



PIUTD - Saranda Tourism Gateway Integrated Urban Upgrading

STAKEHOLDER ENGAGEMENT PLAN

REQUALIFICATION OF PROJECT GROUPS: PG1- SKENDERBEU ROAD, PG3- JUNCTIONS, PG7- EUROPA SQUARE, PG7A- MITAT HOXHA STREET

October, 2022

P1 –Skanderbeu Street. Project Group “Skanderbeu Road” comprises the urban rehabilitation the utmost central public spaces and cultural heritage sites within the city centre of Saranda. Skanderbeu Road is positioned right in the heart of the city, where the oldest traditional neighbourhoods are located. The intervention consists in:

- Improving infrastructure,
- re-arrangement of car traffic/ parking/ taxis,
- providing clear signage,
- Improving the pedestrian accessibility,
- Integration of public lighting,
- Integration of greenery and urban furniture,
- Improve visibility.

P3 – Traffic intersections will include the following components:

- Requalification of the crossing Student – Onhezmi – Lefter Talo
- Requalification of the crossing Skanderbeu – Onhezmi and requalification of the crossing Flaguri – Skanderbeu – 40 Saints
- Retraining of the 40 Saints Crossing – Naim Frasheri and Retraining of the 40 Saints Crossing – Lefter Talo
- Retraining of crossing Peshkatari – Idriz Alidhima – Mitat Hoxha
- Requalification of Kosova Square and Requalification of Muharem Rushiti Square
- Requalification of the Skanderbeu – Gjergj Araniti crossing
- Requalification of the intersection Skanderbeu street – the road to Ksamil

P7 – Europa Square is located in the eastern part of Saranda Hill (Zone 2), along Ismail Qemali Road, Europa Square is an important junction, and a very busy area, occupied by car traffic, parking spaces, taxis, and bus stops. The Zone is mostly residential but, it is also very close to the Hotels and Beach Area (Zone 5). Europa Square is a crucial point for this entire area since the two roads that secure access into the Hotels and Beach Area (Hodo Nivica and Bilal Xhaferri Street) intersect with each other in this point. The site intervention is around 7000m².

The intervention consists in the rehabilitation and improvement of the existing road, existing vertical connections and also in the creation of new recreational spots along Bilal Xhaferri Street and new recreational end point into the sea. The intervention affects:

- Lighting, Public Furniture upgrade & Rehabilitation of Europa Square
- Urban Regeneration of the Vertical Connections.
- Punctual Interventions along Mitat Hoxha Street
- Beaches Facilities
- Façade Rehabilitation

P7A –The requalification of Mitat Hoxha Street. Through this project the area could be reconfigured in order to give more space to pedestrians and make the pedestrian and vehicular mobility more comfortable. The intervention consists in:

- Improving infrastructure,
- re-arrangement of car traffic/ parking/ taxis,
- providing clear signage,
- Improving the pedestrian accessibility,
- Integration of public lighting,
- Integration of greenery and urban furniture,
- Improve visibility.

2. OBJECTIVES OF STAKEHOLDER ENGAGEMENT PLAN

The main objective of the SEP is to increase the effectiveness of relationships with all Project stakeholders. The SEP presents the general principles, as well as mechanisms and tools which are to be used for engaging the stakeholders throughout the Project lifecycle.

The purpose of the SEP is:

- To establish a systematic approach to stakeholder engagement that will help the ADF identify stakeholders and build and maintain a constructive relationship with them, particularly project- affected people,
- The Key Objectives of the SEP can be summarized as follows:
- Provide guidance for stakeholder engagement such that it meets the standards of International Best Practice;
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- Develops a stakeholders engagement process that provides stakeholders with an opportunity to influence project planning and design;
- Establish formal grievance/resolution mechanisms.
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

3. REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

3.1. National requirements for stakeholder engagement

Disclosure of information and consultation activities under Albanian legislation, relevant for this Project, are carried out during the environmental impact assessment process, the development and adoption of urban plans and expropriation.

