

Republic of Macedonia  
Public Enterprise for State Roads



STAKEHOLDER ENGAGEMENT PLAN  
(SEP)

Shtip – Radovish Expressway,  
Republic of Macedonia

*FINAL*

**ZYL** Consulting Ltd

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## Abbreviations & Acronyms:

EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
ESAP	Environmental and Social Action Plan
ESP	Environmental & Social Policy
EU	European Union
km	kilometre, used to identify chainage (distance along road corridor) and length
LARF	Land Acquisition and Resettlement Framework
MoAFW	Ministry of Agriculture, Forestry and Water
MoEPP	Ministry of Environment and Physical Planning
MoTC	Ministry of Transport and Communication
NTS	Non-Technical Summary
OGRM	Official Gazette of the Republic of Macedonia
PESR	Public Enterprise for State Roads
PR	Performance Requirement
SEP	Stakeholder Engagement Plan



## 1. INTRODUCTION

The Macedonian Public Enterprise for State Roads (PESR) is proposing to undertake improvement works to approximately 40 km of the existing A4 highway between the cities of Shtip and Radovich in the eastern region of the Republic of Macedonia ('Macedonia'). The improvement works will create the 'Shtip to Radovich Expressway' (the 'Project') - **Figure 1** below shows the location of the Project.

**Figure 1 Location of Shtip-Radovich Expressway Project**



The Project has been developed by PESR in line with the national legislative requirements and those of the European Bank for Reconstruction and Development (EBRD). The EBRD is considering providing finance for the Project.

This Stakeholder Engagement Plan (SEP) outlines the approach and actions PESR will undertake for engagement with external stakeholders and local communities in connection with the Project. The SEP includes a grievance mechanism for stakeholders and people to raise their concerns about the Project. The SEP shall be a live document and updated periodically by PESR.

## 2. THE PROJECT

### Summary Project Description

The current A4 road between Shtip to Radovich is a 2-lane single carriageway pavement over its full length, with a width of between 6.5 m and 7.0 m.

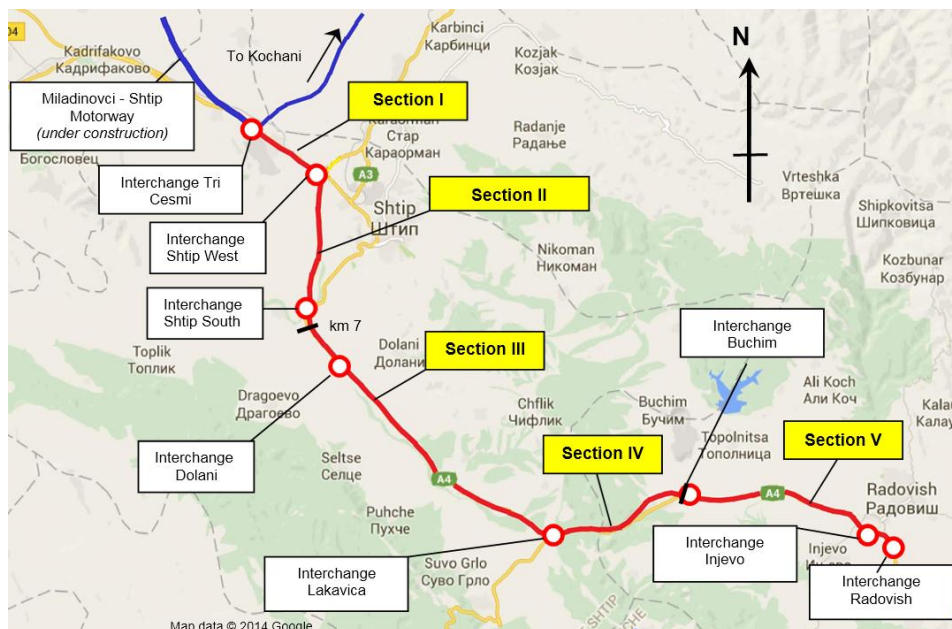
**Figure 2** illustrates the proposed 40 km Expressway Project alignment and its key elements. For 20 km of the corridor, the improvement Project involves the rehabilitation and widening of the existing A4 road, and the remaining 20 km involves creation of a new Expressway, constructed on a new alignment to the north-east of the existing A4 highway. The existing road will continue to act as a local access road for this new aligned Expressway stretch.

The Expressway Project is made up of the following 5 sections:



- **Section I** – 3.2 km section running from the **Interchange Tri Cesmi** to **Interchange Shtip West** comprising of rehabilitation and widening of the existing A4 highway;
- **Section II** – 7.4 km section running from the **Interchange Shtip West** through **Interchange Shtip South** terminating approximately 2 km from this interchange/junction comprising of rehabilitation and widening of the existing A4 highway;
- **Sections III & IV** – 20.1 km of new Expressway which will be constructed on an alignment north-east of the existing A4 highway running from the end of Section II to **Interchange Dolani** to **Interchange Lakavica** then onto **Interchange Buchim**; and
- **Section V** – 8.6 km section running from **Interchange Buchim** through **Interchange Injevo** to **Interchange Radovish** comprising of rehabilitation and widening of the existing A4 highway. This section includes parallel access roads for the local community, agricultural vehicles and other non-Expressway vehicles/users to use.

**Figure 2 Shtip-Radovish Expressway Project Alignment & Sections**



Sections I, II & V involve rehabilitation and widening of the existing road pavement along the existing A4 alignment to provide two 3.5 metre wide traffic lanes and two 2.2 metre wide hard shoulders. Sections III and IV - in the central 20 km long section of the Expressway - will be constructed on a new improved alignment to meet the requirements of the current Macedonian road design standards.

The new hard shoulders along the entire Expressway alignment, will act as emergency lanes to provide refuge for broken-down vehicles. The Project will along its full length have new safety barriers, road markings, road signs and road drainage and be lit at interchanges, all in accordance with national design standards. For safety reasons, protection fencing will be installed along the entire Expressway route on both sides.

The existing A4 road is used by local communities and for agricultural vehicles, therefore access must be maintained to local lands and villages. Several new grade-separated interchanges and access/local side road arrangements are therefore included in the Project design. In addition, several structures - bridges, underpasses, culverts and retaining walls - will be installed along the route. A 'Shelter Belt' (or 'road reserve') 40 m each side of the Project Expressway will be established with restrictions being placed on certain activities within this 40 m width.

