



**FONDI SHQIPTAR  
I ZHVILLIMIT**

**PZHIUT**

## **Stakeholder Engagement Plan (SEP)**

*Revitalization of the “Çerçiz Topull” Square*

*Revitalization the square in front of the City Hall*

*Revitalization of the zone in front of “Pioneer’s House”*



**September 2022**

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## ABBREVIATIONS

Abbreviation	Meaning
AADF	Albanian-American Development Foundation
ADF	Albanian Development Fund
CSO	Civil Society Organisation
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
GoA	Government of Albania
NEA	National Environmental Agency
NGO	Non-Governmental Organisation
PAP	Project Affected Person
PIU	Project Implementation Unit
PIUTD	Project of Integrated Urban and Tourism Development
SEP	Stakeholder Engagement Plan
TID	Tourism Improvement Districts

## 1. INTRODUCTION

The Project for Integrated Urban and Touristic Development (PIUTD), funded by the World Bank Group, supports the Government of Albania (GoA) to improve urban infrastructure, enhance tourism assets, and strengthen institutional capacity to support tourism-related local economic development in selected areas in the south of Albania. Gjirokastra is one of the 4 cities benefiting from this large project.

Apart from the World Bank and ADF interventions there are other projects that are being developed in the area and more specifically in Gjirokastra with focus on Tourism Development, Cultural Heritage, and Economic Development. There is the Entrepreneurship Program, developed from AADF which is looking to turn Gjirokastra Region into a tourist destination with diversified models of tourism activities, all oriented towards sustainability. The goal is to increase global touristic awareness, impact and influence the flow of tourists to visit this area and other nearby local tourism bases.

The “Rehabilitation of the Cercizi Square”, “Pioneer’s House Square” and the “Square in front of the city Hall: is part of the PIUTD project, which is implemented from Albanian Development Fund and financed from the World Bank.

The works to be implemented consists in the rehabilitation of three squares that are related to each other, This project is very important as it gives life important touristic sites in the city of Gjirokastra, thus contributing in the fulfilling of the objectives of PIUTD and to the tourism development in Albania.

The Stakeholder Engagement Plan for these squares will present a comprehensive program for stakeholder consultation and engagement during all phases of the implementation of the project.

### 1.1. Objective and Purpose

The Stakeholder Engagement Plan will help to facilitate the improvement of the interaction between stakeholders in order to achieve the main objective which is the participation of the stakeholders in a systematic process.

Through communication methods, a program will be created which will define the roles and their importance in this process through all the phase of the project implementation, being preconstruction, construction and operational phase.

The purpose of this program, which will define this SEP is to:

- Establish a systematic approach to stakeholder engagement that will help ADF identify stakeholders and build and maintain a constructive relationship with them, particularly project-affected people
- Ensure that appropriate project information on social risks and impacts is disclosed to stakeholders’ in a timely, understandable and appropriate manner and format
- Enable stakeholders’ views to be taken into account
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow ADF to respond to and manage such grievances

## 2. PROJECT DESCRIPTION

The “Rehabilitation of the Cercizi Square” consists in the revitalization works of three square which are related to each other, Cercizi Square, City Hall Square and Pioneer’s House Square. The Pioneer’s House square is situated below Cercizi Square, in front of the Underground Parking of Gjirokastra. Cercizi Square is situated above the Underground Parking of Gjirokastra, and is one of the main entrances to the Gjirokastra Bazaar. The City Hall Square is situated above Cercizi Square.

- Revitalization of Cerciz Topulli Square

The square is one of the main entrances to the Gjirokastra Bazaar. The square which actually is used by pedestrians and vehicles will be turned in a pedestrian only area which is 70 m long and 38 m wide, meanwhile creating an observation point from which the whole city can be seen. AS the main vehicle roads ends at the entrance of the square, there will be created a roundabout in order to allow the vehicles (cars, buses, touristic busses) to turn around. Along the roundabout will placed 8 cubic stone benches, with lightning under the seat. Along the existing stone wall, on the way to the Municipality Square, is designed a linear stone bench, with greenery in the back, and lighting to emphasize the rhythm of the arcades.