Under the Albanian Law 10440/2011 on Environmental Impact Assessment, a Preliminary Environmental Impact Assessment was prepared for this Project as well as the Detailed Design and submitted to the National Environmental Agency. In line with this law, the NEA decided that a full EIA is not needed for this Project. In line with the Decision of the Council of Ministers No. 247 of 30.04.2014.¹ The NEA first published MOT's request for determining whether the EIA for the Project is needed, along with the information on the Project and following that its decision that a full EIA is not needed, on the official website of the Agency and the Ministry of Tourism and Environment. As per the law, the decision also includes the main reasons and considerations on which this opinion is based, the opinions of the consulted institutions and a description of the main measures to be taken to avoid, reduce and, if possible, remedy the potential adverse impacts on the environment.

Law 107/2014 on Territorial and Development Planning (amended by Law No 288/2017) regulates consultations and organization of public meetings during the development or relevant urban plans, such as the Tirana 2030 General Local Plan, which is the basis for this Project. The Planning Authority notifies the public and interested parties of the location, date and time of each public meeting and makes available the draft planning document, at least 30 days prior to the meeting. The announcement is made through the publication of the information in the register and in two major circulation papers or other media. Comments and suggestions on the draft plan, received during the publication process, are considered in the finalization of the plan.

Law No. 8561/1999 on Expropriation and Temporary Use of Real Estate for Public Purposes regulates engagement with people affected by permanent and temporary land acquisition. This mainly pertains to the publishing of the application for expropriation and the expropriation decision in the Official Journal of the Republic of Albania, as well as in local and national printed media. The expropriation decision is also delivered individually to directly affected persons who have formal legal rights, by the competent Ministry.

On the Definition of Rules, Requirements and Procedures for Information and Public Involvement in Environmental Decision-making.

3.2. World Bank requirements for stakeholder engagement

For all Category A and B projects proposed for financing, during the EA process, the borrower consults project-affected groups and local nongovernmental organizations (NGOs) about the project's environmental aspects and takes their views into account. The borrower initiates such

consultations as early as possible.

For meaningful consultations between the borrower and project-affected groups and local NGOs on all Category A and B projects proposed for financing, the borrower provides relevant material in a timely manner prior to consultation and in a form and language that are understandable and accessible to the groups being consulted.

Due to the aim for achievement of standards that promote Good International Industry Practice, as well as objectives of good governance, the WB promotes its new policy for stakeholder engagement described in the Environmental and Social Framework [2018], for all new and active projects to be financed, that are still in preparatory phase.

Though this project is financed under WB OP/BP safeguards and these are still valid for this project, however improved approach toward the stakeholder engagement process defined with WB ESF 2018, will be used in this SEP.

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The Framework includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

As defined by the 2018 ESF and ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Key elements of ESS10 include:

- "Stakeholder engagement is most effective when initiated at an early stage of the project development process and is an integral part of early project decisions and the assessment, management and monitoring of the project."
- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts."
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the

engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.”
- Borrowers are required to develop a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts (paragraph 13). Stakeholders have to be identified and the SEP has to be disclosed for public review and comment as early as possible, before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

4. STAKEHOLDER IDENTIFICATION, ANALYSIS AND COMMUNICATION METHODS

Key stakeholders who are to be informed and consulted about the Project are:

- A. **Project Affected Parties** include local communities, community members and other parties that may be subject to direct impacts from the Project during construction activities. Specifically, the following individuals and groups fall within this category:
- The local population: Residents and businesses of Saranda.
 - Municipality of Saranda;
- B. **Other Interested Parties** – The projects’ stakeholders also include parties other than the directly affected communities, including:
- Business entities, and individual entrepreneurs in the area of the project that can benefit from the employment, training and business opportunities;
 - Residents of parts of the city of Saranda, who can benefit from employment stemming from the project or show interest for the project;
 - Civil society groups and NGOs on the regional, national and local levels, that pursue environmental and socio-economic interests and may become partners of the project.
 - Business owners and providers of services, goods and materials within the project area that will be involved in the project’s wider supply chain or may be considered

for the role of project’s suppliers in the future;

- Governmental Institutions – government officials, permitting and regulatory agencies at the national and regional levels, including environmental, technical, social protection and labor authorities.
- Contractors and their employees.
- Mass media and associated interest groups, including local, regional and national printed and broadcasting media, digital/web-based entities, and their associations.