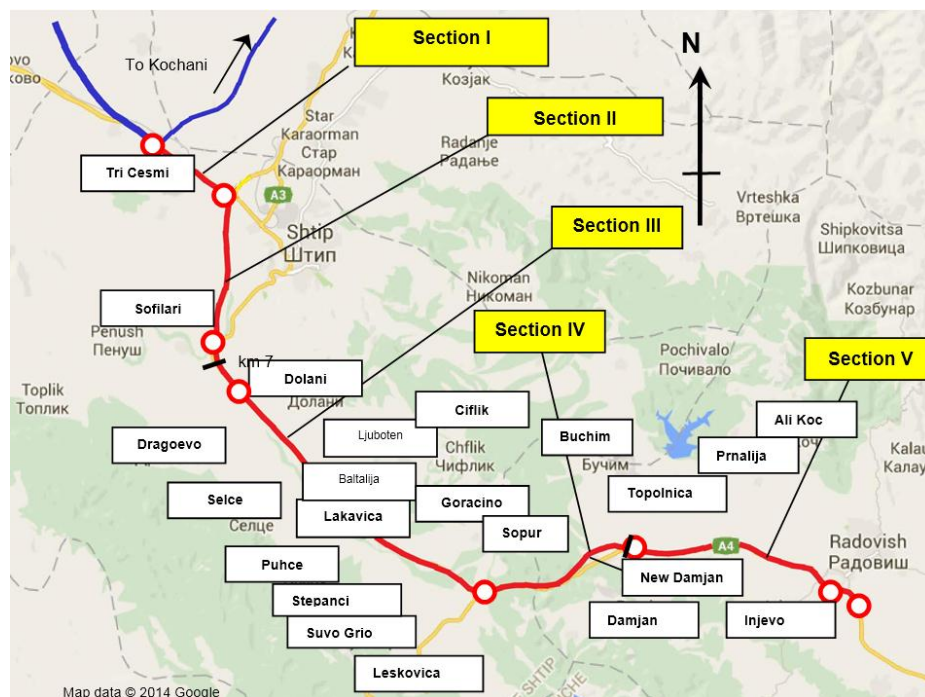
## Project Area



The proposed Expressway is situated largely in the flat terrain of a shallow river valley, with hills or areas of higher elevation rising up from the valley corridor on both sides. The hills in the wider area are mostly forested, with areas of dry grassland between. The proposed Expressway lies within the Municipalities of Shtip and Radovich. This area is currently served by poor road infrastructure and the existing A4 road presents clear road and community safety risks. The local economy in the Project area is heavily dependent on agriculture and related food processing industries, with some textile and garment production and mining industries also being found in the area.

The main local communities in the Project area are indicated on the figure below, along with other villages within this area – some of which the population has been decreasing overtime due to out-migration. Except for the regional centres of Shtip and Radovich, these communities are small or very small villages. Lying directly on the existing A4 route is the village of Lakavica which will be bypassed by the proposed Expressway (Section III). A relatively new small settlement of houses known as ‘New Damjan’ is located on the existing road. There are over 20 small and very small villages situated up the hillsides within 5 km of the existing road. These villages are generally accessed using small local roads/tracks, some of which are not asphalted. These villages are generally dependent on the existing A4 road corridor for access, including to public transport and the centres of Shtip and Radovich where the main community related services are located. Some of these villages have reduced in the number of households residing there over time, with a few of them being reduced to 1-2 households.

**Figure 3 Schematic Map of Local Communities in Project Area**



### 3. LEGAL AND POLICY FRAMEWORK FOR STAKEHOLDER ENGAGEMENT

Stakeholder engagement for the Project will follow the national legislative requirements in Macedonia as well as applicable EBRD requirements. These are summarised below:

#### Macedonian Legal Framework





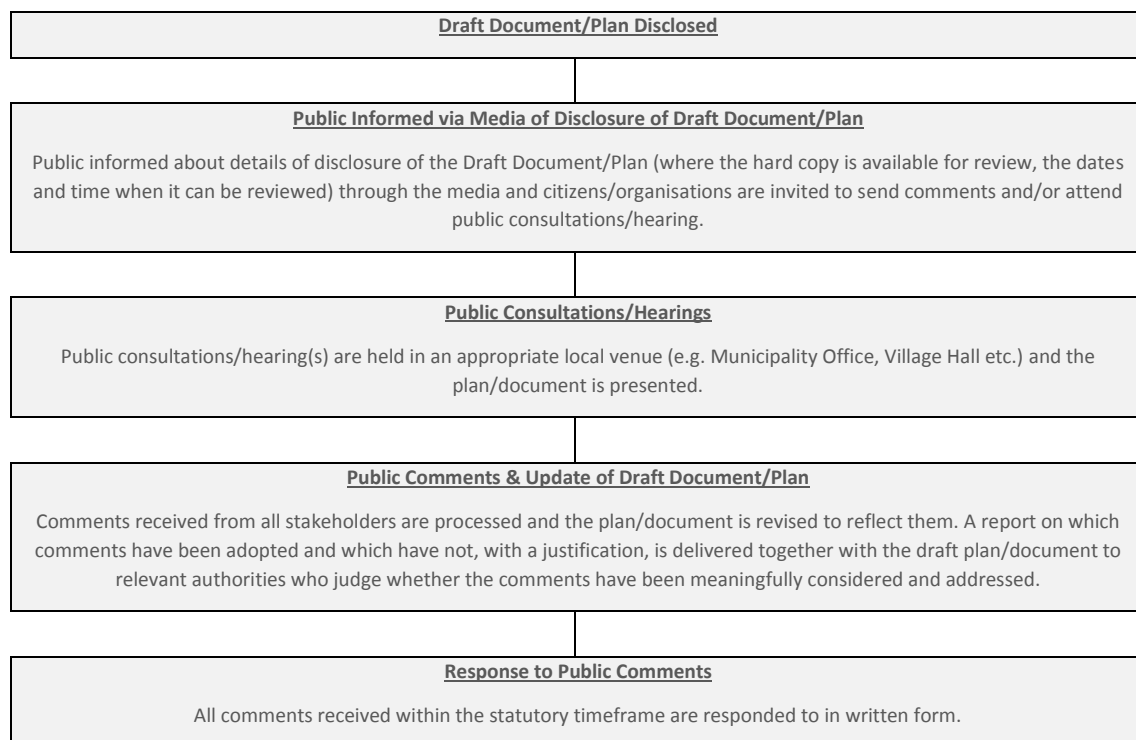
Requirements for public consultation and information disclosure activities during the preparation of project documentation (e.g. Environmental Impact Assessments (EIAs), Spatial Planning documents etc.) are mainly covered under the following laws:

- Law on Spatial and Urban Planning (O.G. RM Nos. 199/14 and 44/15) - *sets out requirements for public participation on plans (i.e. process of public hearings and public survey etc.); and*
- 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) – *sets out the requirements for disclosure of documents (e.g. EIAs) and decisions related to the environment and the process for public participation and comment.*

#### *Summary of Public Consultation & Disclosure Process*

The process for consultation and disclosure of spatial planning related and environmental documentation and plans is summarised in the figure below. The legal framework sets out the statutory time periods for Public Hearing(s) and public comments to be received within.

**Figure 4 Summary of Public Consultation & Disclosure Process**



#### *Consultation & Disclosure of EIA Studies*

The Public has to be involved in every stage of the procedure for EIA studies and all decisions made during the process must be published in the appropriate media. The following documents are publically disclosed:

- Notification of intention for project implementation;
- EIA Screening & Scoping Decisions;
- Announcement of Availability of the EIA study;
- Disclosure of the EIA study;
- Public hearings on the EIA study;



- Report on Adequacy of the EIA study;
- MoEPP Decision on granting consent to, or rejecting the application for the Project.

