

Republic of Macedonia
Public Enterprise for State Roads



CONSTRUCTION OF THE EXPRESS ROAD A3 SECTION SHTIP (TRI CHESHMI) - KOCHANI

Stakeholder Engagement Plan
(SEP)

FINAL DRAFT

Prepared by: JV CEIM – CHAKAR& PARTNERS in cooperation with Public Enterprise for State Roads - Skopje

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ABBREVIATIONS

EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
ESAP	Environmental and Social Action Plan
ESP	Environmental & Social Policy
SEA	Strategic Environmental impact Assesment
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

This document is the **Stakeholder Engagement Plan (SEP)** for the project “Construction of express road A3, section Shtip (Tri Cheshmi) –Kochani”. Document will be upgraded and modified respectively, in accordance with the different phases of project process, providing to project-affected people and other stakeholders opportunity to voice their opinions and concerns in respect to the project activities.

The Project is being developed by Macedonian Public Enterprise for State Roads (PCSR) and their appointed project designer JV CEIM (Civil Engineering Institute Macedonia) – Chakar & Partners. Better transport communication is considered as main precondition for acceleration of economic activities and for attracting of new investments, and this is the reason why construction of this road is highly supported by Ministry of Transport and Communication and the Government of Republic of Macedonia.

In line with their strategy for Republic of Macedonia, the European Bank for Reconstruction and Development (EBRD) is considering providing a loan for construction of new express road A3, section Shtip (Tri Cheshmi) – Kochani, promoting regional transport integration and connections with neighbouring countries.

Both in accordance with national and EBRD requirements, the public and other stakeholders should be involved in every stage of the project. With implementation of SEP aims to ensure that adequate and timely information is provided to project-affected people, that proper mechanisms for information, consultation, and involvement is established, that this process will enable opportunities for dialogue, two way discussion and active public participation. It can be expected that good implementation of stakeholder engagement will contribute in positive acceptance of the project activities and avoid as much as possible annoyance/dissatisfaction of the affected people that could be caused by the project activities. This document is prepared to be a base for consistent, comprehensive, coordinated and culturally appropriate approach to stakeholder engagement throughout the different phases of the Project.

Stakeholder Engagement process is conducted through:

- (i) Public disclosure of appropriate information so as to enable meaningful consultation with stakeholders, in means of project schedule, description of the project to improve knowledge of what the project involves, with all stages and expected performance and activities that may affect stakeholders and actions planned to be undertaken for mitigation of negative impacts,
- (ii) Meaningful consultation with potentially affected parties,
- (iii) Mechanisms for their feedback by establishing a procedure or policy by which people can make comments or complaints

PE for State Roads started with this process at the earliest stage of project designing and will continue with implementation throughout the entire project implementation.

This SEP is based on phased approach. In each phase different issues with stakeholders should be discussed. Phased approach to SEP implementation supports adequate and timely addressing of potential issues and is more effective in gaining public support for the project. **Section 6** gives the **list of identified stakeholders** in different phases of project implementation, **issues that are of importance to be discussed** and **methods of communication**.

The Stakeholder Engagement Plan, in Macedonian and in English, will be published and maintained on the web site of the PE State Roads (www.roads.org.mk), on the web site of European Bank for Reconstruction and Development (www.ebrd.com) and on web sites of relevant municipalities. Hard copies of SEP will also be given to local authorities and posted on community bulletin boards. Details of where you can find out current information on the status of the project are given in **Section 7**.

If you would like to be added to the Stakeholder contact list and receive information about this project and opportunities to comment, please contact:

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2. THE PROJECT

2.1 Short history of project development

For providing better road connection between Shtip and Kochani two options were under consideration. First option was building of new express road. Second option was considering widening and upgrading of existing road Shtip – Kochani up to the level of express road.

For the first option, Feasibility Study with Traffic Analysis and Projected Traffic for Motorway Solution on National Road M-5: Bulgarian Border (Crna Skala) – Tri Cesmi – Kadrifakovo - Otovica was prepared in December 2011. The study examines current traffic frequencies, projected traffic flows and potential social and economic improvements arising from better communication. Feasibility study considers two alternative solutions “right alternative” and “left alternative” in the terms of the flow of the river Bregalnica (Figure no. 1).



Figure 1 - Two alternatives considered under the Feasibility Study

(Blue line - “left alternative”, red line –“right alternative”)

Source: Feasibility Study from 2011

Environmental Impact Assessment Study (EIA) is prepared by DIWI Macedonia Ltd., Technical No. Book IX in July 2012 (File No. 11354 in the PESR Archives). Study has been approved by MoEPP (issued a Ruling No. 11-1813/8 on 31/12/2012) and its validity has been extended for another two years until construction start (Extension no. 11-951/2 dated 06.03.2015). Two alternatives were analyzed and compared considering quality and value of land and ownership, impact on water supply system, intersection with power lines, crossing through settlements, embankment and junction etc. Based on the approved EIA Study, “Right variant” (north from Bregalnica River) was considered as more preferable.

