



Public Enterprise for State Roads

STAKEHOLDER ENGAGEMENT PLAN

Final – will be updated periodically during Project development

Construction of the A3 Express Road from Kosel to the Ljubanishta Border Crossing

Ohrid – Pestani Section

Technical number 107/2013



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ABBREVIATIONS

DPLR	- Department for Property-Legal Relations (Ministry of Finance)
EIA	- Environmental Impact Assessment
EBRD	- European Bank for Reconstruction and Development
ESAP	- Environmental and Social Action Plan
EU	- European Union
MTC	- Ministry of Transport and Communications
NGO	- Non-governmental Organization
PAP	- Project Affected People/Persons/Parties
PESR	- Public Enterprise for State Roads
PINPG	- Public Institution National Park Galicica
PR	- Performance Requirement
RAP	- Resettlement Action Plan
RM	- Republic of Macedonia
SEA	- Strategic Environmental Assessment
SEETO	-South East Europe Transport Observatory
SEP	- Stakeholder Engagement Plan

1. Introduction

The Public Enterprise for State Roads (PESR) intends to construct a new 'Ohrid to Pestani' section (the 'Project') of the A3 Express road Kosel – to the Ljubanishta border crossing (Republic of Albania). The road section forms part of the core national transportation network and is categorized as a state road – A3.

The Project falls under the current National Transport Strategy (2007-2017), PESR's Annual Program for Construction, Reconstruction, Rehabilitation, Maintenance and Protection of the State Roads for year 2014. The Project has been developed by PESR in response to the Macedonian spatial planning and legislative requirements and those of the European Bank for Reconstruction and Development (EBRD). EBRD is considering the provision of a loan to finance the Project.

This document is a Stakeholder Engagement Plan (SEP) describing the planned stakeholder consultation and engagement process for the Project.

2. Description of the Project

The main aim of this Project is to upgrade the national road A3, particularly the section from Ohrid to Pestani. The road section connects with the A3 at the end of the Karposh Vojvoda street, next to the Electrical substation in Ohrid,, and with the Pestani section at the R1301 intersection (village of Pestani). Upgrading this part of the route will provide improved transport links, additional capacity, a safer travel environment, and will bring economic benefits for the local and wider community. The Ohrid Lake area is a popular tourist destination, important to the economic development of the region and with multiple hotels, hiking trails and picnic sites.

The Project involves construction of a new road over a road segment linking the towns of Ohrid and Pestani, see Figure 1 and Annex 2. The length of the new road section is around 12,5 km, although if further design modifications are made, this may change.

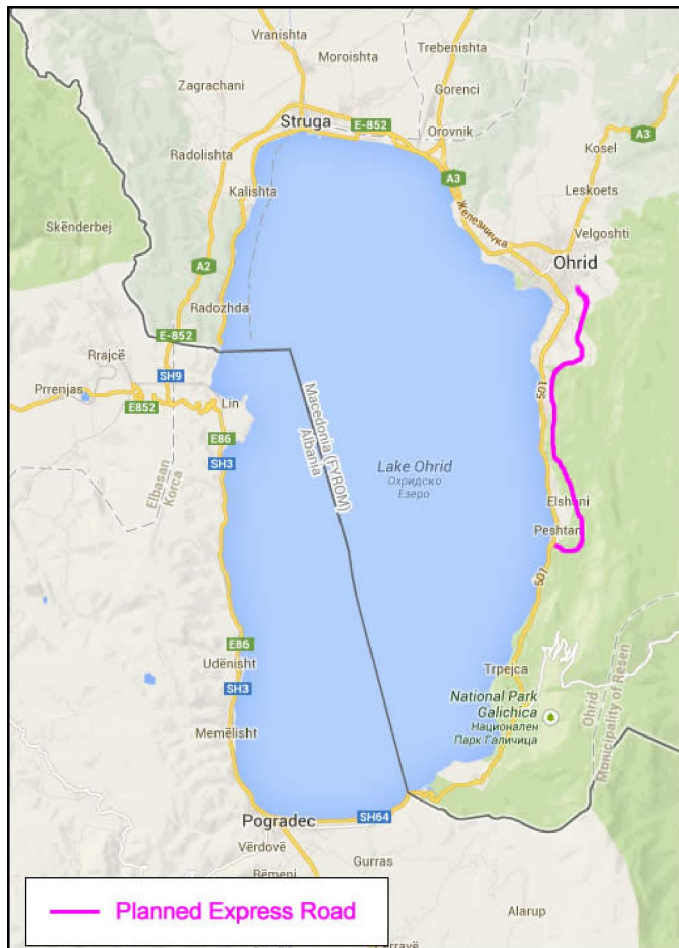


Figure 1: Map Showing Wider Location of the Project

Source: Google maps

The road width will be 11.4m wide, with four lanes running in both directions. Figure 2 shows a typical cross section of the road.

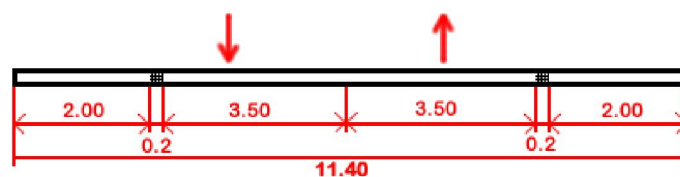


Figure 2: Typical Cross Section of the Road, Showing Overall Widths (in m)

The road will be at an elevation higher than the existing coastal road and settlements, and will pass through part of the Galichica National Park, in parallel with its western border, see Figure 3.



Figure 3: Road Alignment Showing Settlements and National Park Boundary

Source: Management Plan of National Park Galicica, for the period 2010-2020

Under the current Management Plan, Galicica National Park is divided into four zones, and the road passes through two of these. The Zone of Active Management is shown in green on Figure 3, and the Zone of Sustainable Use is shown in yellow. However, a process is currently under way to revise the Management Plan. This process is being led by the Public Institution National Park Galicica (PINPG) involves consultation with stakeholders, and disclosure of the proposals (already held in January 2014), as well as a Strategic Environmental Assessment on the revised Management Plan, which will also include a consultations and disclosure process.