#### *Consultation during Land Acquisition/Expropriation*

The **Expropriation Law**<sup>1</sup> governs the acquisition and expropriation of land and assets for projects in the Public Interest and the provision of compensation for affected property. In some instances, issues related to provision of compensation for land and assets can also be addressed through the implementation of the **Law on Obligations**<sup>2</sup>. Under the Macedonian legal framework relating to expropriation affected land owners and users with legal rights must be consulted. PESR are responsible for payment of compensation to affected land owners and users, including for the loss of immovable assets/structures, the process focuses on trying to reach an amicable compensation settlement first to acquire properties in order to avoid expropriation. Cases, in which an amicable settlement on compensation cannot be reached can be referred to the Courts to decide.

#### *Other Legislation*

In Macedonia there are other laws which foresee disclosure of project information or support access to information, encompassing processes for raising grievances and appeals, including:

- Law on Construction (OGRM No. 130/2009 and amendments);
- The Law on Access to Public Information (OGRM Nos. 13/06, 86/08, 06/10, 42/14)
- The Law on Acting Upon Complaints and Proposals (OGRM Nos. 82/08, 13/13)

In 1999, Macedonia signed up to the terms of the Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (1998). 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. It focuses on interactions between the public and public authorities.

#### **EBRD Policy Framework**

The Project has been screened as a Category B project under EBRD's Environmental & Social Policy 2014.

The Project needs to meet the requirements for stakeholder engagement and public consultation as specified in the EBRD Environmental and Social Policy (2014)<sup>3</sup>, its Public Information Policy (2014)<sup>4</sup> and Performance Requirements (PRs). This Stakeholder Engagement Plan (SEP) has been developed, in accordance with PR 10 (Information Disclosure and Stakeholder Engagement) of the Policy.

Under PR 10, EBRD requires that stakeholder engagement is an ongoing process which involves:

- public disclosure of appropriate information so as to enable meaningful consultation with stakeholders;
- meaningful consultation with potentially affected parties; and
- a procedure or policy by which people can make comments or complaints (grievance mechanism).

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<sup>1</sup> OGRM Nos. 5/12, 131/12, 24/13, 27/14

<sup>2</sup> OGRM Nos. 18/01, 78/01, 04/02, 59/02, 05/03, 84/08, 81/09, 161/09

<sup>3</sup> <http://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

<sup>4</sup> <http://www.ebrd.com/what-we-do/strategies-and-policies/public-information-policy.html>



#### 4. PREVIOUS STAKEHOLDER ENGAGEMENT

A project to improve the A4 highway between Shtip to Radovich has been under development for a number of years, with the original proposal being for a Motorway scheme between Shtip to Strumica. This proposal has since been revised to the current Expressway Project proposal. The engagement activities with the public undertaken to-date are mainly related to those carried out in 2012 in connection with the EIA for the Shtip to Strumica Motorway.

In the development of the Project there has been some limited engagement by the designer with the utilities during the design for the Expressway. No formal public consultation has been undertaken in connection with the proposed Expressway Project though there has been official correspondence on the Expressway Project with the Ministry of Environment & Physical Planning (MoEPP) in connection with opinions on the EIA and Elaborates (*some of which are ongoing*). There has been also an introductory meeting on the Expressway proposal with the Municipalities of Shtip and Radovich.

Engagement has also been undertaken on the Amendments to the National Water Management Plan which are being proposed by PESR in relation to ensuring the Expressway is not subject to a flood risk from the proposed Jagmular dam.

The table below summarises the previous engagement undertaken to-date on the previous improvement proposal for the A4 highway of a Motorway, the Expressway Project and the Amendments to the National Water Management Plan:

**Table 1 Summary of Previous Stakeholder Engagement Activities**

Stakeholder	Date	Method of Engagement	Summary of Engagement Activities
<b>Original 'Motorway' Proposal : (for A4 highway corridor improvement between Shtip &amp; Radovich)</b>			
MoEPP	22.11.2011	Official correspondence	Confirmation of EIA study requirements for Project "Upgrade of state road M6 into highway, section Stip-Strumica. Decision issued by MoEPP that an EIA study is required for Motorway project "Upgrade of state road M6 into highway, section Stip-Strumica".
Public Hearing – all stakeholders in the 'Motorway' area	26.03. 2012	Official correspondence  Public Hearing	Public Hearings held in the municipalities of Shtip, Radovich, Vasilevo and Strumica. Hearing involved presentation of Motorway EIA report to all concerned stakeholders and obtaining their opinion.
	27.03.2012		
	29.03.2012		
	29.03.2012		
MoEPP	26.10.2012	Official correspondence	Written update to MoEPP on the Motorway EIA study status and process to request formal decision. MoEPP issued the decision of approval EIA study for project "Motorway Shtip-Strumica".
<b>Expressway Project: (for A4 highway corridor improvement between Shtip &amp; Radovich)</b>			
MoEPP	18.04. 2013	Official correspondence	PESR requested from MoEPP as to whether a new EIA would be required or the approved 'Motorway Shtip-Strumica' EIA would cover the new Expressway sections now being proposed (i.e. Sections III and IV).
	22.05. 2013		MoEPP determined that an Elaborate for Protection of the Environment was required for Section V (Damjan/Buchim to Radovich Interchange).
	11.03. 2014		MoEPP determined that an Elaborate for Protection of the Environment was required for Section II (Shtip Junction/Dolani Junction (km 7.500) and re-confirmed that one was needed for Section V (Damjan/Buchim to Radovich Interchange).
	03.11.2014		MoEPP confirmed the validity of the Decision of Approval for the EIA on the Shtip – Strumica Highway Project (made on 26 <sup>th</sup> October 2012) would be





Stakeholder	Date	Method of Engagement	Summary of Engagement Activities
			extended for two more years, and will be sufficient to cover Sections III and IV of the proposed Shtip to Radovich Expressway.
	15.05.2015		The Elaborate for Environmental Protection for Section V was prepared and approved by MoEPP on 15 <sup>th</sup> March 2015.
Spatial Planning Agency	06.11.2014.	Official correspondence	Spatial Planning Decision was issued and Elaborate describing the positive effect of the Project in accordance with Spatial Plan of the Republic of Macedonia and the required measures.
Municipalities of Shtip & Radovich	09.09.2015	Meetings	Project was discussed with representatives of the different departments of the Municipalities (e.g. statistics, urbanism, development and environment, social care etc.).
<b>Amendments to the National Water Management Plan</b>			
Public Hearing: MoAFW; MoEPP; Municipality of Shtip, Civil Engineering Faculty, Ministry of Economy etc.)	21.09.2015	Official correspondence	Public Hearing on the Draft Amendments of the National Water Management Plan. Presentation and discussion of Draft Amendments of National Water Management Plan and specifically to the proposed level of the proposed Jagmular dam.