Strategic Environmental impact Assessment (SEA) has been prepared and presented to stakeholders on public hearing on 23rd of September 2015. SEA presents design of the express road A3 Section Shtip (Tri Chesmi) – Kochani (length, technical characteristics, overpasses, underpasses, main junctions), identifies negative impacts that could have impact on environmental and socio-economic aspects and as well propose monitoring plan for the environmental and social mitigation and monitoring measures.

In 2014, second option was analysed, i.e. existing national road A3, section Shtip – Kocani to be upgraded up to the level of express road. This technical solution appeared to be unfeasible due to several reasons.

Namely, to provide continuous connections for local traffic in nearby settlements it would be necessary to construct local roads in parallel with the existing road upgraded to an express road. The area is used as agricultural land for production of rice thus there is a wide network of irrigation channels and the land is mostly under water. Due to this, construction could be undertaken after prior dewatering of the land. Due to elevated roads there is high risk from flooding. During public consultation citizens were strongly against this alignment, stating that existing alignment is not very safe and higher speeds on the future express road would increase traffic accidents. Another reason for their objection was the need of expropriation of the land with very good quality. On public hearings, proposed technical solution for entrance into town of Kocani was also not accepted by citizens and by the local self-Government.

Due to the above mentioned reasons, this option was considered as unacceptable and this idea for construction of express road by extension of existing road was abandoned. It was seen as more applicable solution, new express road to be constructed north of the existing road Shtip-Kochani, in more mountainous area, where project impacts are expected to be with lower negative impacts on social receptors.



Figure 2 - Selected preferable alignment

Source: Feasibility Study from 2011

Due to the above mentioned reasons, with separate report developed by Design Engineers and verified by Opinion no. 12-08/123/3-15 from 21.01.2015 issued by Civil Engineering Faculty in Skopje, it was accepted instead of reconstruction and rehabilitation of the existing national road A3, Section Shtip-Kocani, infrastructure design developed for a semi-motorway solution (express road) in 2011, already being subject to an EIA and FS, to be accepted as most preferable alignment.

Chosen alignment assures that as little as possible irrigated farming land used for rice production will be affected by land acquisition. The road will not go through settlements. Soil on which the new express road would be constructed is of a lower category (lower compensation value) and will require less funds for land acquisition. It is expected that 840,000 m² of land is going to be affected, out of which 70% is owned by the state. Access to the existing local, earth roads and regional roads will be assured.

The existing national road Stip - Kocani shall remain for use by mixed traffic (alternative route) considering the numerous settlements adjacent to the road. Those settlements shall be connected with the new express road via grade-separated road junctions as per the design. Traffic safety shall also greatly improve because the express road shall be used exclusively for perpetual traffic of motor vehicles.

2.2 Project description

Summary Project Description

The express road begins northwest from Shtip, place Tri Chesmi, passes above TIDZ "Shtip", then continues broadly in north-easterly direction through agricultural fields, passes between v.Krupiste and v.Zhiganci on distance of about 2-2.5 Km, than nearby v.Sokolarci, v. Spancevo, v.Banja, and v. Trkanje and ends at Kocani interchange.

The route stretches in the north part of the Kochani valley between Stip and Kocani, north of the river Bregalnica through areas of agricultural land, intermingled by some non-cultivated land. The land mainly is used for cultivation of rice, especially in the vicinity of Kochani. Beside rice as most common crop, wheat and corn are also grown as well as beans, spinach, legumes, tomatoes, cabbage, peppers, potatoes and carrots, grapes and apples.

The length of the express road is **28.1km**. Designed speed is 110km/h with following technical characteristics:

- | | |
|---|-------------------------------------|
| • driving lines | $2 \times 3,50 = 7,00\text{m}'$ |
| • edging lines | $2 \times 0,20 = 0,40\text{m}'$ |
| • <u>hard shoulder</u> | $2 \times 2,00 = 4,00\text{m}'$ |
| total width: | 11,40m'. |
| | |
| • Shoulders | 1,50m |
| • Drain channel + berm | $0,75+1,0=1,75\text{m}$ |
| • Subgrade in embankment | $11,40+2 \times 1,50=14,40\text{m}$ |
| • Subgrade in cutting | $11,40+2 \times 1,75=14,90\text{m}$ |
| • Maximal longitudinal gradient | 4% |
| • Maximal transversal gradient in curve | 7% |
| • Transversal gradient in straight line | 2,5% |

- Minimal radius in horizontal curve $R_{min}=700$ m
- $A_{min}=250$

Design will consider technical characteristics which will allow future upgrade of the express road into the motorway.

5 bridges, 8 overpasses and 5 underpasses will be constructed for allowing regular communication and movement of local residents, four interchanges: at “TIDZ Stip” , at village Krupiste, Spanchevo and Kochani.

Detailed design is finalized by the end of 2015. Designer continuously consulted local authorities and other stakeholders and where feasible, took into consideration opinions and suggestions by stakeholders for improving the project design.

