As the Project implementing agency, Canton Sarajevo is required to ensure that the provisions of the Law on Free Access to Information in FBiH are applied. According to Article 4, every person and/or legal entity has the right of access to information under the control of a public authority, and every public authority has an appropriate obligation to communicate that information. The right of access to information may be restricted only in the manner and under the conditions established by this Law.

The public authority must provide access to information to all stakeholders, including every person and/or legal entity. In the framework of its capabilities, it is also obliged to undertake all necessary measures to assist persons and/or legal entities seeking to exercise their rights. The operations of all public entities, such as Canton Sarajevo, fall under the requirements specified in the Law on Free Access to Information in FBiH.

If a person and/or legal entity addresses the Canton Sarajevo with a request of access to information related to the Sarajevo Public Building Project, all in accordance with Article 4 of the Law, the Canton Sarajevo shall respond to the request.

Law on Physical Planning of the Canton of Sarajevo

Article 2.bbb) of the Law on Physical Planning of the Canton of Sarajevo ("Official Gazette of the Canton Sarajevo", No.24/17) states: regular maintenance of the building includes works that do not affect the construction of the building, environmental protection, purpose, change of dimensions and appearance (minor repairs, plastering, painting the facade and their restoration, replacement and painting of carpentry, glazing of existing openings, works on eaves and smaller parts of the roof, construction of partition walls, replacement and repair of damaged installations, construction of demolished chimneys, etc.) or which does not change the conditions set by the urban consent and building permit.

The building permit is not required for maintenance of the building as stated in article 69.e) of the Law.

Urban Consent and Construction Permit for approval of future construction and determination whether the construction is in accordance with the plan, regulations and law is defined in article 54. and 68. of the Law.

After the preparation of the project documentation, if needed, the request for construction approval will be submitted to the municipalities in charged. In the case of regular maintenance, the Urban Consent and Construction Permit shall not be obtained.

Law on Environmental Protection

In addition, the Law on Environmental Protection of FBiH⁷ stipulates that every person and every organization must have adequate access to information regarding the environment which is at the disposal of public authorities, including information on hazardous materials and

activities in their communities, and be enabled to participate in the decision-making process. This Law also regulates the Environmental Impact Assessment (EIA) procedure and prescribes that public hearings must be organized for projects that require an Environmental Impact Assessment.

The EIA must be made available to the public and a copy sent to relevant authorities and other interested parties, allowing 30 days for submitting comments, after which a public hearing is organized, and the public is invited via printed (or electronic) media/radio/TV, at least 15 days in advance. The Environmental Permit (EP) is issued after the EIA is revised and all the relevant comments received from interested parties are taken into consideration.

An Environmental Permit is not required for this Project as an EIA is not required due to no construction taking place on the Project – only the fitting of energy efficiency measures.

Law on Expropriation

The Law on Expropriation⁸ is the relevant law in FBiH for land acquisition and resettlement. The Law on Expropriation provides only compensation for loss of assets and does not prescribe other types of assistance to displaced persons or communities. The only category of people that the Law on Expropriation guarantees compensation to is the legitimate owner of property. No new land acquisition and resettlement is currently identified due on the Project. Therefore, it is that this law will be applied.

International Legislation

BiH acceded to the Aarhus Convention on Access to Information, Public Participation in Decision Making and Access to Justice in Environmental Matters in 2008. The Aarhus Convention grants the public rights regarding access to information, public participation and access to justice, in governmental decision-making processes on matters concerning the local, national and transboundary environment. Article 2(c) of the Convention states that the Convention applies not only to government at all levels, but also to “any other natural or legal persons having public responsibilities or functions, or providing public services, in relation to the environment, under the control of [a public authority]”.

In line with the Convention, Canton Sarajevo is required to:

- Respond to requests from the public for environmental information (any member of the public can make a request, regardless of citizenship, nationality or residence); and
- Regularly collect environmental information.

⁷ Official Gazette of FBiH, No. 33/03 and 38/09

⁸ Official Gazette FBiH, No. 70/07, 6/2010, 25/2012, 8/2015 - odluka US i 34/2016

3.2. EBRD Requirements

The Project will adhere to EBRD Environmental and Social Policy 2014 and the EBRD Performance Requirements (PRs). The EBRD PR 7 (Indigenous Peoples) and PR 9 (Financial Intermediaries) are not applicable.