## 5. IDENTIFICATION OF STAKEHOLDERS, COMMUNICATION METHODS & ENGAGEMENT PLAN

Stakeholder engagement will be ongoing throughout the course of the Project's future planning, construction and operation. External stakeholders have been identified by PESR with the support of the Municipalities of Shtip and Radovich. The table below identifies the key 'external' and 'internal' stakeholder groups for the Project and provides an overview of the individual stakeholders identified to-date as well as the purpose and methods of communication which will be used with each group. The current timeframes for engagements are indicated in the table.

This table and the SEP will be updated periodically to include any newly identified stakeholders, as well as planned engagement activities and timeframes. Socio-economic surveys/census of people and villages whose land, assets and access are potentially affected by the Project will be undertaken as part of the future land acquisition planning process. The method of engagements will be refined in this table from the findings of these surveys, especially the targeted methods of engagement with *potentially* vulnerable and marginalised groups (e.g. elderly and very low income households in the Project area whose access and/or land may be affected) and women in the more conservative Turkish villages.

Available contact details for identified external stakeholders are contained in *Annex A: Local Stakeholders* and *Annex B: National Stakeholders*.



Table 2 Stakeholder Engagement Action Plan (Stakeholder Groups, Communication Methods &amp; Activities and Timeline)

No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
<b>External Stakeholders</b>					
<b>LOCAL STAKEHOLDERS:</b>					
1	Project Affected People: Local Communities/ Residents of the towns and villages <sup>5</sup> along the A4 highway and the Expressway Project between Shtip and Radovich	<p>Leaders/Representatives of local communities (listed below) (i.e. Village Councils etc.)</p> <p>Municipality of Shtip: Shtip, Baltalija, Brest, Goračino, Dobrošani, Dolani, Dragoevo, Lakavica, Leskovica, Ljuboten, Novo Selo, Piperovo, Puhče, Selce, Sofilari, Stepanci, Suvo Grlo, Tri Češmi, Čiflik, Šopur</p> <p>Municipality of Radovich: Radovich, Ali Koc, Buchim, Damjan, Injevo, Kalauzlija, Kodzalija, Kozbunar, Prnalija, Raklis, Suldurci, Supurge, Topolnica, Voislavci</p>	<ul style="list-style-type: none"> <li>Information on the nature of the Project, duration of the Project, potential impacts on the environment, social and economy, including on local access arrangements during construction and with the completed Expressway.</li> <li>Opportunities for the community to be actively involved in the preparation or implementation of the Project.</li> <li>Mechanisms for grievances and complaints.</li> <li>Discussing potential severance impacts (e.g. increased journey times due to Expressway cutting off existing roads and diversions etc.) and any community safety issues.</li> <li>Road safety awareness raising with local villages in the use of an Expressway.</li> <li>Preparation for socio-economic surveys/census in affected villages and to identify/inform strategy for surveys.</li> </ul>	<ul style="list-style-type: none"> <li>Informing through the media (announcements) (i.e. local newspaper and radio) as well as electronic media.</li> <li>Direct information through the Municipalities of Shtip and Radovich. Direct information via a contact person or person responsible for the implementation of the SEP.</li> <li>Public meetings in municipal centres (i.e. Shtip &amp; Radovich) and a few villages along the route (i.e. Lakavica &amp; Sofilari &amp; possibly Selce; and Buchim, Topolnica and Injevo).</li> <li>Existing community structures (e.g. Village Counsels and Representatives) will be used in the methods of engagement.</li> <li>Individual meetings/engagements with directly affected households during socio-economic surveys/census.</li> <li>Communication through bulletin boards (placed in appropriate places in communities) and posting project information/notices there. Information about the Project (e.g. NTS, SEP &amp; LARF) published on PESR website: <a href="http://www.roads.org.mk">http://www.roads.org.mk</a> and EBRD website: <a href="http://www.ebrd.com">http://www.ebrd.com</a>.</li> <li>Specific targeted information for villages and children on road construction activities and dangers associated with these activities. PESR will prepare simple leaflets on construction dangers and road safety for Expressway will be prepared containing simple text and drawings, as far as possible. These shall be distributed and present in villages/community meetings and via schools (if possible). Support from the municipalities shall be requested in relation to road safety and construction safety awareness raising with local communities etc.</li> <li>Consultation is to be undertaken in Macedonian and information generally prepared in Macedonian. However, if requested by a</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> <li><b>Engagements pre-construction</b> with Non-Technical Summary (NTS) and design information of access arrangements etc.: <i>Planned to start during 4<sup>th</sup> Quarter 2015 and finish 1<sup>st</sup> Quarter 2016.</i></li> <li><b>Engagements prior to &amp; During Construction:</b> <i>Planned to commence during 2<sup>nd</sup> Quarter 2016 and continue during construction (i.e. for 3 years).</i></li> <li><b>During Operation of Expressway:</b> engagement will continue from end of construction.</li> </ul>

<sup>5</sup> Villages will be confirmed during the socio-economic surveys and certain communities have reduced in time in size and there is the potential for certain small villages to have been abandoned.



No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
				local community for consultation in other languages (e.g. Turkish) PESR will review the request.	
2	Vulnerable & Marginalised Groups in Project affected local communities/ villages:	<p>Potential groups identified to date:</p> <ul style="list-style-type: none"> <li>elderly and very low income households in the villages along the route and up the escarpment near the A4 whose access and/or land may be affected by the Project;</li> <li>Women in the more conservative Turkish villages.</li> </ul> <p>Other vulnerable and marginalised groups will be added as identified through the socio-economic survey/census and RAP development process.</p>	<ul style="list-style-type: none"> <li>As stated for Group No. 1 above - plus to apply targeted engagement methods for <i>potentially</i> vulnerable and marginalised groups so they have access to Project information and can participate in the engagement process. Purpose is to ensure such groups are not disproportionately affected by the Project and specific assistance measures can be identified and applied if needed.</li> </ul>	<p>PESR (&amp; Contractor during Construction) will adopt targeted measures to engage with <i>potentially</i> vulnerable and marginalised groups. The socio-economic surveys/census will be a good method to communicate with vulnerable groups.</p> <p>Methods will be refined for this group following socio-economic surveys but are likely to include:</p> <ul style="list-style-type: none"> <li>Specific focus group meetings with elderly and very-low income households in affected villages – i.e. Project Contact Person(s) for SEP will undertake in the villages direct engagements with vulnerable households, and especially with regard to effects on their land and access arrangements in order to identify any additional assistance.</li> <li>Culturally appropriate mechanisms and approaches to engage with women in the Turkish villages who may not wish to attend public meetings or travel to other villages – PESR (&amp; the Contractor) will seek to support and advice of the local municipalities who engage with these communities and Village representatives and (as far as possible) utilise existing engagements methods and channels with these groups.</li> </ul>	<p>As indicated for Group 1.</p> <ul style="list-style-type: none"> <li>A key mechanism for engagement with vulnerable groups/people in the small/very small villages is the socio-economic survey/census. It is anticipated these will be undertaken in the 1<sup>st</sup> to 2<sup>nd</sup> Quarter of 2016.</li> </ul>
3	Owners and users of land and assets (including those with legal & no legal rights) which will be acquired for the Project, who may be physically and/or economically displaced – including those whose access is affected.	<p>Local residents and Local Businesses/companies.</p> <p>(To be confirmed during future land acquisition planning process).</p>	<ul style="list-style-type: none"> <li>Planning and implementation of the requirements of the Land Acquisition &amp; Resettlement Framework (LARF) and the Resettlement Action Plan (RAP) for expropriation of the land (and assets).</li> <li>Hold direct consultations with affected parties (including formal and informal land owners and users affected by</li> </ul>	<ul style="list-style-type: none"> <li>Consultation meetings for the development of the Resettlement Action Plan, to present the detailed project footprint and affected land and assets, to announce the socio economic survey/census and valuations of properties, present the LARF &amp; entitlements matrix and type and method of compensation.</li> <li>Socio-economic survey and valuation of properties.</li> <li>Individual meetings as required under Macedonian legislation as part of the expropriation process.</li> <li>Consultation will be carried out on certain specific issues including: effects on access to land (e.g. agricultural land during construction &amp; operation etc.); restrictions in the shelter belt; etc.</li> </ul>	<ul style="list-style-type: none"> <li>Access to land can only occur once compensation has been paid, therefore RAP needs to be prepared and implemented prior to construction which is indicated to start in the 2<sup>nd</sup> Quarter of 2016.</li> <li>Consultation meetings with affected land (and asset) owners and users anticipated to occur in the 4<sup>th</sup> Quarter of</li> </ul>