Table 1: Identification of project stakeholder needs

Stakeholder Group	Specific needs	Preferred communication methods
Project Affected Parties		
<p>Local community (residents of Saranda)</p> <ul style="list-style-type: none"> • living in the project footprint whose property will be affected with project activities • whose property will be affected with project activities, but living outside of the project footprint • Whose paths of movement will be affected during the construction or during operation of the transmission line 	<p>Directly affected by the planned project interventions (property and their health and safety)</p> <p>Disruption of daily routine and paths of movement of people</p>	<p>Online presentation materials.</p> <p>Media/press releases.</p> <p>Public meetings</p> <p>Public announcement on visible public locations along the alignment (stores, schools, markets...)</p> <p>Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other.</p> <p>Disclosing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the central bulletin board of the municipality, at least two weeks prior to the start of any construction works, and a week prior any significant change in the construction phase that is of particular</p>

		interest to the local affected population
Local business owners in Saranda	Directly affected by the planned project interventions	Public meetings Media/press releases Online presentation materials.
Municipality of Saranda	Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation	Face-to-face meetings Joint community meetings Public meetings, Trainings/workshops
Other Interested Parties		
Governmental institutions	Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation	Face-to-face meetings Joint public/community meetings Public meetings, trainings/workshops
Civil Society Organizations	Member organizations with high interest in environmental protection	Public meetings, trainings/workshops
Business entities, and individual entrepreneurs	Involvement in development of the project activities suitable to their needs and capacities	Direct email communication. Media/ press releases.
Contractors and subcontractors	Stakeholders of high significance for the Project's success who are directly or indirectly engaged in Project planning and implementation	Information through tender procedure and contracts. Communication via supervising engineers. Toolbox talks at construction sites on health and safety topics. Monthly reports on progress of works to be submitted by

		contractors during construction works. Trainings. Email communication.
--	--	--

5. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

During the preparatory phase the following key stakeholders have been contacted:

- Municipality of Saranda, Directorate for Cultural Heritage and Tourism, Agency of Culture, Tourism, Heritage and Sports, Museums staff, Directorate of Urban planning,
- Ministry of Tourism and Environment
- Tourism agencies operating in Saranda and guides
- Individual residents of Saranda: Historians; artists, former employees of museums; experts of history, arts, ethnography etc.

For the purpose of the project disclosure and information dissemination to the stakeholders, the complete list of meetings conducted so far is listed in the following table.

Table 2: Previous stakeholder engagement activities

Data	Meetings
18.12.2018	Kick-off Meeting in Saranda
25.01.2019	Presentation to ADF team of the 3 packages and the bigger vision about the systems of museum
05.02.2019	Stakeholder Meeting MoS: Meeting with Beneficiary, Field Trip with MoS*
20.02.2019	Consultation Process ADF: Stakeholder Meeting*_ Final Presentation review with Client and Stakeholders (TASK 2.1)
17.06.2019	Stakeholder Meeting MoS: Meeting with Beneficiary Final Presentation review with Client and Stakeholders (TASK 2.2)
02.09.2019	Stakeholder Meeting MoS, Presentation review with Client and Stakeholders_ Development Vision and Integrated Urban Upgrading Design Concept (TASK 3)
30.10.2019	Stakeholder Meeting MoS, Presentation of Task 2 in response of comments for Task 3, Discussion on Mobility Strategy & Intersections, Discussion on Public Transport System

Data	Meetings
11.11.2019	Stakeholder Meeting ADF, Presentation of Task 3 Revised Report No.1, Discussion comments CL and stakeholders on first Report of Task 3 “Development Vision & Integrated Urban Upgrading Design Concepts”

6. STAKEHOLDER ENGAGEMENT PROGRAM

6.1. Engagement Methods and Tools

The project(s) intend to utilize various methods of engagement that will be used by as part of its continuous interaction with the stakeholders. For the engagement process to be effective and meaningful, a range of various techniques need to be applied that are specifically tailored to the identified stakeholder groups. Methods used for consulting with statutory officials may be different from a format of liaising with the local communities (focus group discussions, displays and visuals with a lesser emphasis on technical aspects).