More technical issues will be available in the Non -Technical Summary available on: www.roads.org.mk

Project Area

The express road is located in Eastern Planning region of the Republic of Macedonia. It will pass through 4 municipalities: Shtip, Karbinci, Cheshinovo-Oblesevo and Kochani (with population of around 88.000 inhabitants according to the Census from 2002). To the north of the planned express road the following rural settlements are located: Chardaklija, Gorni Balvan, Zhigantsi, Sokolarci, Spanchevo, Banja and Trkanje and to the south Dolni Balvan, Batanje, Krupishte, Karbinci, Ularci, Chesinovo, Obleshevo (Figure 3). Total population in Eastern planning region is 177.988.



Figure 3 – Schematic Map of Local Communities and interchanges in Project Area
Source: JV CEIM (Civil Engineering Institute Macedonia) – Chakar & Partners

2.3 Project significance

The Project is one component of the overall plan for the improvement of the national road network, outlined in the National Transport Strategy (2007-2017). Under this strategy, PESR is planning to upgrade national road A3 which connects the Bulgarian Border (Crna Skala) with Otovica via Tri Cesmi and Kadrifakovo. Express road Shtip (Tri Chesmi – Kocani) is part of this national road A3.

It is national strategy of the Government to have better transport connection within the country and with neighbouring countries. Development plan of Eastern Planning region for period 2015-2019 states that current transport infrastructure in the region, especially roads Shtip – Kochani and Shtip – Radovish do not meet development needs in the region.

It is expected, construction of new express road Shtip – Kochani to result in:

- Implementation of European transport policy and harmonization and integration of national traffic-transport infrastructure;
- Better connection of Republic of Macedonia with neighbouring countries;
- Better connection of eastern part of Republic of Macedonia with other regions;
- Faster and safer transportation;
- Strengthening the national and local economy;
- Improving the living conditions of the local population
- Opportunity for tourism development;
- Improved road safety along the section and in the wider Region.

3. LEGAL AND POLICY FRAMEWORK FOR STAKEHOLDER ENGAGEMENT

According to the Macedonian legislation, the public should be involved in every stage of the SEA and EIA procedure and all decisions made during the process should be published in appropriate media. This applies for the following documentation:

- SEA decision issued by the project promoter;
- Confirmation of the SEA Decision by the MoEPP;
- Preparation of SEA and its submission to the MoEPP;
- Positive opinion on SEA by the MoEPP;
- Public hearing/s on SEA;
- Final positive opinion on SEA by the MoEPP, after public hearing report;
- Notification of intention for project implementation (EIA level);
- 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.

Public hearings and possibilities for submission of written opinions should be organised by the Investor and the Ministry of Environment and Physical Planning to allow the public to express its opinions.

Consultation during Land Acquisition/Expropriation

The **Expropriation Law**¹ 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**². 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 its amendments);

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

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

- 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

According to EBRD requirements, the project must meet best international practice and the requirements for stakeholder engagement and public consultations as specified in the EBRD Environmental and Social Policy 2008, Performance Requirement PR 10 (Information Disclosure and Stakeholder Engagement). The Project has been screened as a Category B project under EBRD's Environmental & Social Policy 2008.

The EBRD considers stakeholder engagement as an essential part of good business practices and corporate citizenship and a way of improving the quality of projects. In particular, effective community engagement is central to the successful management of risks and impacts on communities affected by projects, as well as central to achieving enhanced community benefits. In summary, the following system of stakeholder engagement is applicable to the project:

- Identification of project stakeholder groups. Identification of stakeholders, including members of the public who could be affected by the project construction and operation.
- Stakeholder engagement process and information disclosure. During this stage, it is necessary to ensure that identified stakeholders are appropriately engaged on environmental and social issues that could potentially affect them through a process of information disclosure and meaningful consultation.
- Meaningful consultation. The consultation process will be based on the disclosure of information relevant to the project activities and operations. The consultation process will be undertaken in a manner that is inclusive and culturally appropriate for all stakeholders.
- Grievance mechanism. Maintaining a grievance process by which the general public and other stakeholders can raise concerns, and which will be handled in a prompt and consistent manner.

4. STAKEHOLDER ENGAGEMENT STRATEGY

The engagement of stakeholders will be carried out along all project lifecycle stages:

Phase 1 - Design (ongoing – indicatively till December 2015) - This phase is completed. Project activities in this phase were related with designing of infrastructural design, consultation with stakeholders on proposed design and finalization of the detailed design. Feedback from the stakeholders were collected, analyzed and where feasible incorporated into detailed design and in proposed mitigation measures. Land Acquisition and Resettlement Framework (LARF) is prepared going to be prepared accompanied with socio-economic survey study. Stakeholder engagements activities at this phase are carried out by PE for State Roads supported by designer JV CEIM – CHAKAR & PARTNERS.

Phase 2 - Preconstruction phase (tendering period) (indicative period January 2016 – August 2016). During this period most of the stakeholder activities will be related with expropriation process. Based on LARF and expropriation elaborates, Resettlement Action plan is going to be developed and presented to the stakeholders. Census is going to be undertaken under RAP. By undertaking of census, vulnerable stakeholders that may be affected by project activities will be identified. EBRD requires alongside with the legal channels, affected people to be able to submit their grievances under RAP. Hence the grievance mechanism will be made available to affected people. In this phase, SEP activities need to be implemented by PE for State Roads.