The road will also pass close to a number of settlements located between the slopes of the Galicica Mountain and Lake Ohrid. From the exit at Ohrid, the road will pass above the villages of Racha, Sveti Stefan, Dolno Konjsko, Lagadin, Eleshec, Pestani, and below Velestovo, Shipokno, Gorno Konjsko and Elshani. Distances of the respective villages from the road are illustrated in Table 1 below.

Table 1: Distance from the Ohrid Exit¹

Settlement	Distance (km)	Population (Census 2002)
VELESTOVO	4.3 km	53
DOLNO KONJSKO	5.4 km	551
ELESHEC	8.1 km	69
ELSHANI	10.3 km	590
KONJSKO	9.6 km	22
LAGADIN	6.9 km	20
PESHTANI	10.8 km	1326
RACHA	1.5 km	1043
SVETI STEFAN	3.8 km	112
SHIPOKNO	4.9 km	5
OHRID	0 km	42033

Source: Websites of Google Maps and State Statistical Office

¹ In order to obtain precise measures as an "exit of the City of Ohrid", the petrol station Makpetrol has been taken.

The majority of land designated for the road is government-owned. However, there is a portion of the land area that belongs to local residents and is partially used for agricultural activities (vineyards and/or kitchen-gardens). Agricultural activities support the existing livelihoods of the local residents, provided mainly from the service sector.

3. Legal and Policy Framework

Implementation of the Project will follow the framework laws and regulations of the Republic of Macedonia (RM) as well as applicable EBRD policies and standards.

3.1. Macedonian Legal Framework

The legal framework applicable to the Project is summarised in Table 2 below.

Table 2: Macedonia Legal Framework for Stakeholder Engagement

Legislative Area/Stage of Project Permitting	Key Laws	Summary of Stakeholder Engagement Requirements
Preparation of project documentation and related strategic studies (including Spatial Plans and Strategic Environmental Assessments)	Law on urban and spatial planning (OG of RM, no. 51/05, 137/07, 91/09, 124/10, 18/11, 53/11, 144/12, 55/13, 70/13, 42/14);	One of the fundamental principles of the process of spatial planning and organizing is making the procedure of passing and executing the plans public. To provide this transparency, the councils establish participatory body which transmits the citizens' and legal entities' attitudes, opinions and needs; this body monitors the planning process through making initiatives, guidelines and suggestions for preparation of project solutions for the respective municipality. The municipality carries out public presentation and public survey. A report on the conducted public presentation and public survey is prepared by an expert panel formed by the mayor. Based on that report, the panel sends written notification to each person who has submitted a questionnaire including a rationale for the acceptance or non-acceptance of his / her comments or suggestions. During the monitoring of the execution of this law, the state authority in charge of the issues related to the spatial organization monitors the transparency in the work of the municipalities, the municipalities within Skopje City and Skopje City, especially from the aspect of regular, in due time and complete informing of the citizens on the issues determined by this law.
	Law on Environment (OG of RM, no. 53/05, 81/05, 24/07, 159/08, 83/09, 48/10, 124/10, 51/11, 123/12, 93/13, 187/13, 42/14) and associated secondary regulation (Official Gazette of RM no. 74/05, 109/09, 36/12 and 44/13);	State authorities and municipality authorities are obliged to disclose Project information and to allow participation in decisions related to the environment, and to provide opportunity to express opinion during the decision-making procedure. Documents and studies should be available to the public in suitable places, and public discussions organized in which public may participate and express opinion.
	Law on construction (OG of RM no. 130/09, 124/10, 18/11, 36/11, 54/11, 13/12, 144/12, 25/13, 70/13, 79/13, 137/13, 150/13, 163/13, 27/14, 28/14);	Public to be included in the planning phase of infrastructure projects. The administrative authority must inform the municipalities and public on land requirements. Concerned parties can present opinions, comments and demands, which the investor and the designer should review and appropriately accept and incorporate into final project. Comments and the demands which cannot be accepted to be properly explained and the concerned parties informed.
	Law on access to public	Free access to public information is granted to all legal and

Legislative Area/Stage of Project Permitting	Key Laws	Summary of Stakeholder Engagement Requirements
	information (OG of RM no. 13/06, 86/08, 06/10, 42/14);	physical entities, as well as foreign legal and physical entities. Any legal and physical entities may request information without discrimination, and may demand access to the information verbally, in writing or electronically. Each entity has a right to access holder's information.
	Law on acting upon complaints and proposals ("Official Gazette of RM" no. 82/2008, 13/13) and Rulebook on the manner of action upon complaints and proposals ("Official Gazette of RM" no. 2/09)	Under the Constitution, each citizen has the right to submit complaints to the authorities and receive answers.. The relevant authority must appoint an authorized person or organizational body to act upon the complaints. If the applicant does not receive an answer, an appeal may be made to the Ombudsman of Republic of Macedonia. The execution of this law is supervised by the Ministry of Information Society and Administration.
Land acquisition (expropriation)	Law on expropriation (OG of RM, no. 95/12, 131/12, 24/13, 27/14);	The landowners must be consulted on the expropriation. PESR will bear the expenses, and the landowners will receive the compensation predicted by law (compensation only in money). Land users (non-owners) must be consulted as well. According to the national legislation, the land beneficiaries who do not have the property rights are not consulted and there is no possibility for them to receive compensation.
EIA ² and Environmental Permit Process	Law on Environment (OG of RM, no. 53/05, 81/05, 24/07, 159/08, 83/09, 48/10, 124/10, 51/11, 123/12, 93/13, 187/13, 42/14);	<p>The public should be involved in every stage of the EIA procedure, and all decisions made during the process should be published in appropriate media according to legislation requirements. This applies to the following:</p> <ul style="list-style-type: none"> - Notification of intention for project implementation; - EIA screening decision; - EIA scoping decision; - Announcement of availability of EIA study; - Non-technical summary of EIA study; - Report on adequacy of EIA study; - Decision on granting consent to, or rejecting the application for the project; - Right of submit appeal on Decisions according the relevant national legislation.
Building Permit (Permit for Construction)	Law on construction (OG of RM no. 130/09, 124/10, 18/11, 36/11, 54/11, 13/12, 144/12, 25/13, 70/13, 79/13, 137/13, 150/13, 163/13, 27/14, 28/14);	<p>Approval of the EIA is a precondition for approval of infrastructure projects.</p> <p>EIA Decision, Building permit and other related documents and permits will be published electronically. Legal and physical entities have the right to submit appeal on the Building permit within 15 days after issuing the permit.</p> <p>Construction approval is issued by the Ministry of Transportation unless opposition is expressed by the Public attorney or other affected or interested parties. The administrative authority is obliged to review and respond to opposition.</p>

² Note – in FYR Macedonia, the document is termed an 'EIA', whereas the term 'ESIA' is increasingly used internationally, including by EBRD.