The format of every consultation activity should meet general requirements on accessibility, i.e., should be held at venues that are easily reachable and do not require long commute, entrance fee or preliminary access authorization, cultural appropriateness (i.e., with due respect to the

A communication Plan is Important for a project because:

- It provides to the project team a planned, structured approach to the project communications actions and ensures that all the key stakeholders are included where appropriate
- It makes the communication efforts more effective
- will provide a better understanding and as a result of it, a better acceptance of the project by the key stakeholders (the ones that will be affected directly or indirectly by the project).

In the following table the type of stakeholder engagement activity and the timing for engagement, along with indication whose responsibility of the given activity is, is described.

Table 3: Summary of Stakeholder Engagement and Disclosure Requirements.

Activity	Timing/further detail	Responsibility

<p>Organize at least one public consultation meeting for Project Presentation to the general public, business owners and non-institutional stakeholders.</p> <p>Provide timely access to the documents before any meeting (at least 2 weeks)</p>	<p>Stakeholders will be informed about the exact date, time and venue where a meeting will be held, at least seven days in advance (but preferably 14 days), by disclosure through the websites of the ADF, local media and the bulletin boards of the Municipality of Saranda, as well as affected streets/roads.</p> <p>Local NGO/CSOs will be directly contacted and informed on the public meeting timing and venue.</p>	<p>ADF/Contractor</p>
<p>Ensure that the following Project documents are published on the ADF website and the Saranda municipality:</p> <ul style="list-style-type: none"> • This SEP • E&S Assessment Report • Resettlement Policy Framework • Project Grievance Form • Environmental and Social Management Plan <p>Print and keep hard copies of documents at premises of the Municipalities of Saranda</p>	<p>All available Project information and documents will be disclosed to the public as soon as available, but at least 2 weeks in advance prior to the public meeting.</p>	<p>ADF</p>
<p>Document all opinions, remarks and possible solutions with regards to the Project raised by stakeholders during consultation meetings, and address appropriately</p>	<p>Ongoing</p>	<p>ADF</p>

Publicize information about the extent, timing and duration of planned construction works, and any expected disruptions and inconveniences via the websites/social media of the ADF and Municipality of Saranda	Two weeks prior to the start of construction works	ADF
Publicize relevant information regarding project activities via the websites of the ADF and Municipality of Saranda, as well as at the visible locations throughout the affected local neighborhoods	Weekly, during the construction period	Contractor in cooperation with ADF

All project documentation will be published on ADF website and the websites of Municipality of Saranda. Documents will be prepared in English and Albanian language and available upon their official approval. Documents will remain disclosed throughout the project life cycle.

6.2. Future Project Phases

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

During construction, Information Boards will be installed at the entrance of affected neighborhoods by the main Contractor, and will serve as a media tool/channel for communications with the local residents. Information in relation to the Grievance Mechanism will also be included. The Contractor will secure sites prior to any construction activities taking place and will ensure appropriate construction and warning signs are in place. Contractor will place Grievance box on a visible place at the Construction site, along with printed copy of SEP and sufficient number of copies of Grievance form.

All presentation materials, as well as relevant project documentation, will be available on the ADF's website, during the lifetime of the project.

Any information regarding this project in the operational phase will be publicized on the ADF website, and social media it operates.

7. SEP IMPLEMENTATION

ADF in cooperation with Contractors will be responsible for Project implementation, including implementation of the activities planned with this SEP. ADF will incorporate necessary organizational structure, capacity and competencies, appropriate to the nature and scale of the Project and commensurate with the level of its environmental and social risks and impacts. ADF will be in regular communication with WB.

For the purpose of effective realization of planned stakeholder engagement activities, ADF will use its own financial means. The Contractor will be responsible for its own costs made on behalf of the required stakeholder engagement activities for this project.