Phase 3 – Construction (indicative period September 2016 – September 2019) – Stakeholder engagement in this phase will address issues related with construction works, health and safety issues of community, traffic management, measures for mitigation of negative impacts on environment, issues related with construction workforce. Project leaflet is planned to be developed and distributed. In this phase implementation of SEP is going to be done by PE for State Roads, supported by appointed Engineer and appointed Contractor.

Phase 4 – Operation (indicative period starting from October 2019) – In this phase stakeholders engagement will be mainly related with traffic management issues and health and safety issues. In this period activities should be undertaken by PE State Roads with support of Traffic Police and local administration.

5. PREVIOUS STAKEHOLDER ENGAGEMENT

Public consultation on EIA study for Motorway Solution on National Road A3 (previous M-5): Bulgarian Border (Crna Skala) – Tri Cesmi – Kadrifakovo - Otovica was carried out in February 2012:

- [21.02.2012](#) in Veles
- [21.02.2012](#) in Sveti Nikole
- [22.02.2012](#) in Shtip
- [22.02.2012](#) in Kocani
- 24.02.2012 in Delcevo

More details available at: www.moepp.gov.mk/?page_id=1024

The most important meetings for the option of reconstruction and upgrading of existing road Shtip – Kochani, are listed below:

- [30.09.2014](#) Presentation of SEA for Shtip – Kocani was held in village Obleshevo;
- [12.11.2014](#) Presentation of technical proposal for reconstruction and upgrading of the existing road, at Municipality Chesinovo – Obleshevo with representatives of all affected municipalities;
- [20.11.2014](#) Final consultation meeting. Representatives of affected Municipalities informed that residents and local administration are strongly against the proposed solution due to traffic –spatial, technical, ecological and social constraints and that the Investor should consider other, less damaging variant.
- [23.09.2015](#) Presentation and public hearing over the SEA for chosen preferable alignment was organised by PE for State Roads. Hearing took place in Municipality of Obleshevo with participation of representatives of all affected Municipalities and other relevant stakeholders in line with national legislative requirements.
- [Positive report of the adequacy of SEA was issued by MoEPP on 13.11.2015.](#)

6. IDENTIFIED PROJECT STAKEHOLDERS, ENGAGEMENT PLAN AND METHOD OF COMMUNICATION

Tables below gives overview of identified stakeholders, purpose of the communication, communication methods and activities. Table should be subject of continuous updating taking into consideration implementation aspects of the SEP.

Table 1 –Identified project stakeholders

No	Stakeholder Group	Purpose of the communication		Communication Methods & Activities
		Preconstruction period	Construction period	
<i>Directly or indirectly influenced by the project</i>				
1	<ul style="list-style-type: none"> Residents of cities and villages along the expressway, Municipalities of Shtip, Karbinci, Chesinovo-Oblesevo and KochaniLand owners of infrastructure sites affected by permanent land take Landowners of infrastructure sites affected by temporarily land take Informal and seasonal land users Identified vulnerable groups (single mothers, low income families, elderly people) Local Businesses along the existing road NGOs with special attention to those covering vulnerable groups Identified vulnerable single mothers (based on survey results) and families renting state land Religious communities, National, Regional and local freight Companies Public transport users Association of disabled 	<ul style="list-style-type: none"> Presentation of alignment design, discussion on location and technical solutions for underpasses and overpasses, interchangesPresentation of SEA findings and mitigation measures under ESAP Traffic management and road safety issues Information for next phases of the project Grievance procedure Planning and implementation of the requirements of the Land Acquisition & Resettlement Framework (LARF) and the Resettlement Action Plan (RAP) for expropriation of the land (and assets). Hold direct consultations with affected parties (including formal and informal 	<ul style="list-style-type: none"> Information on construction activities (particularly timing, potential nuisance such as noise, vibration, dust emissions) Presentation of mitigation measures (Dust management plan, Waste management plan, Soil management plan and etc.) Consultation on construction traffic management and diversions for local traffic Quality of life and community health and safety 	<ul style="list-style-type: none"> Notice boards Web sites, local media, direct information through the Municipalities. Direct information via a contact person or person responsible for the implementation of the SEP. Regular meetings with local authorities Presentation of LARF, Resettlement Action Plan Community meetings as well as one-to-one meetings. Ad hoc daily communication between engineers, workers and citizens on site during design works Census under RAP directly with by expropriation affected stakeholders (planned to be undertaken in first half