3.2. EBRD Policy Framework

The Project has been screened as a **Category A** project under EBRD's Environmental & Social Policy 2008³, and has been assessed against the EBRD Performance Requirements (PRs) contained within the policy⁴.

The Project needs to meet the requirements for stakeholder engagement and public consultation as specified in the EBRD Environmental and Social Policy of 2008, its Public Information Policy and Performance Requirements (PRs). This Stakeholder Engagement Plan has been developed, in accordance with PR 10 (*Information Disclosure and Stakeholder Engagement*) of the Policy. EBRD considers community engagement as being central to the successful management of risks and impacts on communities affected by projects, as well as central to achieving enhanced community benefits.

4. Identification of Project Stakeholders

Over the course of the Project development to date, PESR has defined the following groups of stakeholders:

- Those directly affected by the Project, i.e. through physical relocation or direct land take;
- Those indirectly affected by the Project, i.e. through economic displacement, disturbance or impacts to assets and services etc; and
- Other interested parties.

The specific Project stakeholders are listed in the table below, along with their contact details, and the proposed approaches to consulting with them.

⁴ <http://www.ebrd.com/pages/research/publications/policies/environmental.shtml>

Table 3. Identification of Project Stakeholders

Stakeholder Group	Stakeholders-Affected Party	Contact Information/Population	Purpose of Communication	Communication methods
Residents of places near which the road section will pass	Velesovo	53	To provide information on the nature and duration of the Project, potential impacts on the environment, social and economic impacts.	Informing through the media (announcements); Group meetings with households / individuals.
	Dolno Konjsko	551		
	Eleshec	69		
	Elishani	590	To provide opportunities for the community to be actively involved in the preparation and implementation of the Project.	Direct communication with local residents, companies etc.
	Konjsko	22		
	Lagadin	20		
	Ohrid	42033		
	Pestani	1326		
	Racha	1043	To provide information on the mechanism for grievances and complaints.	Communication through the bulletin boards (located in affected settlements) by posting project information/ notices. Direct information via a contact person or person responsible for the implementation of the SEP. Note; in the ESIA, and social survey, an identification will be made of vulnerable groups.
	Sveti Stefan	112		
Shipokno	5			
Land and assets owners	Local residents and local companies	Not yet known - depends on the exact figures from the Expropriation Report	To plan and implement the Resettlement Action Plan (RAP), including providing information and allowing consultations over land access, acquisition and expropriation, and related compensation.	Meeting with the owners, face to face interviews before beginning construction of the road.
Business communities	Local and national companies, particularly companies and individual business entities from the local tourism industry	Not yet known – will be described in the social assessment	To provide information on planned construction activities and encourage self-organising adaptation measures by the business entities.	Meetings with the representatives and owners. Announcements in local and national media.

Stakeholder Group	Stakeholders-Affected Party	Contact Information/Population	Purpose of Communication	Communication methods
Employees Investor Trade Union representatives	Direct employees	/	To provide information on the human resources policy, grievance mechanism, health and safety procedures, codes of conduct. ESIA mitigation measures and SEP grievance mechanism.	Individual meetings or internal workers' meetings. Monthly newsletters, Committee on Safety at Work, bulletin board. Information from controllers and inspectors on the field.
Contractors	Construction company(ies) Subcontractors Suppliers	/	To Inform the standards and expectations with respect to environmental protection, health and safety at work, security, access, and interaction with the community.	Company briefings on Workers' Code of Conduct, incentives, implementation of standards for health, safety and environmental protection, monitoring the implementation of the Grievance Mechanism.
Macedonian Government Authorities				
Ministries	Ministry of Transport and Communication	str. Crvena Skopska Opstina 4, 1000 Skopje, Macedonia Tel: 02/3145-497, 3123-292 Fax: 02/3126-228 www.mtc.gov.mk	Planning, preparation and approval of Project documentation and implementation of the Project; Approval of Infrastructure design; Issuing Building permit for the Project	Official correspondence
	Ministry of Environment and Physical Planning	Bld. Goce Delcev, Zgrada na MRTV, 1000 Skopje, Macedonia Tel: 02/3251-400; Fax: 02/3220-165 www.moep.gov.mk info@moep.gov.mk	Planning and preparation of technical documentation related to environmental aspects Notification of EIA Study, scoping requirements and EIA Terms of Reference. Disclosure and final approval of EIA Study. To discuss and agree the final road alignment, including any changes to the National Park Management Plan. To hold discussions relating to UNESCO World Heritage Site, and Man and Biosphere Reserve designation.	Official correspondence, Meetings