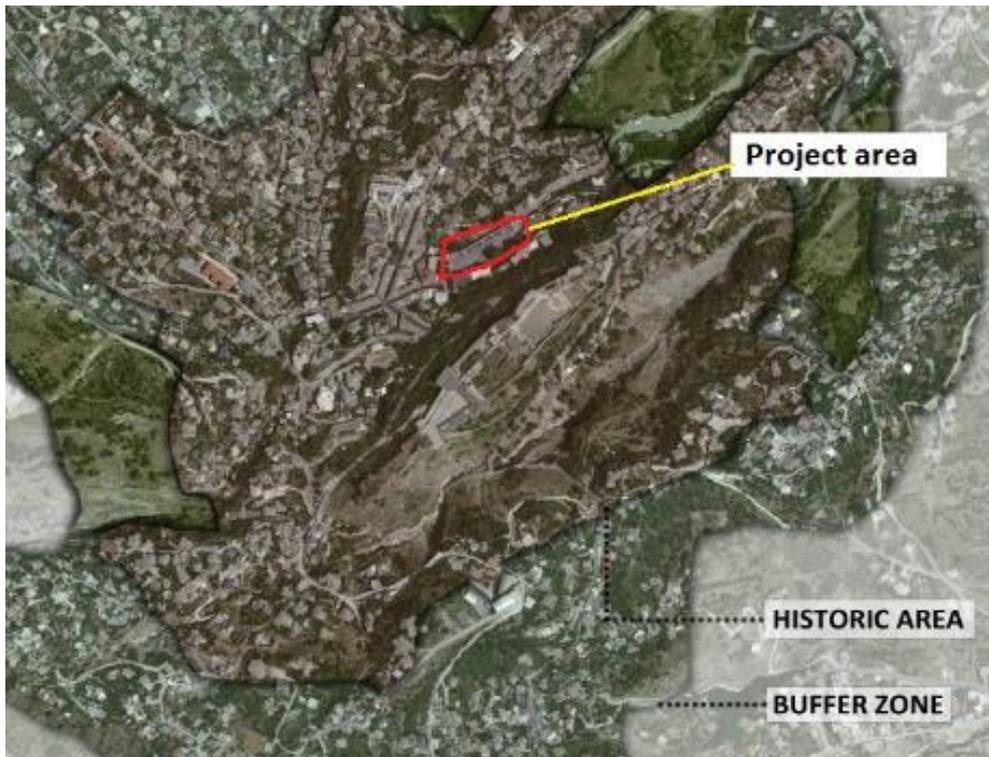
- Revitalization of the Pioneer’s House Square

The intervention envisages the restoration and rehabilitation of the square and all its urban elements, through the cleaning of the square and its reconfiguration, positioning of children's games in a sandy space and spaces dedicated to various functions, such as the amphitheatre. The square, in addition to the amphitheatre stairs, is also accessed by two ramps, positioned next to these stairs. The stairs are reconfigured respecting the entrances of the houses that configure the square and are covered with stone tiles. The paving of the spaces is done with stone tiles and one-color cobblestones

- Revitalization of the City Hall Square

The interventions consist in:

- Restoration of existing cobblestones and paving of the square in front of the Socialist Party with black and white cobblestones.
- Cleaning of stone wall surfaces from mosses and restoration of damaged parts.
- Painting the railings and covering the walls in the garages with stone tiles like the rest of the Socialist Party.
- Restoration of stairs that are damaged with tiles similar to the existing ones and tile resurfacing of damaged squares while maintaining the same paving technique.
- Removal of existing lighting and proposing new luminaires and repositioning them to cover the entire surface with lighting.
- Benches, waste bins (as specified in the technical specifications), lighting, and bicycle racks will also be installed in the square to make the public space more comfortable.
- The necessary orientation signage will also be installed



**Figure 1 Project area**

"Çerçiz Topulli" Square was created in the early '60s, and it was conceived to be an urban public square and served as such until the early' 90s. The square which holds the Çerçiz Topulli monument is located on the eastern edge of the Old Bazaar of Gjirokastra.



**Figure 2: Outlook of the Proposed project**

Table 1: Relevant project technical data

Physical Data	
Project Site area in Ha	<b>Approx. 8000 m2</b>
Extension of or changes to existing land use	<b>No changes to existing land use</b>
Existing property	<b>State property</b>

This project is considered to be an important investment with positive impact not only on Gjirokastra tourism and economy but also to the surrounding areas by;

- Increasing the number of tourists (national and international)
- Increasing the area opened for the visitors- especially at the “Cerciz Topulli” and “Pioneer’s House” Squares
- Improving the access and landscape and the Historic Centre to enhancing visitors’ experience
- Involving the local community for economic opportunities and benefits presented.

This project is currently at the planning phase and is in the process of finalizing all required environmental and social management plans and documents as required by the World Bank.