No	Stakeholder Group	Purpose of the communication		Communication Methods & Activities
		Preconstruction period	Construction period	
		land owners and users affected by 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"> • Grievance mechanism 	<p>of 2016)</p> <ul style="list-style-type: none"> • Publication of SEP, NTS, LARF on the web sites and in hard copies in municipalities offices. • One –to-one communication with identified vulnerable groups by adopting a gender-responsive approach to engagement, in order to build relationships based on credibility and trust with both men and women in the communities. Each brings a different perspective on the concerns and expectations of the community. • Assistance to vulnerable groups in livelihood restoring in correlation with relevant institutions (Centres for social welfare, Association of farmers, NGO, local authorities)
Stakeholder Identification – participate in implementation of project				
2	<ul style="list-style-type: none"> • The Investor (PESR Employees/Project representatives – e.g. Project Implementation Unit/Various Departments within PESR • Design company • Construction company (Contractor and Subcontractors) • Supervising Engineer • Employees of construction companies, contractors and 	<ul style="list-style-type: none"> • Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct. • Preparation of ESIA, ESAP, LARF and SEP measures; • SEP grievance mechanism 	<ul style="list-style-type: none"> • Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct. • Implementation of environmental and social 	<ul style="list-style-type: none"> • Official letters, correspondence , reporting, meetings • Provision of relevant documents in tender: e.g. ESAP, SEP, NTS, EIA, Elaborates, LARF etc. • Publication of environmental and

No	Stakeholder Group	Purpose of the communication		Communication Methods & Activities
		Preconstruction period	Construction period	
	subcontractors <ul style="list-style-type: none"> • Equipment manufacturers, service providers, material suppliers • Trade Union representatives 		management plans, 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. <ul style="list-style-type: none"> • Inform group regarding protocols and requirements for interaction with the local community. • The good communication within the construction team, in project teams and between project manager and contractors, started in early phase of the project would positively influence the quality as perceived by all stakeholders involved. 	social annual reports <ul style="list-style-type: none"> • 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. • Regular monitoring performance of contractors in the implementation of the above.

No	Stakeholder Group	Purpose of the communication		Communication Methods & Activities
		Preconstruction period	Construction period	
Stakeholder with influence – groups of individuals that should be closely involved for benefit of the Project				
3	<ul style="list-style-type: none"> Presidents of rural settlements (local communities) Local Government Administrations of Shtip, Kochani, Karbinci and Cheshinovo - Obleshevo Ministry of Transport and Communication Ministry of Environment and Physical Planning Ministry of finance (expropriation issues) Ministry of justice (expropriation issues) Ministry of culture, protection of cultural heritage EBRD Ministry of Agriculture, Forestry and Water Economy (relevant water management institutins in the region) Center for planning of East Region Centers of Social Affairs of relevant Municipalities Traffic police of Municipalities of Shtip and Kochani Construction workers involved in the project Crisis Management center State Labor Inspectorate Environmental Inspectorate 	<ul style="list-style-type: none"> Planning, preparation and approval of Project documentation and implementation of the Project, preparing documntation for obtaining necessary permits Approval of Infrastructure design. Issuing Building Permit for the Project. Regular Project progress reports. Planning and preparation of technical documentation related to environmental aspects. State environmental inspections Inform Government Authority about Project and undertake official correspondence. Engage on land related matters. Inform Government Authority about Project and undertake official correspondence. Approval of Chance Find Procedure and notification process for excavations. <p>Inform Government Authority about Project and undertake official correspondence.</p>	<ul style="list-style-type: none"> Getting full suport from relevant insitutions during construction period (for example. fast reaction in case of finding archeological sites etc), Proper traffic regulation (traffic in the area is very intensive, heavy mechanisation will additionally increase traffic intensiveness) will be necessary for avoiding traffic accidents and associated fatalities, injured persons. <p>Monitoring of the project compliance in respect to the relevant national requirements (human resources policy, health and safety, environmental policy and etc)</p>	<ul style="list-style-type: none"> Official letters/Correspondence Reporting Meetings <p>Publication of SEP, NTS, LARF on the web sites</p>

OPERATIONAL PERIOD			
1	<ul style="list-style-type: none"> Residents of cities and villages along the expressway (as drivers, passengers) Local Government Administrations of Shtip, Kochani, Karbinci and Cheshinovo - Obleshevo The Investor Transport companies Traffic police 	<ul style="list-style-type: none"> Health and safety (Road safety) Traffic Management 	<ul style="list-style-type: none"> Web sites The press and electronic media Distribution of informative leaflets Educational programme in schools

7. STAKEHOLDER ENGAGEMENT COMMUNICATION CHANNELS AND PROGRAMME

Table below gives key communication channels and tools that are going to be used and responsible parties.

Table 2 - Key communication tools, responsible parties and timing

Key communication channels and tools	Responsible	Timeline
www.roads.org.mk	PE for State Roads	Regularly, during all project phases
www.eastregion.mk/en/	Centre for planning of Eastern planning region (link to web site of PE for State Roads)	Regularly, during all project phases
www.stip.gov.mk www.karbinci.gov.mk www.kocani.gov.mk	Municipalities of Shtip, Karbinci, Cheshinovo - Obleshevo and Kochani	Regularly, during all project phases
Posts on community bulletin boards	Relevant municipalities/communities in correlation with PESR	Regularly, during all project phases
Direct communication with official letters	Legal Department of PE for State Roads	Regularly, depending on expropriation process
Local medias: TV Iris Shtip, TV Kocani, radio Kocani	PE for State Roads	Quarterly – and more frequently if required <i>During all project phases</i>
Local newspapers: Shtipski vesnik, http://www.vostip.mk/	PE for State Roads	Quarterly – and more frequently if required <i>During all project phases</i>
Regular meetings with local authorities, representatives of rural settlements and inhabitants	PE for State Roads	As required
Project leaflets	PE for State Roads	During construction and operational phase

In upcoming period, engagement will consider a particular stakeholder group which is materially affected by the project through expropriation process. For that reason it is very important that affected stakeholders are properly informed and encouraged to participate in matters that have direct bearing on them.