The main PR associated with Stakeholder Consultation and Information Disclosure is PR 10. The key pertinent requirements of this PR are:

Table 1: EBRD PR10 Requirements

- Identify the various individuals or groups i) who are affected or likely to be affected by the Project; or may have an interest in the Project.
- Identify individuals and groups that may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status. The Project may need to use different methods of engagement due to differing issues such as age, gender and ethnicity.
- Disclose relevant Project information to affected stakeholders; information needs to be accessible and culturally appropriate.
- Conduct a meaningful consultation with affected parties; ensure that the consultation is inclusive, culturally appropriate and conducted in the local language.
- Establish an effective grievance mechanism, process or procedure to receive and facilitate resolution of stakeholders' concerns and grievances.

3.3. Existing Stakeholder Engagement and Community Awareness Programmes

No engagement has been undertaken for this Project so far.

4. STAKEHOLDER IDENTIFICATION

The purpose of stakeholder identification is to identify and prioritize Project stakeholders for consultation. Stakeholder identification is an ongoing process, and thus key stakeholders will continue to be identified during different stages of the Project. A systematic approach is used to map the stakeholders based on the Project zone of impacts. In this approach, by mapping the zone of social impacts, stakeholders are identified by the impact area.

As a result of the stakeholder mapping, Project stakeholders are categorized into two main categories:

- a) Primary stakeholders are the individuals and groups who are affected directly by the Project; and
- b) Secondary stakeholders are those parties which have influence on, but are not necessarily directly impacted by, the Project.

The key stakeholders identified are presented in Table 2.

Table 2: Key Identified Stakeholders and Methods of Engagement

Stakeholder Category	Type	Name	Impact/Influence
Primary	Project Shareholders / Internal Stakeholders	Canton Sarajevo	This group will directly influence and impact the project through the decision-making process.
	Communities & Businesses	Local businesses and public building users (including vulnerable groups i.e. women, pensioners, and any formal and informal persons and businesses) located in the buildings directly affected and neighboring the energy efficiency works within Sarajevo.	The communities and businesses within the buildings may be affected due to temporary loss of access to certain entrances/exits.
	Vulnerable Groups	Health centre and infirmary patients, preschoolers/pupils/students (including those with learning difficulties and disabilities)	These groups could be more significantly affected by this Project than other users and communities of the public buildings.
Secondary	Building representatives	Selected representatives of each building, nominated by the governing ministry of each building.	Disseminate information to the users of the buildings and share decisions of users to the Canton.
	NGOs	At this stage, one NGO has been active relevant to this	CHWB works primarily in the Western Balkans in building

Stakeholder Category	Type	Name	Impact/Influence
		Project - Cultural Heritage Without Borders ⁹ (CHwB).	restoration, museum development and experience. Will not directly impact the scope or construction on this Project.
	Contractors/Suppliers	Contractors and equipment suppliers on the Sarajevo Public Buildings Energy Efficiency Project.	This group will directly participate in the implementation of the Project.
	Construction workers	Local individuals	Hired by contractors of this Project to carry out the construction, mechanical and electrical works.
	Design Engineer	The Design and Energy Audit Engineer engaged by the Canton.	Will provide detailed energy audits and designs for the 40 public buildings. As the part of the Detailed Design the Design Engineer will submit to PIU the study of fire protection and study on safety at work.
	Consultant for Quality assurance over conducted DEA and Audit of Detailed Designs	Quality assurance over conducted DEA and Audit of Detailed Designs Engineer engaged by the Canton.	Will provide quality assurance of DEA and audit of the designs for the 40 public buildings.
	Supervising Engineer	Works Supervision Consultant Engineer	Will monitor and provide guidance on the implementation of the environmental management plans of Canton Sarajevo and will supervise all phases of the work execution by the Contractors.
	Cantonal Institution	The Cantonal Institute for the Protection of Cultural, Historical and Natural Heritage	Will cooperate with Canton Sarajevo and Consultants to ensure heritage protection (10 public buildings are on the Cantonal protection list).
Lender	Lending Organisation	EBRD	This organisation will provide the loan to carry out the Project, alongside certain environmental, social and technical requirements.