Figure 3: "Çerçiz Topulli" Square



Figure 4: Square at the City Hall



Figure 5: "Pioneer's House" Square and Connection between two squares



### Key ongoing projects in the project area

- Underground Parking of Gjirokastra in Çerciz Topulli Square: The construction of underground parking in Çerciz Topulli Square -Gjirokaster has already started on 22.01.2021.
- Construction of Bypass in the historical center (Nanxes bridge- Great Dunavat bridges), (2020)
- Identification, design of prioritized measures to address safety concerns and prevent loss of heritage structures in the Castle of Gjirokastra, ongoing (2021)

## 3. REGULATORY REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

### 3.1. Legislation on the Access to Information

Law No 119/2014 “On the Right to Information” regulates the right of access to information being produced or held by public sector bodies. The rules contained in this law are designated to ensure the public access to information, in the framework of assuming the rights and freedoms of the individual in practice, as well as establishing views on the state and society situation. This law aims also at encouraging integrity, transparency and accountability of the public sector bodies

Law No. 8672, dated 26.10.2000, “On the Aarhus Convention Ratification on public right to information, to participate in decision-making and to have access to justice in environmental matters”. The international agreements ratified by the Republic of Albania, pursuant to the Constitution, occupy a privileged rank at the domestic legal order. An international agreement ratified by law of the parliament prevails over the laws of the country that are incompatible with it, and it is directly applicable, except the case when it is not self-executing and its application requires the adoption of a law. In the field of environment, the major part of the international treaties is not self-executing and require positive measures in order to be properly implemented at the domestic level

Law 107/2014 on Territorial and Development Planning (amended by Law No 288/2017) regulates consultations and organisation of public meetings during the development or relevant urban plans. 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.

### 3.2. World Bank Requirements for Stakeholder Engagement

World Bank’s Social and Environmental Operational Policies: OP4.01 *Environmental Assessment*

**Public Consultation.** 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.

**Disclosure.** 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.

## 4. STAKEHOLDER IDENTIFICATION

### 4.1. Methodology

To meet best practice approach, the project will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:** public consultations for the project(s) will be arranged during the whole lifecycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- **Informed participation and feedback:** information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities for communicating stakeholders' feedback, for analysing and addressing comments and concerns;
- **Inclusiveness and sensitivity:** stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly, and the cultural sensitivities of diverse ethnic groups.
- **Flexibility:** if social distancing inhibits traditional forms of engagement, the methodology should adapt to other forms of engagement, including various forms of internet communication

### 4.2. Stakeholder identification and analysis

Cooperation and negotiation with the stakeholders throughout the Project development often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the Project.

Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders.

Identification of stakeholders for the current project went beyond those only those affected by the construction works. Hence the following approach was taken

- Thorough review of the Project Appraisal document to understand the proposed components
- Based on the understanding of the components, relevant stakeholders were identified;
- Social screening/preliminary ESIA consultations and a draft ESIA were carried out
- September 2020, a public consultation was carried out with stakeholders for the Underground parking
- September 2022 meetings was carried out with stakeholder representatives

The consultations focused on: inclusiveness in participation of community members, perceptions and concerns about the positive and negative social impacts of the project, including impacts on land and structures and especially on the importance of the project.

For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- *Affected parties:* Those affected wanted to know the alternatives that would be provided by project. They wanted impacts to be minimized, particularly on the structures and also on their livelihood. They were eager to have information on and assistances for the impacts and what these to be done in a timely manner. They wanted other facilities pedestrian crossing.
- *Other interested parties:* They wanted: impacts to be minimized on places of touristic importance and provision of safety measures

1. **Affected Parties:** include local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- Local community
- Individual owners /Private investors/ Local businesses directly affected by the activities
- Municipality of Gjirokastra
- ADF

2. **Other Interested Parties:** The projects' stakeholders also include parties other than the directly affected communities, including:

- Regional and local administrations will be involved into risk communication and information sharing activities;
- Civil society groups and NGOs on regional, national and local levels that pursue environmental and socio-economic interests and may become partners of the project; they are potential co-implementers of the risk communication, misinformation tackling activities;
- Other national and international organizations
- Other donor organizations
- Other businesses
- Public at large.

3. **Vulnerable groups**

It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project and to ensure that awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals be adapted to take into account such groups or individuals, particular sensitivities, concerns and cultural sensitivities and to ensure a full understanding of project activities and benefits.

Within the Project, the vulnerable or disadvantaged groups may include and are not limited to the following:

- Women-headed households and/or single mothers with underage children;
- Elderly People
- People with disabilities;

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that is undertaken by the project is provided in the following sections.

The Project Team has started a process of identification and mapping of all relevant stakeholders considered to have an impact or may affect the project but also the ones that may have an interest to the project. During the process of stakeholder's selection, team has taken into consideration different groups or sectors that are relevant to the assignment of this project and as per their roles or functions.