At this stage of project implementation **98 individual owners** are identified as directly affected by expropriation process. It is expected expropriation studies to identify more affected stakeholders. Based on that information stakeholder programme is going to be adjusted and modified.

Table below gives tentative schedule of planned stakeholder meetings, way of communicating, particular stakeholder group, what topics will be discussed and by whom.

Table 3 – Tentative table of stakeholders meetings

Tentative timing	Particular Stakeholder group	Way of communicating	Venue	Topics of discussion	Responsible parties
February 2016	42 affected stakeholders (Banje, Gorno Balvan, Dolno Balvan, Ziganci)	Legal Department of PE SR will contact each affected stakeholder by letter, sent to place of residence	To be defined in consultation with local communities	Consultation meetings for the development of the Resettlement Action Plan	Legal Department and Environmental Unit of PE for State Roads with support of Consultants and Designers
March 2016	56 affected stakeholders (Krupischte, Sarachievo and Chardaklija)			To present the detailed project footprint and affected land and assets, To conduct census Present the LARF & entitlements matrix and type and method of compensation. Give explanation for legal procedure under Macedonian legislation Explanation of Grievance procedure	

8. GRIEVANCE PROCESS

PE for State Roads and its Contractors has a Grievance Mechanism to ensure that it is responsive to any concerns and complaints particularly from affected stakeholders and communities.

Grievance form is going to be available as a separate document from SEP.

The **Grievance form in English and Macedonian** (*Annex 1*) is available on the web side of PE for State Roads <http://www.roads.org.mk> and as hard copy available in the premisses of the local authorities.

PE for State Roads

Mrs Biljana Lazevska, Department for Legal Affairs

Tel: + 389 (0)2 3118-044 ext.312 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

Municipality of Shtip, www.stip.gov.mk, E-mail: info@stip.gov.mk, Tel. +389 32 22 66 00

Address: Vasil Glavinov 4B, 2000 Shtip Macedonia

Municipality of Karbinci, www.karbinci.gov.mk, Tel. + 389 32 300 300, Fax: + 389 32 300 022

Address: 2207 Village Karbinci

Municipality of Cesinovo – Oblesevo, www.cesinovo-oblesevo.com, cesinovo-oblesevo@t-home.mk

Address: Marshal Tito bb, Obleshevo

Municipality of Kochani, www.kocani.gov.mk, e-mail: info@kocani.gov.mk, Phone: +389 33 274 00

Address: Rade Kratovce 1, 2300 Kochani

The grievance process will follow the following key steps:

- Identification of grievance – this can be through personal communication *via Public meetings, Grievances management*, by phone, letter, grievance form, during meetings, or any other way. Grievances will be registered on the Grievance Form.
- Grievance procedure starts with formal acknowledgment through a personal meeting, phone call, or letter as appropriate, within 5 working days of submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.
- The response will be drawn up by the PE for State Roads. Proposed resolution will be within 30 days of receiving the grievance.
- After completion of the grievance procedure, it will be updated in the form of **Grievance Register**.

PE State Roads has committed to collect, respond and address any complaint or **grievance** about the project on a timely basis (30 days).

Designer JV CEIM - CHAKAR PARTNERS adopted the Stakeholder Engagement Plan and grievance mechanism principles and requirements within their own Management Systems as appropriate.

If you do have a complaint or grievance then please contact the following representatives:

On behalf of **PE for State Roads**

PE for State Roads

Dame Gruev 14, 1000 Skopje

Ms Biljana Lazevska

Tel: + 389 (0)2 3118-044, ext. 312

Fax: + 389 (0)2 3220-535

e-mail: biljanal@roads.org.mk

On behalf of Designer

Civil Engineering Institute "MACEDONIA" JSC Skopje

Drezdenska No.52 Street, 1000 Skopje, Republic of Macedonia

Ms Borka Kovacevic,

Tel. +389 2 3091 956, Fax. +389 2 3066 828

Cell. +389 75 437 005

E-mail: borka.kovacevic@gim.com.mk

The Grievance Procedure will be free, open and accessible to all. Information about grievances mechanism and information for the contact person of PE State Roads will be uploaded on bulletin panels in the offices of the local communities.

9. MONITORING

PE for State Roads will monitor the development of stakeholder`s participation within the planned engagement activities. Through evaluation of outcomes and effect of engagement PE for State Roads intends to obtain regular feedback from stakeholders and to learn if the planned outcomes are achieved or if there is a need for changing of approach. PESR will provide annual 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.