4.1. Vulnerable Groups

The stakeholder identification process examined if there are any groups of affected people who might be more vulnerable to current and potential Project impacts.

During the assessments and the preparation of this SEP, it was assessed whether there will be any groups who might be affected by the projects differently due to their gender, age, ethnicity, religion, physical or mental disability or other attributes.

The assessment identified that school children and patients in the health centres/infirmaries included in the list of public buildings represent vulnerable groups. Additional engagement activities have been provided within this SEP to ensure that these vulnerable groups are suitably protected from potential impacts.

During Project implementation, the Canton Sarajevo may identify additional vulnerable groups who will then be added to the SEP and appropriate communication methods will be identified.

⁹ <http://chwb.org/bih/>

5. STAKEHOLDER ENGAGEMENT PROGRAMME

5.1. Disclosure of Information

The types of information disclosed and the specific methods of communication to be undertaken for this project are summarized in the Stakeholder Engagement Programme in Table 3 below. The objectives of external communications are to provide continuous engagement with affected people and other relevant stakeholders and to inform them about the existing activities, performance, development and implementation of the Project. The information to be disclosed publicly is governed by EBRD's Public Information Policy, PR 10 and FBiH and Canton Sarajevo legislation.

The SEP is a live document that will be revisited and updated, if necessary, on at least an annual basis (or when changes are made) to reflect the changes in stakeholder engagement due to project developments and new stakeholders. The PIU will be responsible for updating the SEP and identification of any new stakeholders during project implementation. The information that is required to be disclosed may change if there are changes in the Project design, schedule or area of influence. The external and internal communication methods and information for disclosure identified in Table 3 are not exclusive and Canton Sarajevo may choose to disclose more information upon request by stakeholders.

Canton Sarajevo is responsible for internal and external communications regarding the existing and future projects and will be the main contact point for affected people. All related Project documents and communication related to the Project will be available and undertaken in English and Local languages.

5.2. Stakeholder Engagement Programme

The envisaged programme of public consultation and disclosure activities are presented below. This programme includes immediate consultation and engagement activities required to address current stakeholder concerns, as well as regular consultation and disclosure activities throughout the project life cycle.

Contact information for this project is provided below:

Canton Sarajevo

Name: Aida Veladžić

Address: Sarajevo, Reisa Džemaludina Čauševića 1

Telephone: +387(0)33 562 086

Email: piu.ee@mki.ks.gov.ba

Canton Sarajevo will collate any comments and feedback associated with this project and will document these. The contractor will assist in this process by escalating any grievances received through their workers to the Supervising Engineer, who will then pass on to the Canton. Minutes will be taken at all meetings (formal and informal) and will include a signed attendance register.

All comments received will be reviewed in accordance with the commitments made under best international practice presented within the 'EBRD Requirements' section provided in Section 3. All communications will be reviewed for the feasibility to make changes to satisfy the request and interest and the communicator will be informed of the outcome.

The Future Stakeholder Engagement Programme is detailed Table 3 below:

Table 3: Future Stakeholder Engagement Programme

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
<ul style="list-style-type: none"> ■ Canton Sarajevo 	<ul style="list-style-type: none"> ■ Regular meetings attended by the PIU, Consultant for PIU Support and Work Supervision and if necessary Contractor representatives. If issues arise, beyond the PIU jurisdiction, the meeting will be attended by the representatives from other relevant Ministries. 	<ul style="list-style-type: none"> ■ Updates on the ESAP, SEP and CEMP implementation 	<ul style="list-style-type: none"> ■ Regular meetings held before construction upon contract signing, during construction and during the first 2 months of operation¹⁰
<ul style="list-style-type: none"> ■ Representatives of the selected buildings 	<ul style="list-style-type: none"> ■ Meetings with Canton Sarajevo 	<ul style="list-style-type: none"> ■ Illustrating images of new energy efficiency measures to be introduced and energy savings statistics ■ Schedule of works for each specific building ■ Temporary access limitations and measures being undertaken by contractor to limit disturbances ■ Specific measures put in place to ensure that school children and patients are not negatively affected 	<ul style="list-style-type: none"> ■ At least 3 meetings of all representatives and the Canton before construction. ■ Notification to representatives of selected buildings of start of works at least one week prior to start of work. ■ Group meetings during the construction period, open to all representatives upon request, but at least once at start of construction.
<ul style="list-style-type: none"> ■ Affected business owners (if relevant) 	<ul style="list-style-type: none"> ■ Meetings with affected business owners to disclose Project information 	<ul style="list-style-type: none"> ■ Schedule of works for each specific building ■ Grievance mechanism in case they need to report any complaints 	<ul style="list-style-type: none"> ■ If needed, at least 1 meeting will be held. ■ Before the commencement of the work, if relevant, the affected business owners will be informed with work schedule and grievance mechanism.