Stakeholder Group	Stakeholders-Affected Party	Contact Information/Population	Purpose of Communication	Communication methods
	Ministry of Agriculture, Forestry and Water Economy	str. Aminta Treti 2, 1000 Skopje, Macedonia Tel: 02/3134-477; Fax: 02/3230-429 www.mzsv.gov.mk info@mzsv.gov.mk	Process of land transformation (from agricultural into construction land). The process is led by the MoTC within the procedure for approval of the Infrastructure design.	Official correspondence
	Ministry of Culture, Cultural Heritage Protection Office	str. Gjuro Gjakovik 61, 1000 1000 Skopje, Macedonia Tel: 02/3289-703 Fax: 02/3289-777 contact@uzkn.gov.mk www.uzkn.gov.mk	To hold discussions and seek approvals relating to UNESCO World Heritage Site, and Man and Biosphere Reserve designation, ensuring that the Ministry of Culture, as the host of the National UNESCO Commission, informs all relevant parties about the Project. To inform about the Chance Find Procedure for identification and conservation of cultural heritage	Official correspondence
	Ministry of Economy	str. Jurij Gagarin 15, 1000 Skopje, Macedonia Tel: 02/3093-408 www.economy.gov.mk info@economy.gov.mk	To inform about the economic, structural and technical-technological developments, and to discuss measures for realisation of the development and current economic policy in the sphere of production, trade, tourism, catering and crafts	Official correspondence
	Ministry of Labour & Social Policy State Labour Inspectorate	Blvd. Partizanski Odredi 48a, 1000 Skopje, Macedonia Tel: 02/3116-110 Fax: 02/3224-504 www.dit.gov.mk	To inform about the project, the health and safety risks, and the approach taken to management of those risks.	Official correspondence
Local authorities/agencies				

Stakeholder Group	Stakeholders-Affected Party	Contact Information/Population	Purpose of Communication	Communication methods
	Municipality of Ohrid	Str. Dimitar Vlahov 57 6000 Ohrid, Macedonia Tel: 046/262-492, 262-493 Fax: 046/262-545 administracija@ohrid.gov.mk www.ohrid.gov.mk	To provide information on Project activities planned within its boundaries. It has interest in the successful realisation of the project, since this Project contains certain activities that are usually financed by the Municipality (local roads improvement)	Official correspondence / meetings
	Public Institution National Park Galicica	Velestovski pat, bb 6000 Ohrid, Macedonia Tel/ Fax: 046/261-473, www.galicica.org.mk galicica@galicica.org.mk	To discuss and agree the final road alignment, including any changes to the National Park Management Plan, and means to mitigate landscape impacts. To hold discussions relating to UNESCO World Heritage Site, and Man and Biosphere Reserve designation. To discuss the Critical Habitats Assessment and resulting Biodiversity Management Plan and agree mitigation and monitoring measures relating to protection of ecology and biodiversity in the area.	Official correspondence / meetings
	National UNESCO Commission/Country Representative	Ministry of Culture National Commission for UNESCO of the former Yugoslav Republic of Macedonia str. Gjuro Gjakovik 61, 1000 1000 Skopje, Macedonia Tel: 02/3240-500 Fax: 02/3240-920 http://www.kultura.gov.mk	To discuss issues and implications relating to the UNESCO World Heritage Site and Man and Biosphere Reserve designation proposal.	Official correspondence/meetings

Stakeholder Group	Stakeholders-Affected Party	Contact Information/ Population	Purpose of Communication	Communication methods
	Institute for Protection of the Monuments of Culture and Museum - Ohrid	str. Boro Shain, 10 6000 Ohrid, Macedonia Tel: 046/262-498 Fax: 046/231-300 zimohrid@t-home.mk	To agree the Chance Finds Procedure To agree a procedure for identification and conservation of local cultural heritage during construction	Official correspondence
	Proaqua Ohrid	Vodovod Ohrid str. Zheleznicka, bb 6000 Ohrid, Macedonia Tel: 046/ 250-120, 250-121 Fax: 046/ 250-123 javnost@vodovod-ohrid.com.mk	To agree issues relating to water supply to Municipality of Ohrid	Official correspondence
	PE Ohridski Komunalec	str. Nov Rasadnik, bb 6000 Ohrid, Macedonia tel/fax: 046/263-325 ohridkom@t-home.mk www.ohridskikomunalec.com.mk	To agree issues relating to waste management in Municipality of Ohrid	Official correspondence/ meetings
Non-Government Organisations (NGOs) and other organisations				
National Environmental and Social NGOs	Macedonian Ecological Society (MES)	Blvd Kuzman Josifovski Pitu 28/3-7, 1000 Skopje Tel: (02) 2402 773, Fax: (02)2402 774 Mob: 078 393 436 contact@mes.org.mk	To inform local NGOs of project activities To discuss key issues pertaining to the local community (vulnerable groups) and the local environment.	Meetings / public consultations / media / website disclosure
	The Ecologists' Movement of Macedonia (DEM) – Skopje	Vasil Gorgov 39, baraka 6, 1000 Skopje Tel: (02) 3220-520 dem@dem.org.mk ruska@dem.org.mk		

Stakeholder Group	Stakeholders-Affected Party	Contact Information/Population	Purpose of Communication	Communication methods
	Centre for environmental research and information "Ekosvest" – Skopje	Blvd 11 Oktomvri 125/12, 1000 Skopje tel: (02) 3217-247 fax: (02) 3217-246 mob: 072 726-104 info@ekosvest.com.mk		
	Front 21/42	Orce Nikolov 83A, 1000 Skopje Tel/Fax: (02) 3122-546 mob: 075 433-231 contact@front.org.mk		
	Macedonian Green Centre	Kosta Novakovik 1A/19, 1000 Skopje Tel/Fax: (02) 6132-432 Mob : 078 205 217 zeleni@zeleni.org.mk		
	Bird Study and Protection Society of Macedonia	PMF - Gazi Baba BB, 1000 Skopje, 02/3117-055; 078/254-736 brankom@ukim.edu.mk		
	Owl Protection Association	Jurij Gagarin 28-5/3, 1000 Skopje 070/999-859 macedonian.owl.trust@gmail.com		
Local Environmental and Social NGOs	Voluntary Association Breg na mladosta - Ohrid	Zivko Chingo str. 96 Ohrid 078 / 313 270; 075 / 777 537; 075/ 994 183 breg_na_mladosta_ohrid@yahoo.com	To inform local NGOs of project activities To discuss key issues pertaining to the local community (vulnerable groups) and the local environment.	Meetings / public consultations / media / website disclosure