Following wide range of indicators of participation and involvement are going to be considered for monitoring and assessment of stakeholder engagement process:

Monitoring indicators:	Way of assessment
<p>Developing trust with community</p> <p>Grievance procedure</p> <p>Being inclusive - vulnerable groups</p> <p>The level of participation (e.g. consultation) was appropriate to the context and type of participants</p> <p>The methods and techniques were appropriate and worked as expected</p> <p>The level and range of responses</p> <p>The costs were reasonable and within budget</p> <p>What was produced and organised (i.e. outputs) helped towards achieving the desired outcomes</p> <p>The ways in which the responses from the process (such as recommendations) were effectively dealt with.</p> <p>Improved communication channels</p> <p>Early identification of potential issues, conflicts and benefits</p> <p>Local support</p>	<p>Qualitative assessment</p> <p>Number of grievance submitted/most frequent reason for submitting the grievances/solved grievances</p> <p>Qualitative assessment/Fulfilled evaluation forms</p> <p>Qualitative assessment/Fulfilled evaluation forms</p> <p>List of participant/Fulfilled evaluation forms/letters/calls</p> <p>Fulfilled evaluation forms/letters/calls</p> <p>Fulfilled evaluation forms/ letters/calls</p> <p>Analyses</p> <p>Qualitative assessment</p> <p>Qualitative assessment</p> <p>Qualitative assessment</p> <p>Fulfilled evaluation forms/letters/calls/qualitative assessment</p> <p>Fulfilled evaluation forms/letters/calls/qualitative assessment</p> <p>From situation on Site</p>

10. Stakeholders – contact information

	Stakeholder	Contact Person	Contact Details
NATIONAL			
1	PE State Roads	Mr Joze 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 email: j.jovanovski@roads.org.mk
2	Ministry of Transport and Communication	/	Dame Gruev 6; Tel: 02/3145-497, 3123-292, Fax: 02/3126-228; www.mtc.gov.mk
3	Ministry of agriculture, forestry and water management	/	Aminta the third, Skopje, Macedonia Tel: (02) 3134 477 ; info@mzsv.gov.mk
4	Ministry of Environment and physical planning	/	Goce Delcev Blvd 8, Zgrada na MRTV, Tel: 02/3251-400; Fax: 02/3220-165 www.moepp.gov.mk ; info@moepp.gov.mk
5	Ministry of culture, protection of cultural heritage	/	Cultural Heritage Protection Office; Gjuro Gjakovik 61; Tel: 02/3289-703; Fax: 02/3289-777; contact@uzkn.gov.mk ; www.uzkn.gov.mk
6	Ministry of Labour & Social Policy	/	Str. Dame Gruev, 14, Skopje, Tel:02 / 3 106 212 mtsp@mtsp.gov.mk
7	Crisis Management center (regional center)	/	Contact informations Tel: +389 (0)2 3249 101 mail@cuk.gov.mk
8	State Labour Inspectorate	/	Bil. Partizanski Odredi br.48 Skopje, Macedonia; Tel: 02/3 296 310
REGIONAL			
1	Center for planning of East region	Emil Vasilev	http://www.eastregion.mk/ Vanco Prke, 119, 2 kat + 389 32 386 408 ++ 389 32 386 412 Факс: ++ 389 32 386 409
2	Economic Chamber, branch in Shtip	n/a	Shtip, http://www.mchamber.org.mk
3	Water management organization Bregalnica Kochani	Zoran Belichev	Marshal Tito bb Kochani 033 277 733
4	University "Goce Delcev"	n/a	Str.Krste Misirkov 10, Stip Tel:+389 32 550 002; contact@ugd.edu.mk
	Stakeholder	Contact Person	Contact Details
MUNICIPAL			

1	Municipality of Shtip (43.000 inhabitants)	Elena Arsova	Municipality of Shtip Vasil Glavinov 4B 2000 Shtip Macedonia E -mail: info@stip.gov.mk Tel. +389 32 22 66 00 Mob: +389 78 472 703
2	Municipality of Karbinci (6.000 Inhabitants)	Vesna Zendelova	Municipality of Karbinci 2207 Village Karbinci Tel. + 389 32 300 300 Fax: + 389 32 300 022 Mob: +389 72 275 504
3	Municipality Chesino – Obleshevo (7.000)	Aneta Zaschov	Marshal Tito bb, Obleshevo www.cesinovo-oblesevo.com cesinovo-oblesevo@t-home.mk +389 75 457 760
4	Municipality of Kochani (32.000 inhabitants)	Zoran Manasiev	Municipality of Kochani Rade Kratovce 1, 2300 KOCHANI E-mail: info@kocani.gov.mk Phone: +389 33 274 00 Mob: +389 72 279 604
5	Inter-municipal center for Social Affairs in Shtip Center for social affairs in Kochani	/	/
	Name of stakeholder	Contact Person	Contact Details
RURAL SETTLEMENTS			
Municipality Chesinovo - Obleshevo			
1	Chesinovo	Arsov Ile	+389 77 753 991
2	Obleshevo	Vanco Micov	+389 78 246 735
3	Banja	Aleksandar Velinov	+389 78 842 955
4	Sokolarci	Ilco Zlatanov	+389 78 356 543
5	Spanchevo	Ilco Zaschov	+389 78 654 318
6	Ularci		
7	Zhigantci		
Municipality of Karbinci			
8	Karbinci	Vesna Zendelova	+389 72 275 504
9	Dolni Balvan	Zvonko Nikolov	+389 78 473 134
10	Krupiste		
11	Gorni Balvan		
Municipality of Kochani			
12	Trkanje	Vanco Gulubov	+389 78 291 521
Municipality of Shtip			
13	Tri Chesmi	Mihajlov Boro	+389 78 390 322
NGO's			
National			