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
<ul style="list-style-type: none"> ■ NGO – Cultural Heritage without Borders 	<ul style="list-style-type: none"> ■ If requested, Meetings with the NGO representative 	<ul style="list-style-type: none"> ■ Contractor profile, including permit to carry out construction works on protected buildings and previous experiences working on historic buildings ■ Contractor and Canton processes to ensure the protection of listed buildings (and subsequent proof of correct implementation through pictures) 	<ul style="list-style-type: none"> ■ At least one meeting held with the NGO.
<ul style="list-style-type: none"> ■ EBRD 	<ul style="list-style-type: none"> ■ Quarterly and on-a-needs basis environmental, social and health & safety updates ■ Annual Environmental and Social Reports ■ Provided through meetings and/or email by the Project Director 	<ul style="list-style-type: none"> ■ Updates on the ESAP, SEP and CEMP implementation 	<ul style="list-style-type: none"> ■ Quarterly and on-a-needs basis meetings before construction, during construction, and for the duration of the Loan repayment.

In summary of the table above, four key communication methods for this assignment are described below:

Canton E&S Meetings

These meetings will provide time for the Canton to organize the implementation of environmental and social actions, as well as an opportunity for the Supervising Engineer and contractors to provide updates on their implementation of E&S actions during construction. The interaction between Canton Sarajevo and the contractors and Supervising Engineer (SE) will be stipulated in their scope of works, included in their individual contracts. This will involve regular, daily communication between all three parties.

EBRD E&S Meetings

Canton Sarajevo will provide quarterly and on a-needs-basis environmental, social, health and safety updates to the European Bank of Reconstruction and Development. These updates will demonstrate the implementation of environmental and social actions agreed before the loan ratification. This includes actions to be carried out by the contractors and the Supervising Engineer.

Building Representative Meetings

A list of the representatives for all selected public buildings will be finalized before the beginning of construction and included in this SEP. These individuals will be the main communication between the users and employees of these buildings and the Canton. These individuals should be nominated by the governing ministry of each building, i.e by an authorized person. All professionals selected to undertake this role must be in possession of an employment contract from the governing ministry and should work in the selected building on a daily basis.

The Project measures and activities will be explained through these representatives. Representatives will meet with the Canton, and separately with the users, on a regular basis to be informed on Project progress and consult on on-going issues. Formal minutes and attendance registers will be taken during these meetings. When selected, the lead Site Engineer of the contractor will also attend these meetings, prior to and during construction.

As part of these meetings, users will be made aware that disability access to the buildings will be maintained throughout the course of the construction period.

Further, if any issues are identified from vulnerable groups, these must be passed on to the Canton for discussion and resolution.

The Canton will specifically discuss the measures to be put in place by the contractor for the protection of students and health center and infirmary patients with the building representatives of selected kindergartens, schools, faculties, health center, infirmary and dormitories.

These measures will include:

- All contractor workers screened to ensure no worker possesses a criminal record relating to children;
- Works carried out in sections for healthcare facilities (e.g. floor-by-floor) to ensure users privacy and avoid noise disturbances;
- Separate entries to buildings provided for workers to ensure separation from students and patients; and

- Access passes issued to contracted workers and checked on entry.

The building representatives will be able to provide feedback to the Client through these meetings, suggesting building-specific changes to the above measures.

Business Owner Consultation

Owners of the businesses within and adjacent to the public buildings will be consulted separately to ensure that the planned construction and scaffolding does not hinder their specific business activities (if applicable).