Stakeholder Group	Stakeholders-Affected Party	Contact Information/ Population	Purpose of Communication	Communication methods
	Association for Animal Protection "Animalia" - Ohrid	str.Stiv Naumov 16 Ohrid Tel. 071 584566		
	Ecological Society "Jagoda" – Ohrid	Str. Vančo Nikoleski bb Ohrid 046/266-270 070/331-946 edjagodaoh@yahoo.com www.spkmagaro.com		
	Youth Council - Ohrid	Bul. "Turistička" bb, Gradski pazar - Ohrid Tel . 252-925 mladinskisovet_oh@yahoo.com www.mso.org.mk		
	NGO "Forza Egyptians" - Ohrid	Str . " Goce Delchev " 62 Ohrid Tel. 076 886810		
	Mountain Sports Club "Magaro " - Ohrid	Str. Dimitar Vlahov 52 Ohrid 070/391-243 046/ 252-925 www.spkmagaro.com		
	Agency for Local Democracy	Dimitar Vlahov 52 Ohrid Tel / fax: 046/261-290; 261298		
	Association of ecological farmers - Gica Inkubator - Ohrid	"Železnička" bb, Ohrid Tel / fax : 231-782 eko-agro.ohrid@gica.com.mk www.ekoagro.com.mk		
	Association for Science , Culture and Art "St. Kliment Ohridski" Ohrid	"Zivko Chingo" 12 , Ohrid Tel: 070/802-263		

Stakeholder Group	Stakeholders-Affected Party	Contact Information/ Population	Purpose of Communication	Communication methods
	Ecological Society "Grashnica" - Ohrid	"Dimitar Vlahov " 60 , Ohrid 075/842385 info@grasnica.org www.grasnica.org		
	Association of Women "Bisera"	Str."Dimitar Vlahov " 8 Ohrid Tel: 070/939-741 bisera@gmail.com		
	Tourist Association - Association of Ohrid "Biljana"	Str. "Partizanska " bb , Ohrid Tel: 070/684-428 biljanaturisam@yahoo.com		
	Association of Egyptians in the Republic of Macedonia	Bul. „Turistička“ bb Gradski pazar 6000 Ohrid Tel / Fax : 078 266033 zdruzenie.egipcanite@yahoo.com http://zem2009.googlepages.com		
Health and Safety Interests	Occupational Health and Safety within the Construction Chamber, Macedonian Chambers of Commerce	Macedonian Chambers of Commerce Str. Prashka 23 1000 Skopje, Macedonia Tel/fax: +389 (0)2 3091-440 http://www.sojuzkomori.org.mk/ info@sojuzkomori.org.mk	To inform of project activities, and invite comments on the scheme, if any.	Meetings / public consultations / media / website disclosure
	Macedonian Occupational Health and Safety Association	Str. 29 November 50,1000 Skopje, Macedonia, Tel: +389 (0)2 2774 868 www.mzzpr.org.mk		

5. Previous Stakeholder Engagement

The Ohrid-Pestani road Project has been under development for several years during which time various consultations with the community and other stakeholders have been undertaken. Consultations conducted as part of the Strategic Environmental Assessment (SEA) process are recorded in the SEA document [<http://www.roads.org.mk/>]. Consultations which will be held during the EIA process, will be recorded in the EIA, which will be disclosed in September 2014. Table 4 below provides a summary of previous stakeholder engagement activities. As shown in Table 4, consultation with affected parties has led to the introduction of specific modifications to the Project to reduce adverse impacts and enhance community benefits.

Table 4. Previous Stakeholder Engagement Activities

Stakeholder	Date	Method	Issues	Outcomes
Ministry of Environment and Physical Planning	04.04.2014	Official correspondence	Confirmation of acceptance of the SEA Report	Recommendation for consistent implementation of the measures stated in the SEA report.
Representatives of the Settlement Elshani	24.03.2014	Official correspondence	Request for meeting with PESR regarding Project design; concern over access to Elshani village.	Reply in progress
Media in Macedonian Language (Newspaper: Nova Makedonija)	21.03.2014	Advertising	Public call for Disclosure of SEA Report	Published advertisement.
Ministry of Environment and Physical Planning	21.03.2014	Official correspondence	Corrected SEA Report submitted for approval	/
Residents of Shipokno and Sveti Stefan	22.01.2014	Official correspondence	Request for enabling daily access road to agricultural land	Comments acknowledged by the company responsible for the project design. Concerns will be addressed in the design.. To preserve access to agricultural lands, the existing roads around Shipokno, Konjsko and the access road to Racha-Sveti Stefan will still be available for use. Also, several box culverts will be established under the new road, which will work as underpasses allowing access to lands across the road. These will serve both Shipokno and Sveti Stefan
Residents of Dolno Konsjko	16.01.2014	Official correspondence	Plea for creation of access to their land/plots where some of the residents keep beehives and cattle	Reply sent on 20.02.2014, informing interested residents that request was sent to the Project designer. Designer replied on 19.02.2013 and accepted the request

Stakeholder	Date	Method	Issues	Outcomes
				and created two underpasses to enable access.
Representatives of the settlement Elshani	15.01.2014	Official correspondence	Request for enabling direct access to the highway from Elshani village.	Reply sent on 07.02.2014 confirming that a direct connection between the new A3 road and the Elshani settlement is planned for km 18+575, as requested.
Municipality of Ohrid	13.01.2014	Official correspondence	Expression of concern over possible negative impacts and loss of natural amenities located in the National Park Galicica, as well as possible disruption of drinking water supply to the city of Ohrid and pollution of underground waters during construction works.	Acknowledged. These concerns will be addressed in the project planning and design.
Representatives of the local community and relevant governmental institutions	26.12.2013	SEA Public consultation	<p>Presentation of the SEA Report</p> <p>Concerns whether the new road will block access to local land/fields/plots;</p> <p>Concerns over the process of informing people that will lose land/assets;</p> <p>Interest over the proposed junctions that will enable easy access between the existing settlement and the road;</p> <p>Interest over possible limitations of speed for trucks;</p> <p>Whether this road will create traffic jams during the tourists season etc.</p>	Minutes of meetings distributed to all individuals involved in the Project design in every phase of the project, as well as published on the web site of the PESR and MOEPP.
Media in Macedonian language (Newspaper: Nova Makedonija)	21.12.2013	Advertising	Public call for presentation of SEA Report	Published advertising
Media in Albanian language (Newspaper: Koha)	21.12.2013	Advertising	Public call for presentation of SEA Report	Published advertising
Public Institution National Park Galicica	22.11.2013	Official correspondence	Request for information on the progress of the procedure for change of the Management Plan of the National Park Galicica	Reply received on 05.12.2013, where the legal procedure for changing of the current Management Plan has been described
Ministry of	03.10.2013	Official	Scoping report for the	Reply received on