1	Macedonian Ecological Society (MES)	n/a	Bldv Kuzman Josifovski Pitu 28/3-7, 1000 Skopje Tel: (02) 2402 773, Fax: (02)2402 774; Mob: 078 393 436 contact@mes.org.mk
2	The Ecologists' Movement of Macedonia (DEM) – Skopje	n/a	Vasil Gorgov 39, baraka 6, 1000 Skopje Tel: (02) 3220-520; dem@dem.org.mk ruska@dem.org.mk
3.	Centre for environmental research and information "Eko-svest" – Skopje	n/a	Bldv 11 Oktomvri 125/12, 1000 Skopje tel: (02) 3217-247; fax: (02) 3217-246 ; mob: 072 726-104; info@ekosvest.com.mk
4	Front 21/42	n/a	Orce Nikolov 83A, 1000 Skopje Tel/Fax: (02) 3122-546; mob: 075 433-231; contact@front.org.mk
5	Macedonian Green Centre	n/a	Kosta Novakovik 1A/19, 1000 Skopje Tel/Fax: (02) 6132-432; Mob : 078 205 217; zeleni@zeleni.org.mk
6	Bird Study and Protection Society of Macedonia	n/a	PMF - Gazi Baba BB, 1000 Skopje, 02/3117-055; 078/254-736; brankom@ukim.edu.mk
Regional/Local			
1	Association for support of economic development-local action group Kochani	Marija Georgieva	Mob. + 389 78 313 210 E-mail: marijamra @yahoo.com
2	Association of agricultural producers and entrepreneurs (AAPE) "Agrovizion" – Shtip and Karbinci	Tosho Shaklev	Evrejska No.50, Stip Contact Person: Mob. + 389 75 389 258 E-mail: agrovizija@yahoo.com
3	Ecological Society "Rainbow"	Danche Kalajdziska	Panche Karagjozov 57, Stip Mob. + 38978473630 E-mail: edvinozito@t-home.mk
4	Foundation for informatics technology and local economic development "LER-IT"-Stip	Biljana Tuneva	Vasil Glavinov bb- Stip Mob. + 389 78 472 705 E-mail: ler_it@yahoo.com
5	Foundation for development of the local community Stip	Boris Sharkovski	Sremski Front bbK Mob. + 389 75 496 772

6	Association "Cluster for rice"	Aleksandar Donev	Asnom bb– Chesinovo Mob. + 389 70 420 213
7	Ecological associations Tilia and Birch Three		Chesinovo and Obleshevo
COMPANIES			
1	JV CEIM - CHAKAR & PARTNERS	Borka Kovacevic Head of environmental sector	Civil Engineering Institute "MACEDONIA" JSC Skopje Drezdenska No.52 Street, 1000 Skopje, Republic of Macedonia Tel. +389 2 3091 956 Fax. +389 2 3066 828 Cell. +389 75 437 005 E-mail. borka.kovacevic@gim.com.mk Web. http://www.gim.com.mk
2	Mebel Jumis Kocani	/	Tel: 02 5118 988
3	Civil construction trading company "Beton Stip"		Str. Vanco Prke, 119; Tel: 032 390 466 email: info@betonstip.com.mk
4	Beton Kochani	/	Nikola Karev bb, Kochani
5	Prima gradba	/	Srebren Dimitrov bb, Kochani
Newspapers, local radios			
1	TV Iris Shtip		Josiv Kovachev, Shtip, +389 32 612 313 http://tvkocani.mk/
2	TV Kocani,		Ljubco Santov, bb, Kochani +389 33 277 002
3	Radio Kocani		http://radiokocani.mk/
4	Shtipski vesnik		+ 389 32394288
5	http://www.vostip.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)	By Post: Please provide mailing address: _____ _____
	By Phone: _____ By Email _____
Preferred language for communication	[Macedonian] [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	One time incident/grievance (date _____) Happened more than once (how many times? _____) Ongoing (currently experiencing problem)
What would you like to see happen to resolve the problem?	
Signature: _____ Date: _____	
Please return this form to:	
Ms Biljana Lazevska	Public Enterprise for State Roads
Tel: + 389 (0)2 3118-044 ext.119	Dame Gruev str. 14
Fax: + 389 (0)2 3220-535	1000 Skopje, Republic of Macedonia
email: biljanal@roads.org.mk	