NGO Meetings

Canton Sarajevo, if requested will provide updates to the NGO Cultural Heritage without Borders to demonstrate the processes implemented to ensure the protection of listed buildings as part of its public information disclosure.

It is anticipated that these activities will empower users of the public buildings to guide the project to best suit their needs, both through citizen-oriented design and user-sensitive construction. Regular consultations prior to and during implementation of civil works between the PIU, contractors and management of the selected buildings will limit the disruption of the usual activities in the building.

6. REPORTING AND GRIEVANCE MECHANISM

6.1. Monitoring, Reporting and Feedback Mechanisms

Canton Sarajevo will monitor the communication channels such as media, one-to-one meetings and periodic meetings and will provide feedback as appropriate. A complaint and suggestion box will be available for stakeholders participating in public consultation meetings and will also be available online or by contacting the Canton using the details within this SEP.

Any complaints and suggestions raised will be registered in the log for complaints and suggestions. These will then be sent to senior management in the PIU/Canton for the further consideration.

In order to monitor the implementation of this SEP and the functioning of the grievance mechanism, Canton Sarajevo will confirm to EBRD that the arrangements are in place and operating before construction begins. This will include information disclosure and any other form of stakeholder engagement undertaken as part of the SEP. In line with the Canton's submission of the Annual Environmental and Social Report, EBRD will also annually assess the SEP implementation.

6.2. Grievance Mechanism

Any comments or concerns can be brought to the attention of the company in writing or by filling in a grievance form. The grievance form will be made available on the Canton website and at the 40 public buildings, once construction has commenced, alongside a description of the grievance mechanism process.

6.3. Grievance Resolution

Grievances can be submitted either on site or on-line through a dedicated form. If grievances are submitted on site, they can either be submitted directly to the building representatives who will pass them on to Canton Sarajevo, or forms (identical to the on-line forms) can be submitted in a complaints box in the Canton office that will be checked daily. Forms will be available on site and on line and include the following:

- Name – or option to submit anonymously
- Contact information – or option to submit anonymously
- Preferred communication language
- Description of grievance
- Date of grievance
- Proposed resolution

It is the responsibility of the Project Director of Canton Sarajevo to ensure that all grievances submitted on site are logged on the on-line database. Grievances submitted on-line are logged on the database automatically.

All grievances will be:

- Acknowledged immediately – if lodged in person;
- Acknowledged within 3 working days if received through a letter or online;
- Logged in the on-line database (including the, Name and contact details (if not anonymous, the date received, the details of the complaint, who is responsible for resolution, the actions taken, and the date resolved) to be maintained by the PIU;

- Responded to no later than within 30 working days; and
- In case of anonymous complaints, the printed response will be posted at the local government information boards physically and online, so as the complaining party can approach and review the feedback.

Individuals can request the right to have their name kept confidential and this mechanism does not preclude the right for stakeholders to process grievances through other judicial means.

6.4. Roles and Responsibilities

Aida Veladžić, Project Director in Canton Sarajevo, will have the overall responsibility for handling the consultation and information disclosure process, including organization of the consultation process, communications with identified stakeholder groups, collecting and processing comments / complaints, and responding to any such comments and complaints. Depending on the nature of a comment / complaint, some comments or complaints will be provided to the appropriate person in the company for a response.