No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
			the Project) regarding compensation for land expropriation, loss of access and restoration of livelihoods, in accordance with the SEP and LARF, and to inform RAP.	<ul style="list-style-type: none"> <li>During the consultation process with commercial facilities that will remain within the shelter belt/road reserve provide clear information on: how and when they need to seek permission to remain in the shelter belt. Clear explanation of the restrictions placed on their land from being within the shelter belt will be provided and disclosed.</li> </ul>	2015 and continue during the 1 <sup>st</sup> to 2 <sup>nd</sup> Quarter of 2016.
4	Businesses/ Companies	<p>Local companies – <i>identified to-date from discussions with municipalities and site visits</i>:</p> <p>Municipality of Shtip:</p> <ul style="list-style-type: none"> <li>Civil construction trading company “Beton Stip”</li> <li>Vinery “Imako”</li> <li>Poultry farm “Zivinokomerc”</li> <li>“Kole Trans” transport and construction services</li> </ul> <p>Municipality of Radovish:</p> <ul style="list-style-type: none"> <li>Mine “Buchim”</li> <li>Textile company “Super HIT”</li> <li>Gjorgievi Mlekara Dairy</li> <li>Food/Beverages</li> <li>Trade company “Makom Maja”</li> <li>Vinery “Agro loza”</li> <li>“Cerada Plast”</li> </ul>	<ul style="list-style-type: none"> <li>Information on the use of the road in order to adapt to the new conditions arising as a result of the preparation and implementation of the Project.</li> <li>Discussion of the potential impacts on business trade, including affects on access during construction and operation.</li> </ul>	<ul style="list-style-type: none"> <li>Meeting with the business owners, face-to-face interviews with them before beginning the construction of the road.</li> <li>Announcements in local and national media at least two weeks prior to the start of the construction works.</li> <li>Information about the Project (e.g. NTS, SEP &amp; LARF) published on PESR website: <a href="http://www.roads.org.mk">http://www.roads.org.mk</a> and EBRD website: <a href="http://www.ebrd.com">http://www.ebrd.com</a>.</li> </ul>	<ul style="list-style-type: none"> <li><b>Engagements pre-construction</b> with Non-Technical Summary (NTS) and design information of access arrangements etc.: <i>Planned to start during 4<sup>th</sup> Quarter 2015 and finish 1<sup>st</sup> Quarter 2015.</i></li> <li><b>Engagements Prior to &amp; During Construction:</b> <i>Planned to commence during 2<sup>nd</sup> Quarter 2016 and continue during construction (i.e. for 3 years)</i></li> <li><b>During Operation of Expressway:</b> engagement will continue from end of construction.</li> </ul>
<b>Local Authorities:</b>					
5	Municipalities	<ul style="list-style-type: none"> <li>Municipality of Shtip</li> <li>Municipality of Radovish</li> </ul>	<ul style="list-style-type: none"> <li>Planning and implementation of the Project.</li> <li>Public consultations.</li> <li>Support with socio-economic surveys and engagements with local communities, including vulnerable and</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence &amp; regular update meetings.</li> <li>Invite municipality representatives to Public Meeting and keep them updated on meetings with community members, land owners; companies, vulnerable groups etc.</li> <li>Communication through the bulletin boards (placed in the Municipality centres and certain villages).</li> </ul>	Throughout Project implementation – commencing <b>4th Quarter of 2015.</b>



No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
			marginalised groups ( <i>see Group 2 above</i> ).	<ul style="list-style-type: none"> <li>Information about the Project (e.g. NTS, SEP &amp; LARF) published on PESR website: <a href="http://www.roads.org.mk">http://www.roads.org.mk</a> and EBRD website: <a href="http://www.ebrd.com">http://www.ebrd.com</a>.</li> </ul>	
6	Local Community Services	For both Municipalitys of Shtip & Radovich: <ul style="list-style-type: none"> <li>Emergency Services: Fire Brigade &amp; Police</li> <li>Health &amp; Social Assistance Services</li> <li>Utility Owners &amp; Operators</li> </ul>	<ul style="list-style-type: none"> <li>Raising awareness of stakeholder group on the Project.</li> <li>Identifying issues during construction and operation of the Expressway which may affect their service provision and need coordination.</li> </ul>	<ul style="list-style-type: none"> <li>Announcements in local and national media prior to the start of the construction works.</li> <li>Informing through the media (announcements) (i.e. local newspaper and radio) as well as electronic media.</li> <li>Direct information through the Municipalities of Shtip and Radovich.</li> <li>Official correspondence &amp; meetings (as/if required) on specific issues. Information about the Project (e.g. NTS, SEP &amp; LARF) published on PESR website: <a href="http://www.roads.org.mk">http://www.roads.org.mk</a> and EBRD website: <a href="http://www.ebrd.com">http://www.ebrd.com</a>.</li> </ul>	
<b>Local Non-Governmental Organisations (NGOs) and other organisations</b>					
7	Local NGOs/Associations of Citizens:	<ul style="list-style-type: none"> <li>Ecological Society "Vinozito"</li> <li>NGO "Ler-IT Stip"</li> <li>NGO "Simbioza"</li> <li>NGO "Idnina"</li> <li>NGO "Kruna Plus"</li> <li>NGO "Zenska Akcija"</li> <li>NGO "Smart Sport"</li> </ul>	<ul style="list-style-type: none"> <li>These organisations can potentially help to identify key issues pertaining to the local community (vulnerable groups) and the local environment.</li> <li>Informing local NGOs &amp; other organisations of project activities.</li> </ul>	<ul style="list-style-type: none"> <li>Informing through the media (announcements) (i.e. local newspaper and radio) as well as electronic media.</li> <li>Public meetings in the Municipal centres and villages.</li> <li>Information about the Project (e.g. NTS, SEP &amp; LARF) published on PESR website: <a href="http://www.roads.org.mk">http://www.roads.org.mk</a> and EBRD website: <a href="http://www.ebrd.com">http://www.ebrd.com</a>.</li> </ul>	Throughout Project implementation – commencing 4th Quarter of 2015.
8	Other Local Organisations (or Locally Based Organisations):	<ul style="list-style-type: none"> <li>Center for Development of East Planning Region</li> <li>University "Goce Delcev"</li> <li>Center for local development "Celor"</li> <li>Association of Pensioners</li> </ul> Agencies for agricultural development active in local area include: <ul style="list-style-type: none"> <li>Agency for Promotion of Agricultural Development</li> </ul>	<ul style="list-style-type: none"> <li>These organisations can potentially help to identify possible assistance measures for the local community affected by Project - e.g. agricultural development agencies etc.</li> </ul>		