Stakeholder	Date	Method	Issues	Outcomes
Environment and Physical Planning		correspondence	SEA Report submitted for approval	15.10.2013. Scoping Report is accepted and will be published online, together with Decision for preparing SEA Report.
Public Institution National Park Galicica	05.07.2013	Official correspondence	Request for opinion on the proposed line of the planned road	Reply received on 12.07.2013. PINPG states that the proposed line enters into the Zone for active management at six locations, in total length of 3100m. Partially these entries are stretching along the western margins of the Zone of Active Management, while some 1700m of the planned road line penetrates deeper into the zone in depth of 150m to 220m.
Public Institution National Park Galicica	01.02.2013	Official correspondence	Expression of institutional interest and opinion on the proposed line of the planned road	Expressed readiness for active contribution to the realization of the planned project. PINPG also addresses the instances for dissolving the possible institutional disagreement in the perception of the responsibilities in this project.
Public Institution National Park Galicica	13.12.2012	Meeting	Presentation of the project	Discussion on the possible impacts of the projected road (including landscape impacts and possible means to mitigate these)
Municipality of Ohrid (Sector for Urbanism and Environmental Protection)	26.09.2012	Official correspondence	Request for official information on the extent of the Urbanized zone within the project area.	Reply received on 26.09.2012. Letter discusses recommendation for creation of junctions on the express road that will serve local settlements.
National Institution Institute and Museum Ohrid	13.09..2012	Official correspondence	Request for official information on registered protected cultural heritage within the Project area.	Official reply received on 01.11.2012
Ministry of Culture of Republic of Macedonia Cultural Heritage Protection Office	13.09.2012	Official correspondence	Request for official information on registered protected cultural heritage within the Project area	Official reply received on 19.09.2012
GA-MA AD (Gas Transmission System Operator)	11.09.2012	Official correspondence	Request for official information on existing infrastructure along the Project area	Official reply received on 04.10.2012
Ministry of Defence	11.09.2012	Official correspondence	Request for official information on existing infrastructure along the Project area	Official reply received on 30.10.2012
Municipality of	11.09.2012	Official	Request for official	Official reply received

Stakeholder	Date	Method	Issues	Outcomes
Ohrid		correspondence	information on existing infrastructure along the Project area	on 17.10.2012
Public Enterprise for Railway – Infrastructure	11.09.2012	Official correspondence	Request for official information on existing infrastructure along the Project area	Official reply received on 18.09.2012
Makedonski Telekom AD	11.09.2012	Official correspondence	Request for official information on existing infrastructure along the Project area	Official reply received on 18.09.2012
MEPSO AD (Electricity Transmission System Operator of Macedonia)	11.09.2012	Official correspondence	Request for official information on existing infrastructure along the Project area	Official reply received on 04.10.2012
Ministry of Agriculture, Forestry and Water Economy	11.09.2012	Official correspondence	Request for official information on existing infrastructure along the Project area	Official reply received on 18.09.2012
Ministry of Interior	11.09.2012	Official correspondence	Request for official information on existing infrastructure along the Project area	Official reply received on 02.10.2012

6. Stakeholder Engagement Plan

6.1. Approach to Stakeholder Engagement

Stakeholder engagement activities will be ongoing through the course of the Project's construction and operation. PESR has developed a strategy which describes the frequency and proposed method of engagement with each of the stakeholder groups. This strategy is included in the Table below. Of particular note is the importance of consultation with the following stakeholders.

Consultations Regarding National Park and UNESCO World Heritage Site and Man and Biosphere Reserve:

PESR will engage specifically with the Public Institution National Park Galicica, the MOEPP, the Ministry of Culture, and with UNESCO regarding the project's interactions with the National Park, the UNESCO World Heritage Site, and the Man and Biosphere Reserve. These consultations should be formally minuted, including the opinions, concerns and approvals from these bodies.

PESR should request a written notification from Ministry of Culture confirming that the Ministry has received notification about the Project, and have notified UNESCO accordingly.

Transboundary Consultations

PESR should formally notify MOEPP over the need for transboundary consultations with Albanian stakeholders over the Project and possible transboundary impacts, especially related to the World Heritage Site and Lake Ohrid. PESR and MOEPP should determine what consultations are required, and how they will be implemented, taking into account the principles outlined in the ESPOO Convention⁵. PESR should develop an information leaflet in Albanian for distribution during any consultations with Albania or Albanian stakeholders.

⁵ <http://www.unece.org/env/eia/eia.html>

Engagement with Vulnerable Groups;

In the ESIA and the social survey, identification will be made of any particularly vulnerable groups which might be affected by the project, or otherwise have an interest. PESR (or their social/EIA/stakeholder engagement consultants) will list the vulnerable groups and identify whether any particular steps or approaches need to be taken to adequately inform them about the project, and to hear and consider their concerns. This may include;

- Holding a specific consultation for a specific group of people in a certain area;
- Holding the consultation in a particular language;
- Producing project information in a particular format (e.g. braille or audio format for blind people) or particular language (including sign language, for deaf people)

Engagement with Women:

PESR will also identify whether there is any need for women to be consulted with in a particular way, e.g. if a women’s only consultation is needed in some areas, or if consultation activities need to be tailored to a particular time of day to allow women to attend. In designing the consultation programme, PESR (or their consultants) will seek advice from women in the project area, and will design the consultation timetable accordingly.

Engagement in the Albanian Language:

PESR will identify where a significant proportion of interested parties speak Albanian, and shall arrange for publication of material (e.g. information Project leaflets) in Albanian, and for consultations to be held in Albanian where appropriate or necessary to ensure that the views of Albania speakers are properly communicated.