Name: Aida Veladžić

Title: Project Director, Canton Sarajevo

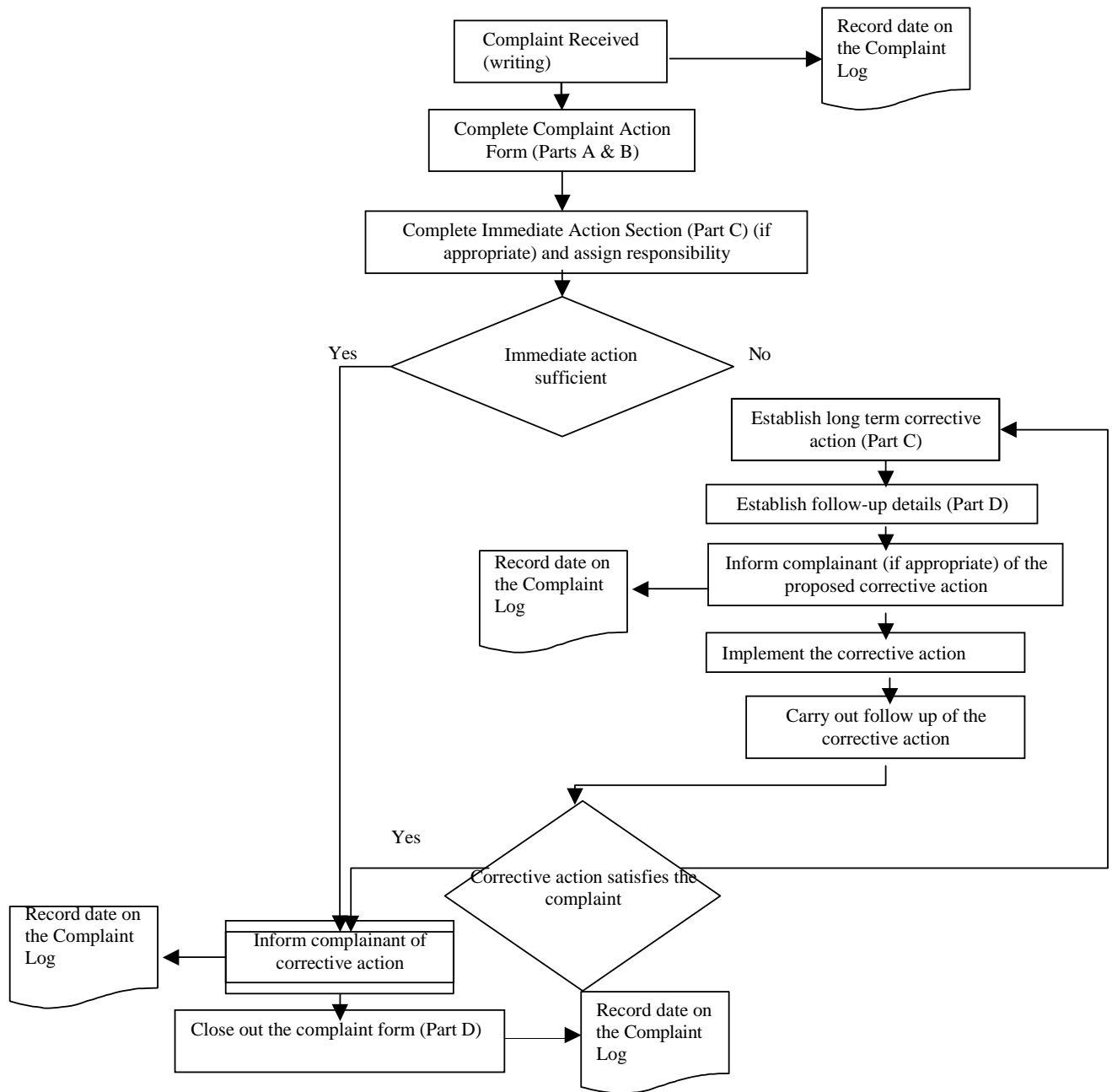
Address: Sarajevo, Reisa Džemaludina Čauševića 1

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The SE and contractors will assist with this SEP process by elevating complaints to the Canton for their redressal. Any complaints received by the SE or contractors will be noted on site and passed on to Project Director. This will be stipulated via the tender documentation and the Code of Conduct for the SE and contractors.

APPENDIX I – Complaint Procedure and Grievance Form



Public Grievance Form

Reference No:	
Full Name	
Note: <i>you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	<input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	By Post: Please provide mailing address: _____ _____ _____ By Telephone: _____ By E-mail: _____
Language Please mark your preferred language for communication	Bosnian Serbian Croatian English Other
Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Date of Incident/Grievance	
	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Please return this form to:

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APPENDIX II – List of Buildings