No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
		<ul style="list-style-type: none"> <li>Turkish International Cooperation Agency (TIKA)</li> <li>Elbirligi</li> </ul>			
<b>NATIONAL STAKEHOLDERS:</b>					
9	Macedonian Government Authorities	Ministry of Transport and Communication	Official correspondence and meetings, permit requests: <ul style="list-style-type: none"> <li>Planning, preparation and approval of Project documentation and implementation of the Project.</li> <li>Approval of Infrastructure design.</li> <li>Issuing Building Permit for the Project.</li> <li>Regular Project progress reports.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence and regular meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Regularly throughout Project implementation.</li> </ul>
		<ul style="list-style-type: none"> <li>Ministry of Environment and Physical Planning</li> </ul>	<ul style="list-style-type: none"> <li>Planning and preparation of technical documentation related to environmental aspects.</li> <li>Approval of Elaborates for the Environment and other necessary approvals/opinions.</li> <li>State environmental inspections</li> <li>Amendments to National Water Management Plan for a new dam – the Jagmular Dam - on the River Bregalnica.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence.</li> <li>Direct meetings.</li> <li>On the spot visits</li> <li>Public hearings/meetings.</li> </ul>	Regularly throughout Project implementation.
		<ul style="list-style-type: none"> <li>Ministry of Agriculture, Forestry and Water Economy</li> </ul>	<ul style="list-style-type: none"> <li>Inform Government Authority about Project and undertake official correspondence.</li> <li>Engage on land related matters.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence and meetings.</li> </ul>	Throughout Project implementation.





No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
		<ul style="list-style-type: none"> <li>Ministry of Culture, Cultural Heritage Protection Office</li> <li>Institute for Protection of the Monuments of Culture and Museum (City of Shtip)</li> </ul>	<ul style="list-style-type: none"> <li>Inform Government Authority about Project and undertake official correspondence.</li> <li>Approval of Chance Find Procedure and notification process for excavations.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence and meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation. Specific consultation by Contractor on Chance Find Procedures and notification process for excavations – <b>start of Construction from 2<sup>nd</sup> Quarter of 2016.</b></li> </ul>
		Other ministries, as relevant: <ul style="list-style-type: none"> <li>Ministry of Finance</li> <li>Ministry of Economy</li> <li>Ministry of Labour &amp; Social Policy</li> <li>State Labour Inspectorate</li> <li>Spatial Planning Agency</li> </ul>	<ul style="list-style-type: none"> <li>Inform Government Authority about Project and undertake official correspondence.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence and meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> </ul>
10	National NGOs and associations for activities in the field of environment:	<ul style="list-style-type: none"> <li>Macedonian Ecological Association (MED)</li> <li>Ecological Movement of Macedonia (DEM) – Skopje</li> <li>Centre for Environmental Research and Information "Ekosvest" – Skopje</li> <li>Front 21 / 42</li> <li>Macedonian Green Centre</li> <li>Bird Study and Protection Society of Macedonia</li> </ul>	<ul style="list-style-type: none"> <li>These organisations can potentially help to identify key issues pertaining to the local community (vulnerable groups) and the local environment.</li> <li>Informing national NGOs of Project activities</li> </ul>	<ul style="list-style-type: none"> <li>Informing through the media (announcements) (i.e. local newspaper and radio) as well as electronic media.</li> <li>Information about the Project (e.g. NTS, SEP &amp; LARF) published on PESR website: <a href="http://www.roads.org.mk">http://www.roads.org.mk</a> and EBRD website: <a href="http://www.ebrd.com">http://www.ebrd.com</a>.</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> </ul>
<b>Internal Stakeholders</b>					
11	PESR Employees/Project representatives – e.g. Project Implementation Unit/Various Departments within PESR/Supervising Engineer		Inform group on: <ul style="list-style-type: none"> <li>Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct.</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings or internal workers' meetings.</li> <li>Monthly newsletters, the Committee on Safety at Work, bulletin boards, etc.</li> <li>Information from representatives in the field/on site regarding the following: human resources policy; internal grievance mechanism; health and safety procedures; codes of conduct;</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> </ul>



No	Stakeholder Group	Stakeholders	Purpose of the communication	Communication Methods & Activities	Indicative Timing of Engagements/Consultations
				Implementation of ESIA, ESAP, LARF and SEP measures; SEP grievance mechanism	
12	Trade Union representatives		Inform group on: <ul style="list-style-type: none"> <li>Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence</li> <li>Meetings</li> <li>Information on request to union representatives</li> </ul>	<ul style="list-style-type: none"> <li>Throughout Project implementation.</li> </ul>
13	Contractors	Construction company (companies) Subcontractors Transportation contractors	<ul style="list-style-type: none"> <li>Inform group regarding protocols and requirements for interaction with the local community.</li> <li>Inform group on the the standards and expectations with respect to environment protection, health and safety at work and code of conduct in local communities etc.</li> </ul>	<ul style="list-style-type: none"> <li>Official correspondence, meetings, code of conduct, information in contract on standards and expectations with respect to: environmental protection; health and safety at work; security; access to sites; and interaction with the community.</li> <li>Regular monitoring performance of contractors in the implementation of the above.</li> <li>Provision of relevant documents in tender: e.g. ESAP, SEP, NTS, EIA, Elaborates, LARF etc.</li> </ul>	<ul style="list-style-type: none"> <li>During tendering and contract signature</li> <li>Throughout project implementation</li> </ul>



## 6. INFORMATION DISCLOSURE & STAKEHOLDER ENGAGEMENT PROGRAMME

### Project Documentation Disclosure & Consultation Activities

PESR intends to provide all relevant information to the public. As of November 2015, all interested and affected stakeholders/parties will be able to find the following documents on the PESR website ([www.roads.org.mk](http://www.roads.org.mk)) and the EBRD website ([www.ebrd.com](http://www.ebrd.com)). These will be made available in the Macedonian and English languages, as follows:

- Non-Technical Summary (NTS)
- Stakeholder Engagement Plan (SEP) including Grievance Mechanism
- Land Acquisition and Resettlement Framework (LARF)

The Environmental Impact Assessment for Motorway (M6) 'Shtip to Strumica' and the Elaborates for Protection of Environment (*as they become approved*) will also be available on the PESR website ([www.roads.org.mk](http://www.roads.org.mk)).