Appointment of Community Liaison Person (CLP)

PESR will consider the appointment of a dedicated Community Liaison Person to coordinate the consultations with both local and statutory stakeholders.

6.2. Stakeholder Engagement Action Plan

The tables below outline the action plan for stakeholder engagement during the remainder of 2014 and 2015, including preparation for the construction phase and the land acquisition process. The Action Plan will be updated as the Project develops through construction and operations and as issues arise. The tables include the methods of engagement proposed for each stakeholder group.

Table 5 Engagement Related to National Park/UNESCO Jurisdictions

ID	Tasks	Target Stakeholder Group:	Timing & Proposed Method of Engagement
1.	<p>Informing of Project Plans</p> <p>PESR to ensure that parties are informed of Project details, including alignment, land take needs, traffic projections, likely impacts on biodiversity, landscape, communities, water quality, air quality, etc.</p>	Public Institution National Park Galicica (PINPG), Ministry of Culture (MOC), UNESCO National Committee and MOEPP.	<p>October 2014</p> <p>Official correspondence, and follow up meeting.</p>

	<p>PESR to request written confirmation from PINPG, MOC and UNESCO that the information has been received.</p> <p>PESR should request comments and concerns to be submitted in writing.</p> <p>PESR should request from MOEPP if tranboundary consultation required.</p>		
2.	<p>Disclosure of EIA</p> <p>PESR to ensure that EIA is submitted to all parties, once draft is completed.</p>	Public Institution National Park Galicica (PINPG), Ministry of Culture (MOC), UNESCO National Committee and MOEPP.	As soon as draft EIA is submitted to MOEPP for review. At the beginning of 30 day disclosure period.
3.	<p>Consultations/Disclosure on National Park Management Plan SEA</p> <p>PESR to attend any public hearing and consultations related to the SEA on revisions to the Master Plan for National Park Galicica, and record comments and concerns.</p> <p>PESR to request copy of SEA and copy of meeting record.</p>	All parties attending public hearings on NP Management Plan revisions.	<p>Estimated timing November/December 2014.</p> <p><i>Note; PINPG responsible for this process.</i></p>

Table 5. Engagement Related to EIA Process

ID	Purpose/Tasks	Target Stakeholder Group:	Timing & Proposed Method of Engagement
1.	<p>Consultations during ESIA study</p> <p>MoEPP to arrange any consultations required during ESIA study, including consultations with local communities, local authorities, and other interested parties. PESR to gather information (e.g. on ecosystem services, local economy, local access needs, land use and livelihoods, etc) and to receive comments and concerns to be addressed in EIA</p>	<p>MOEPP, other statutory consultees.</p> <p>Local authorities, local businesses.</p> <p>Local communities and residents.</p> <p>Other interested or potentially affected parties.</p>	During EIA study (July – September 2014)

	<p>study,</p> <p>PESR to request EIA consultant to create ESIA feedback form to facilitate concerned parties in making comments on the Project. Form can be submitted at a consultation, public hearing, or by post to PESR or consultants.</p>		
2.	<p>EIA Public Hearing</p> <p>MoEPP to arrange formal statutory public hearing on the draft EIA.</p> <p>At least one hearing should be held in Project area.</p> <p><i>Note; This hearing(s) to be advertised in at least one national newspaper in Macedonian, and one newspaper in Albanian, and should be advertised in Project area in both languages.</i></p> <p><i>PINPG, UNESCO, MOC, environmental NGOs, and all those who have contributed to previous consultations should be invited.</i></p>	<p>All statutory consultees.</p> <p>MOEPP, other statutory consultees.</p> <p>Local authorities, local businesses.</p> <p>Local communities and residents.</p> <p>Other interested or potentially affected parties. Public Institution National Park Galicica (PINPG), Ministry of Culture (MOC), UNESCO National Committee and MOEPP.</p> <p>All parties attending public hearings on NP Management Plan revisions.</p> <p>All other interested parties.</p>	

Table 6. Engagement On Land Issues

ID	Purpose/Tasks	Target Stakeholder Group:	Timing & Proposed Method of Engagement
1.	<p>Local Consultations on Land Acquisition</p> <p>Consult with locally affected parties on land acquisition needs, including land expropriation, temporary access needs, etc.</p>	Landowners / land users / residents of structures / business owners affected by land acquisition and in proximity to the project footprint/route	September- November 2014 – Public meetings and consultations (implementation of socio-economic survey)
		Business structures affected by land acquisition	September- November 2014 – Public meetings and consultations
		Additional consultation with vulnerable people within the local communities affected, identified by the socio-economic research.	September- November 2014 – individual consultations
		Consultation with national authorities (State Attorney) about the land parcels to be expropriated, including provision of information about the land owners, the	November - December 2014

		expropriation process, and the compensation proposals.	
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Table 7. Engagement During Construction Phase

Note – this action plan to be updated before construction begins and revised as necessary during the Project implementation.

ID	Purpose/Tasks	Target Stakeholder Group:	Timing & Proposed Method of Engagement
1.	Provision of Updated Information on Construction Process Provide updated information on the Project and explanation of timing of construction, areas to be affected, likely nuisances, contact details of contractor and PESR for complaints and concerns.	Landowners / land users / residents of structures / business owners affected by land acquisition and in proximity to the project footprint/route	September- November 2014 – Public meetings and consultations (implementation of socio-economic survey)
		Businesses affected by land acquisition	September- November 2014 – Public meetings and consultations
		Additional consultation with vulnerable people within the local communities affected, identified by the socio-economic research.	September- November 2014 – individual consultations
		Municipality of Ohrid	September- November 2014. Official correspondence about the meetings, consultations, information boards etc.
		National Authorities	September- November 2014. Official correspondence about the implementation of national environmental law, consultation, etc.