No.	OBJECT	LOCATION
1.	Health Center Ilidža	address: Dr. Mustafe Pintola 1, Municipality of Ilidža
2.	Dormitory Bjelave (Pavilion 1)	address: Bardakčije 1, Municipality of Centre Sarajevo
3.	Dormitory Bjelave (Pavilion 3)	address: Bardakčije 1, Municipality of Centre Sarajevo
4.	Dormitory Nedžarići	address: Aleje Bosne Srebrene bb, Municipality of Novi Grad Sarajevo
5.	Kindergarden „Mašnica“	address: Kemala Kapetanovića 30, Municipality of Novo Sarajevo
6.	Kindergarden „Ribica“	address: Igmanski put 85, Municipality of Hadžići
7.	Kindergarden „Labudovi“	address: Prvomajska 41, Municipality of Novi Grad Sarajevo
8.	Kindergarden „Dunje“	address: Brčanska bb, Municipality of Novi Grad Sarajevo
9.	Kindergarden „Slavuj“	address: Josipa Vančaša 25, Municipality of Centre Sarajevo
10.	Kindergarden „Kekec“	address: Ferde Hauptmana 36, Municipality of Novo Sarajevo
11.	Faculty of Veterinary Medicine	address: Zmaja od Bosne 90, Municipality of Novo Sarajevo
12.	Faculty of Pedagogy	address: Skenderija 72, Municipality of Centre Sarajevo
13.	Gymnasium „Obala“	address: Obala Kulina bana 3, Municipality of Centre Sarajevo
14.	Medical High School	address: Tahmiščina 2, Municipality of Centre Sarajevo
15.	Second Gymnasium	address: Sutjeska 1, Municipality of Centre Sarajevo
16.	Elementary School „Mehmed beg Kapetanović-Ljubušak“,	address: Braće Begić 19, Municipality of Centre Sarajevo
17.	Elementary School „9. may - Lokve“	address: Lokve 125, Municipality of Hadžići
18.	Elementary School „Zajko Delić“	address: Kenana Brkanića 6, Municipality of Vogošća
19.	Elementary School „Hadžići - Binježevo“	address: Binježevo 31, Municipality of Hadžići
20.	First Elementary School	address: Mala aleja 15, Municipality of Ilidža
21.	Faculty of Philosophy	address: Franje Račkog 1, Municipality of Centre Sarajevo
22.	Third Gymnasium	address: Vilsonovo šetalište 16, Municipality of Novo Sarajevo
23.	Elementary School „Hilmi ef.Šarić - Korča“	address: Korča bb, Municipality of Hadžići
24.	Elementary School „Hilmi ef.Šarić - Raštelica“	address: Donja Raštelica bb, Municipality of Hadžići
25.	High School „Nedžad Ibrišimović“	address: Kakanjska 16, Municipality of Ilijaš
26.	High School of Catering and Tourism	address: Dugi sokak 9, Municipality of Stari Grad Sarajevo
27.	High school for traffic and telecommunication (workshop)	address: Velešići 2, Municipality of Novo Sarajevo
28.	Faculty of Natural Sciences and Mathematics (old building)	address: Zmaja od Bosne 33-35, Municipality of Novo Sarajevo
29.	Third Elementary School	address: Nasihe Kapidžić Hadžić 1, Municipality of Ilidža
30.	Elementary School „Podlugovi - Ljubnići“	address: Ljubnići bb, Municipality of Ilijaš
31.	Elementary School „Vrhbosna“	address: Baruthana 60, Municipality of Stari Grad Sarajevo
32.	High School of Mechanical Engineering, High School for Metal Occupations High School of Construction and Geodesy	address: Zmaja od Bosne 8, Municipality of Centre Sarajevo
33.	Elementary School „Podlugovi - Lješevo“	address: Lješevo bb, Municipality of Ilijaš
34.	Elementary School „Stari Ilijaš - Malešići“	address: Malešići bb, Municipality of Ilijaš

35.	Elementary School „Grbavica I“	address: Grbavička 14, Municipality of Novo Sarajevo
36.	Elementary School „Šejh Muhamed ef.Hadžijamaković“	address: Iza Hrida 15, Municipality of Stari Grad Sarajevo
37.	Health Center Novi Grad, ambulance Saraj polje	address: X transverzala bb, Municipality of Novi Grad Sarajevo
38.	Elementary School „Osman Nakaš“	address: Gradačačka 39, Municipality of Novi Grad Sarajevo
39.	Elementary School „Čamil Sijarić“	address: Braće Mulić 16, Municipality of Novi Grad Sarajevo
40.	Elementary School „Skender Kulenović“	address: Bulevar Mimar Sinana bb, Municipality of Novi Grad Sarajevo