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 Shtip [Str.Vasil Glavinov 4B; 2000 Stip, Macedonia; e-mail: [info@stip.gov.mk](mailto:info@stip.gov.mk)]
- Municipality of Radovich [Bul.Aleksandar Makedonski 7; 2420 Radovich, Macedonia' e-mail: [contact@radovich.gov.mk](mailto:contact@radovich.gov.mk)]

Announcements will be made in the local media (newspapers & radio) to inform the public on the time, date and location of public meetings. Prior to construction public consultation meetings are planned in the following locations, these will be confirmed in discussion with the municipalities:

- Municipality of Shtip: Shtip, Lakavica & Sofilari & possibly Selce.
- Municipality of Radovich: Radovich, Buchim, Topolnica and Injevo.

Meetings will be set up in co-operation with the Municipalities; local community representatives and residents, as well as, business owners in the Project area will be invited to attend. These meetings at a village level will also be used to introduce and identify affected households/villages on which the socio-economic surveys will be undertaken. During these meetings an introduction on the land acquisition process and entitlements for affected land owners and users will be provided.

Information Boards will be installed at the entrance of every affected settlement (i.e. village along the route) and at relevant locations along the A4 and/or in other villages up the escarpment from the A4 by the main Contractor, and will serve as a media tool/channel for communications with the local residents. Information in relation to access and traffic management during construction will be provided on the boards. The Grievance Mechanism and Contractor contacts will also be included. The Contractor will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place.

### Consultations with Project Affected Land (& Asset) Owners & Users

Consultation meetings for the development of the Resettlement Action Plan (RAP) will be held with owners and users of project affected land and assets. A socio-economic survey will also be organised, as well as individual meetings to discuss compensation, as required under Macedonian legislation as part of the expropriation process. More information on stakeholder engagement in relation to land acquisition can be found in the LARF.

### Stakeholder Engagement during the Project Life

PESR and the Contractor(s) engaged to undertake the Project will continue to engage with stakeholders and this Stakeholder Engagement Plan will be continually updated to reflect Project progress. Particular attention will be



placed on communication with any identified vulnerable & marginalised groups (through focus group meetings, project leaflets or in other appropriate ways), to ensure Project impacts on them are appropriately mitigated and relevant assistance provided.

## **7. GRIEVANCE MECHANISM**

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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 C. Any person or organisation may send comments and/or complaints in person, by phone or via post or email using the contact information provided below.

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 Lazevska, 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(s) will also be made publically available in the local area and included in a revised SEP, once a Contractor(s) is appointed.

The Grievance Form (in Macedonian and English) will be made available on the web site [www.roads.org.mk](http://www.roads.org.mk) and all the concerned municipalities (i.e. Municipalities of Shtip and Radovich) 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 the Contractor(s) as a separate process.

PESR will monitor the process of comments and complaints and the information will be summarised in annual Environmental, Health & Safety and Social (EHSS) 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. The response time for grievances will be in accordance with national legislation for the particular issue in question. PESR will endeavour to acknowledge receipt of the Grievance within 5 working days, and to respond within 15 days of receiving the grievance.

At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Macedonia.

## **8. REPORTING**

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

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The responsible person in PESR for fulfilment of the Stakeholder Engagement Plan is:

**Public Enterprise for State Roads**

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

Dame Gruev 14, 1000 Skopje, Republic of Macedonia

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

Fax: + 389 (0)2 3220-535

email: [j.jovanovski@roads.org.mk](mailto:j.jovanovski@roads.org.mk)

Main contacts for the Project within the municipalities are also provided below:

**Municipality of Shtip**

Elena Arsova, Head of Department of Urban Planning and regulation of the land, communal work and life environment

Tel: +389 32 22 66 18 email: [elena.arsova@stop.gov.mk](mailto:elena.arsova@stop.gov.mk)

**Municipality of Radovich**

Lazar Gazepov, MSc, Counselor, Local Economic Development Department

Tel: +389 32 630 095 email: [lazar.gazepov@radovis.gov.mk](mailto:lazar.gazepov@radovis.gov.mk)

Igor Petkov, Counselor, Department for Urbanism

Tel: +389 076 483-627 email: [igor.petkov@radovis.gov.mk](mailto:igor.petkov@radovis.gov.mk)



## Annex A Local Stakeholders

Municipality/ Stakeholder Group		Name of Organisation:	Contact/Location Information:
<b>Municipalities:</b>			
Municipality of Shtip		Str.Vasil Glavinov 4B; 2000 Stip, Macedonia e-mail: info@stip.gov.mk	
Municipality of Radovich		Bul.Aleksandar Makedonski 7; 2420 Radovis, Macedonia e-mail: contact@radovis.gov.mk	
<b>Local Association of Citizens Associations (NGOs.), Businesses &amp; other organisations</b>			
Municipality of Shtip	Association of Citizens/NGOs	Ecological Society "Vinozito"	Zoran Zarinski/071 392 924
		NGO "Ler-IT Stip"	Aleksandar Jugov/078 240 980
		NGO "Simbioza"	Dragan Georgiev/078 473 493
	Local Businesses/ Companies	Civil construction trading company "Beton Stip"	Str. Vanco Prke, 119; Tel: 032 390 466 email: info@betonstip.com.mk
		Vinery "Imako"	
		poultry farm "Zivinokomerc"	Str. Ribnik bb; Tel: 032/308253
		"Kole Trans" transport and construction services	Str.Belgradska 9, Stip/tel: +389 32 395280
	Other Local Organisations	Center for Development of East Planning Region	Vancho Prke 119, Stip, tel.:+389 2 32 386 408, www.eastregion.mk
		University "Goce Delcev"	Str.Krste Misirkov 10, Stip Tel:+389 32 550 002; contact@ugd.edu.mk
Municipality of Radovich	Association of Citizens/NGOs	NGO "Idnina"	Tel: 076 355 105; razvoj.idnina@gmail.com
		NGO "Kruna Plus"	Tel: 075 346 234; aleksandar.jashkov@kruna.mk
		NGO "Zenska Akcija"	Tel: 070 669 307 Zenska.akcija@gmail.com
		NGO "Smart Sport"	Tel.078 247 400; kocev_darko@yahoo.com
	Local Businesses/ Companies	Mine "Buchim"	070 302 002; nikolov.n@bucim.com.mk
		Textile company "Super HIT"	Str.Industriska bb, Radovis tel: + 389 32 630 105; email: info@superhit.com.mk
		Gjorgievi Mlekara Dairy Food/Beverages	Industriska zona bb,Radovis 032 630 230; http://www.ti.com.mk/
		Trade company "Makom Maja"	Str.partizanska 68, Radovis <a href="http://www.makommaja.mk">www.makommaja.mk</a> ; 078 408 076
		Vinery "Agro loza"	070253901; agroloza@yahoo.com
		"Cerada Plast"	Pitu Guli br.15, Radovis Tel 389 32 308 800; www.ceradaplast.com.mk
		Center for local development "Celor"	078 462 262; stole@celor.org.mk
	Other Local Organisations		