6.3. Disclosure and Availability of Documentation

PESR intends to provide all relevant information to the public. As of October 2014, all interested and affected parties will be able to find the following documents on the PESR website (www.roads.org.mk) and the EBRD website (www.ebrd.com). These will be made available in the Macedonian and English languages, as follows:

- Environmental & Social Impact Assessment (ESIA)
- Non-Technical Summary (NTS)
- Stakeholder Engagement Plan (SEP) including Grievance Mechanism
- Land Acquisition and Resettlement Framework (LARF)

In addition, hard copies of these documents will be available at the following locations:

- PESR in Skopje [*Dame Gruev str. 14, 1000 Skopje*]
- Municipality of Ohrid [*Dimitar Vlahov 57, 6000 Ohrid*]

These documents will remain in the public domain for the duration of the Project. The SEP will be periodically-updated.

All information regarding this project shall be available on the PESR website. In addition, an announcement will be made in the newspapers *Vecher* (in the Macedonian language) and *Koha* (in the Albanian language), at least a week prior to the start of ESIA disclosure process and construction activities. All PESR advertisements and other announcements are published in these newspapers which are available throughout Macedonia. Press releases sent to via electronic media (radio, web and TV) will also cover activities in the project area, at least week before the commencement of planned activities. Information Boards will be installed at the entrance of every affected settlement by the main Contractor, and will serve as a media tool/channel for communications with the local residents. Information in relation to the Grievance Mechanism will also be included (see below).

Stakeholders, including the public, will also be able to use the Grievance Mechanism. Furthermore information regarding the Grievance Procedure will also be widely-disseminated to affected municipalities and affected local communities. The Grievance Procedure will be disseminated by October 2014.

Throughout the life of the Project, PESR and the Contractor(s) engaged to undertake the Project will continue to engage with stakeholders and this Stakeholder Engagement Plan will be updated to reflect Project progress. The SEP will be updated prior to construction commencing; issued raised during the construction process will be documented and a response provided through the mechanisms described in the Engagement Action Plan.

7. Grievance Mechanism

PESR and its Contractor(s) will accept all comments and complaints associated with the Project, submitted either verbally or in writing. PESR recognises that consultation is an ongoing process, and different concerns may arise as the Project moves into the land acquisition and construction phases.

A sample of the Projects Public Grievance Form is provided in **Annex 1**. Any person or organisation may send comments and/or complaints in person, by phone or via post or email using the contact information provided at the end of the document.

All types of stakeholder grievances (apart from those raised by employees and contractors) relating to this Project should be channelled to PESR through the following designated staff member:

Mrs **Biljana Todorova**, Department for Legal Affairs

Tel: + 389 (0)2 3118-044 ext.119

Fax: + 389 (0)2 3220-535

email: biljanal@roads.org.mk

Address: **Public Enterprise for State Roads**

Dame Gruev 14, 1000 Skopje, Republic of Macedonia

For reference, the contact details of EBRD's office in Skopje are:

Address: Soravia Centre Skopje, VII floor

St. Filip II Makedonski no. 3, 1000 Skopje Republic of Macedonia

Tel: +389 2 3297 800

Fax: +389 2 3231 238

Contact details of the construction Contractor will also be made publically available in the local area, once a Contractor is appointed.

The Grievance Form (in Macedonian, Albanian and English) will be made available on the web site www.roads.org.mk and all the concerned municipalities will receive pre-printed forms to be readily-available for the public. A worker's Grievance Mechanism will also be established for the employees of construction companies (as a separate system).

PESR will monitor the process of comments and complaints and the information will be transposed in reports, which will be prepared and posted on its website. PESR is obliged to respond to all complaints according to procedures prescribed in national legislation. In their complaints, the stakeholders may use legal assistance provided by the Macedonian legislation.

The response time for grievance will be in accordance with national legislation for the subject. PESR will endeavour to acknowledge receipt of the Grievance within 5 working days, and to respond within 15 days of receiving the grievance.

8. Reporting

PESR will publish details of issues raised during the consultation process and provide appropriate feedback both on its website and place hard copies in the municipal office in Ohrid.

Throughout the Project, PESR will communicate with stakeholders and inform them of any significant issues, for example, changes in the Project programme deadlines. PESR will provide Project updates on its website and also provide leaflets to the local communities along the route.

PESR will produce annual EHSS reports, which will include a summary of the Project's performance on management of health, safety, environment and social issues. This will be posted on the PESR website.

9. Contact Details & Responsibility for SEP Implementation

PESR recognizes that meaningful engagement with the local community and other stakeholders will help to ensure the success of the road Project. Moreover, the engagement process can be used to obtain comments and suggestions for the Project which may enhance the Project design and lead to local benefits. The SEP is an ongoing process through the life of the Project. The responsible person in PESR for fulfilment of the Stakeholder Engagement Plan is:

Mr **Joze Jovanovski**, Manager of Environment Protection and Social Aspects Unit

Tel: + 389 (0)2 3118-044, ext. 135

Fax: + 389 (0)2 3220-535

email: j.jovanovski@roads.org.mk

Address:

Public Enterprise for State Roads

Dame Gruev 14, 1000 Skopje, Republic of Macedonia

During the EIA process, the consultation contact person will be:

Mr. Konstantin Chakarovski

Chakar&Partners

Naroden Front 5/IV/9
1000 Skopje, R. Macedonia

Tel: ++389(0)23112361

Fax: ++389(0)23221004

Mob: ++389(0)70274072

Email: cakarp@t-home.mk

Annex 1: Public Grievance Form

Public Grievance Form	
Reference No:	
Name and Surname	
Contact Information: Please note how you like to be contacted (mail, phone, e-mail)	<input type="checkbox"/> By Post: Please provide mailing address: _____
	<input type="checkbox"/> By Phone: _____
	<input type="checkbox"/> By E-mail _____
Preferred language for communication	<input type="checkbox"/> [Macedonian] <input type="checkbox"/> [Other: _____]
Description of Incident or Grievance: What did happen? 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?	
Signature: _____ Date: _____	
Please return this form to:	
Ms Biljana Todorova Tel: + 389 (0)2 3118-044 ext.119 Fax: + 389 (0)2 3220-535 email: biljanal@roads.org.mk	Public Enterprise for State Roads Dame Gruev str. 14 1000 Skopje, Republic of Macedonia

Annex 2: Map of the Planned Road (Section Ohrid – Pestani)



(Source: Google maps)