A responsible person will be appointed by ADF for implementation of this SEP during the entire Project cycle, and in charge of communicating with the communities. Her/his contact information shall be updated if needed.

Contractor/s in charge of carrying out specific Project activities will also be required to implement the relevant provisions of SEP. The grievance mechanism requirements will be laid out in the tender documentation and contracts signed with the contractors.

8. MONITORING AND REPORTING

Stakeholder engagement should be monitored and reported by ADF throughout the entire life cycle of the project, which will involve:

- Updates of the stakeholder list;
- Records of all consultations held; and
- Records of all grievances received and dealt with (entered into a Grievance Log on the system or a computer).
- Information management. Every meeting and interaction related to the project engagement should be recorded by the ADF through the following:
 - Stakeholder list;
 - Grievance Mechanism Log;
 - Minutes of all meetings; and
 - Meeting attendance registers.

Indicators to be monitored during SEP implementation are:

- All stakeholders are communicated prior project activity starts.
- Dissemination of information – availability and accessibility of Project documents; frequency of distribution of information, reached stakeholders.
- Realization of planned engagement activities – the number and level of participation

by specific stakeholder groups;

- Number of vulnerable groups identified and communicated
- Minutes of meetings created;
- Correction actions delivered;
- Numbers and type of grievances.
- Compliance with the grievance mechanism – Completed records in grievance log
- Number of repeated grievances

9. GRIEVANCE MECHANISM

ADF, on behalf of this project, will use the established grievance procedure, and all stakeholders will be informed on grievance mechanism, contact persons from ADF responsible for implementation of grievance mechanism as well as the forms of submitting complaints.

Project Grievance Form (Annex 1) is available on ADF website and should be made available on the Municipality of Saranda, by ADF. In case if municipality receive grievances (in printed form or by e-mail) it will have to deliver those forms to ADF local project office within 3 days' period, who will immediately forward it to PIU for further processing. Additionally, any comments provided by stakeholders can be communicated personally or by telephone or in writing in the grievance form.

A Grievance Form may be also submitted to the Contractor in the stage of construction works. Grievance Form will be available on construction site on Albanian and English language in printed forms whereas Leaflet will be hung on the construction site bulletin board in order to be visible to the public and interested parties. Contractor is obliged to forward all fulfilled grievances to the project's contact person in PIU.

All grievances will be recorded in a Grievance Registry and acknowledged in 7 calendar day period. The stakeholder-complainant will be informed by ADF about proposed corrective measures and actions taken within 15 calendar days upon the acknowledgement of grievance. In case if ADF is not able to solve the issue or in case where action is not required ADF will provide explanation and justification to the complainant how to further proceed with the grievance in case if complainant is not satisfied with the outcome. Complaints can address other legal remedies in accordance to Albanian laws and regulations.

ADF, in cooperation with Supervision Engineer will monitor the way in which grievances will be handled and keep recording the process in Grievance Registry including those delivered by the Contractor whereas the Registry will serve as a basis for completion of grievance management reports that will be included into the Annual Environmental and Social reports to the Bank.

At all times, complainants may seek other legal remedies in accordance with the legal

framework of Republic of Albania, including formal judicial appeal.

Contact information for enquiries and grievances:

Attention: PIUTD Grievance

Albanian Development Fond

Rr. "Sami Frasheri", Nr 10 Tirane, Albania

Tel: +355 4 2235 597/8

Tel/Fax: +355 4 2234 885

email: adf@albaniandf.org

www.albaniandf.org

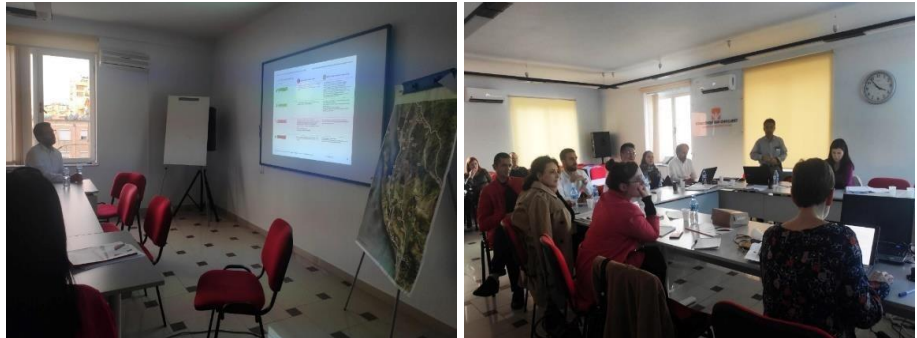

Annex 1: Grievance Form

Reference No:	
Full Name and Surname: <i>(You can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent)</i>	
Contact information: Please mark how you wish to be contacted (mail, telephone, e-mail)	<ul style="list-style-type: none"> • By Post: (Please provide postal address) _____ • By phone: _____ • By e-mail: _____
Preferred language of communication:	<input type="checkbox"/> Albanian <input type="checkbox"/> Other: _____
Description of incident/grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Date of grievance:	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once/how many times? (_____) <input type="checkbox"/> On-going/currently experiencing problem
What would you like to see happen to resolve the problem?	
Signature:	Date:
Please return this form to: <i>Mr. Dritan Pistoli</i> Tel: +355 4 2235 597/8 Tel/Fax: +355 4 2234 885 Email: adf@albaniandf.org	Albanian Development Fond Rr. "Sami Frasheri", Nr 10 Tirane, Albania www.albaniandf.org

Annex 2: Previous Stakeholder Engagement Activities

Date	Type of meeting
18.12.2018	<p>Kick-off Meeting in Saranda</p> 
25.01.2019	<p>Consultation Process ADF: Meeting with Client and Beneficiary*</p>
05.02.2019	<p>Stakeholder Meeting MoS: Meeting with Beneficiary, Field Trip with MoS*</p> 
20.02.2019	<p>Consultation Process ADF: Stakeholder Meeting*_ Final Presentation review with Client and Stakeholders (TASK 2.1)</p> 

Date	Type of meeting
17.06.2019	<p data-bbox="395 331 1375 412">Stakeholder Meeting MoS: Meeting with Beneficiary : Final Presentation review with Client and Stakeholders (TASK 2.2)</p> 
02.09.2019	<p data-bbox="395 882 1350 1061">Stakeholder Meeting MoS, Presentation review with Client and Stakeholders_ Development Vision and Integrated Urban Upgrading Design Concept (TASK 3)</p>
30.10.2019	<p data-bbox="395 1084 1375 1202">Stakeholder Meeting MoS, Presentation of Task 2 in response of comments for Task 3, Discussion on Mobility Strategy & Intersections, Discussion on Public Transport System</p> 
11.11.2019	<p data-bbox="395 1673 1337 1792">Stakeholder Meeting ADF, Presentation of Task 3 Revised Report No.1, Discussion comments CL and stakeholders on first Report of Task 3 “Development Vision & Integrated Urban Upgrading Design Concepts”.</p>

Date	Type of meeting
	
21.02.2020	<p>Stakeholder Meeting ADF, Presentation of Task 4_ Validating & Identifying Investment Program For The Study Area</p> 
01.07.2020	<p>Consultation Process ADF, Discussion regarding the Relocation Of The Welcome Center</p>
17.07.2020	<p>Consultation Process ADF, Discussion about the continuation of the contracts and property issues.</p>
20.08.2020	<p>Stakeholder Meeting ADF, Presentation and Coordination of selected Investment Projects (TASK 4)</p>
11.11.2020	<p>Consultation Process, Discussion about how to finalize Task 4_ Validating & Identifying Investment Program for the Study Area</p>
01.17.2021	<p>Stakeholder Meeting ADF, Presentation Task 5_ Design Concept for Selected Projects.</p>

Date	Type of meeting
02.09.2021	Stakeholder Meeting ADF, Discussion about MoS comments on Projects of Task 5_ Design Concept.
01.10.2021	Consultation Process MoS, Task 5_ Design Concept for Selected Projects.
19.10.2021	Public Hearing, Saranda

Annex 3: Grievance Mechanism Procedure