Municipality/ Stakeholder Group		Name of Organisation:	Contact/Location Information:
		Association of Pensioners	070 244 841 ; Zpork1@yahoo.com
<b>Local Community Services: Emergency Services: Fire Brigade &amp; Police; Health&amp; Social Assistance Services; Utility Owners &amp; Operators</b>			
Shtip: Local Police		Police Station	Str. Hristija Todorovski Karpos 22
Shtip: Health Services		First Aid, Public Health Enterprise	Str. Ljubin Ivanov bb
Shtip: Social Services		Center for Social issues	Partizanska 31 A
Shtip: Utility Owners & Operators		PE Isar (water supply, waste collection, green park)	Str. General Mihajlo Apostolski, 37, <a href="http://www.jpisar.com.mk">http://www.jpisar.com.mk</a>
		PE Stipion (water supply, waste collection, green park)	Str. Vasil Glavinov 4b
Shtip: Fire Brigade		Fire Unit	Str. Karl Marks bb
Shtip: Local Emergency Services		Crisis management centre	Str.Vasil Glavinov 4
Radovish: Fire Brigade		Fire Unit	Str. Ilindenska bb
Radovish: Local Police		Police Station	Kej 8 septemvri
Radovis Utility Owners & Operators		PE Plavaja (water supply, waste collection, green areas and park )	Str.v. Spaso Radoviski
Radovish: Health Services		First Aid, Public Health Institution	Str.Blaze Konevski
Radovish: Local Emergency Services		Crisis management centre	Bul. Aleksandar makedonski bb
Radovish: Social Services		Center for social issues	Str. 22 Oktomvri



## Annex B National Stakeholders

Name of Organisation	Contact Information
<b>National Government Stakeholders</b>	
Ministry of Transport and Communication	Dame Gruev 6; Tel: 02/3145-497, 3123-292, Fax: 02/3126-228; <a href="http://www.mtc.gov.mk">www.mtc.gov.mk</a>
Ministry of Environment and Physical Planning	Goce Delcev Blvd 8, Zgrada na MRTV, Tel: 02/3251-400; Fax: 02/3220-165 <a href="http://www.moepp.gov.mk">www.moepp.gov.mk</a> ; <a href="mailto:info@moepp.gov.mk">info@moepp.gov.mk</a>
Ministry of Culture	Cultural Heritage Protection Office; Gjuro Gjakovik 61; Tel: 02/3289-703; Fax: 02/3289-777; <a href="mailto:contact@uzkn.gov.mk">contact@uzkn.gov.mk</a> ; <a href="http://www.uzkn.gov.mk">www.uzkn.gov.mk</a>
Institute for Protection of the Monuments of Culture and Museum city of Stip	Str. Toso Arsov bb, Stip; Tel:032 392044 ; <a href="mailto:zavodimuzejstip@t-home.mk">zavodimuzejstip@t-home.mk</a>
Ministry of Finance	Dame Gruev 12, Skopje 1000, Macedonia Phone:+389 2 325 5300; <a href="mailto:finance@finance.gov.mk">finance@finance.gov.mk</a>
Ministry of Agriculture, Forestry and Water Economy	Aminta the third, Skopje, Macedonia tel: (02) 3134 477 ; <a href="mailto:info@mzsv.gov.mk">info@mzsv.gov.mk</a>
Ministry of Economy	Yuri Gagarin 15, Skopje 1000, Macedonia tel: +389 2 3093 485; <a href="mailto:info@economy.gov.mk">info@economy.gov.mk</a>
Ministry of Labour & Social Policy	Str. Dame Gruev, 14, Skopje, Tel:02 / 3 106 212 ; <a href="mailto:mtsp@mtsp.gov.mk">mtsp@mtsp.gov.mk</a>
State Labour Inspectorate	Bil. Partizanski Odredi br.48 Skopje, Macedonia; Tel: 02/3 296 310
Spatial Planning Agency	Square Makedonija bb/4, Skopje, Macedonia ; +389 2 3227 244; <a href="mailto:agencija@app.gov.mk">agencija@app.gov.mk</a>
<b>National NGOs/Other Organisations:</b>	
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 <a href="mailto:contact@mes.org.mk">contact@mes.org.mk</a>
The Ecologists' Movement of Macedonia (DEM) – Skopje	Vasil Gorgov 39, baraka 6, 1000 Skopje Tel: (02) 3220-520; <a href="mailto:dem@dem.org.mk">dem@dem.org.mk</a> <a href="mailto:ruska@dem.org.mk">ruska@dem.org.mk</a>
Centre for environmental research and information "Eko-svest" – Skopje	Blvd 11 Oktomvri 125/12, 1000 Skopje tel: (02) 3217-247; fax: (02) 3217-246 ; mob: 072 726-104; <a href="mailto:info@ekosvest.com.mk">info@ekosvest.com.mk</a>
Front 21/42	Orce Nikolov 83A, 1000 Skopje Tel/Fax: (02) 3122-546; mob: 075 433-231; <a href="mailto:contact@front.org.mk">contact@front.org.mk</a>
Macedonian Green Centre	Kosta Novakovik 1A/19, 1000 Skopje Tel/Fax: (02) 6132-432; Mob : 078 205 217; <a href="mailto:zeleni@zeleni.org.mk">zeleni@zeleni.org.mk</a>
Bird Study and Protection Society of Macedonia	PMF - Gazi Baba BB, 1000 Skopje, 02/3117-055; 078/254-736; <a href="mailto:brankom@ukim.edu.mk">brankom@ukim.edu.mk</a>



## Annex C

## Public Grievance Form

## Public Grievance Form

<b>Reference No:</b>	
<b>Name and Surname</b>	
<b>Contact Information:</b>  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 _____
<b>Preferred language for communication</b>	<input type="checkbox"/> [Macedonian] <input type="checkbox"/> [Other: _____]
<b>Description of Incident or Grievance:</b> What did happen? Where did it happen? Who did it happen to? What is the result of the problem?	
<b>Date of Incident/Grievance</b>	
	<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)
<b>What would you like to see happen to resolve the problem?</b>	
Signature: _____ Date: _____	

Please return this form to:

**Ms Biljana Lazevska****Tel:** + 389 (0)2 3118-044 ext.119**Fax:** + 389 (0)2 3220-535**email:** [biljana@roads.org.mk](mailto:biljana@roads.org.mk)***Public Enterprise for State Roads***

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