**Table 2: Identified Stakeholders**

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
<b>Project-affected parties</b>			
Local residents: a) Whose paths of movement will be affected during the construction or during operation of the square b) Living in the vicinity of the project footprint	Potential interest in health issues related to project  Disruption of daily routine and paths of movement of people	Providing timely information and alerting appropriate social and other relevant local authorities	Media/press releases.  Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other.  Telephone calls.  Direct email communication.  Public and individual consultation meetings, if possible. Public announcement on visible public locations around project (stores, markets...)  Disclosing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the central bulletin board of the affected municipalities, 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 interest to the local affected population

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
Businesses that will be directly affected with the project and whose operation relies upon this project,	Disruption of established routine and paths of movement of transport of workforce and materials  Operational matters: maintenance	Providing timely information on risks and disturbances associated with the construction and operation period	Media/press releases.  Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other.  Direct email communication.  Public and individual consultation meetings, if possible.
ADF employees	Stakeholders of high significance for the Project's success who are directly or indirectly engaged in Project planning and implementation	Providing timely information about the planned Project activities	Internal communication channels. Trainings as necessary.
Municipality of Gjirokastra	Stakeholders of high significance for the Project's success who are directly or indirectly engaged in Project planning and implementation There are other projects in the vicinity that might be affected with this project	Providing timely information about the planned Project activities	Public and individual consultation meetings  Direct email communication.
<b>Other interested parties</b>			
General public in the affected municipality and wider	Existence of Project related construction activities.	Providing timely information on Project benefits and risks	Online presentation materials. Media/press releases. Public consultation meetings, if possible. Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other.
Relevant government authorities, ministries and public institutions, including:  • Ministry of Infrastructure	Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation	Consultations with relevant government authorities concerning Project activities in the	Online individual consultation meetings as necessary.  Public consultation meetings, if possible.

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
and Energy • Ministry of Tourism and Environment • Ministry of Culture • National Institute of Culture Heritage • Local museums		framework of permitting procedures  Reporting based on national legislation requirements	Direct email communication
Interested non-governmental organizations (NGOs) Environmental NGOs, Social Welfare NGOs, Other NGOs  All organizations that have not yet demonstrated a specific interest in this Project, shall be provided with opportunities to voice their opinions or concerns throughout Project preparation and implementation.  Note: Any organizations interested in the Project can send their contact details to be included in the Table of NGO/CSOs provided in Annex 2 of this SEP and notified directly about Project events.	Stakeholders of high significance for the Project's success which are interested in protection of the environment and human health	Providing timely information, communication and consultations	Online individual consultation meetings as necessary. Public consultation meetings, if possible.  Direct email communication  Media/ press releases  Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other.
Contractors or subcontractors during construction, monitoring and supervision of works, and their employees, and maintenance related workers	Stakeholders of high significance for the Project's success who are directly or indirectly engaged in Project planning and implementation	Provision of Project code of conduct and work safety and health regulations, environmental protection requirements	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.
Businesses • Trade and Retail	Involvement in development of the project activities	Informed businesses who will need to adjust their	Online individual consultation meetings, as necessary. Public

Identified stakeholder	Specific issues or interests	Communication and engagement objective	Communication and engagement methods
<ul style="list-style-type: none"> <li>• Catering and accommodation</li> <li>• Transport domain</li> <li>• Investors</li> <li>• Travel Agencies</li> <li>• other private sector stakeholders</li> </ul>	suitable to their needs and capacities	investments and operations to the planned outcomes of the project	consultation meetings, if possible.  Direct email communication.  Media/ press releases.
Donors and Other International and Supranational Organizations	Stakeholders of high significance for the Project's success who are directly or indirectly engaged and involved in project planning and financing of its implementation	Realization of the addressed support and finances	Direct email communication.  Media/ press releases. Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp. Public consultation meetings, if possible.

### 4.3. Previous Stakeholder engagement activities

Stakeholder engagement activities were implemented during the period 2020-2022 for "Cercizi Square", "Pioneer's House" and "Gjirokastra Underground Parking" listed as below:

**Public Consultations.** The purpose of the consultation was to present the project components and interventions to the stakeholders and to have their feedback with comments and recommendation. The meeting took place at "Kastro" Hotel in Gjirokastra on 04/09/2020. Stakeholders that were present at the public Consultation were: Municipality of Gjirokastra, Design Company (DEA), AADF, representatives of private businesses and Local Community. Communication method used for the public consultation, were:

- Consultation meetings and coordination between the designer ADF and the Municipality
- Direct email communication with all stakeholder engaged in the process
- Visual presentation by the representative of design company

The main topics of discussion were:

- Presentation of the project with maps and part of architecture project
- Detailed description and points of intervention for this project

After the presentation of the project, during the discussion with stakeholders, various comments were made in these main topics:

- Discussion about the distance maintained from the Cajupi Hotel and other interested parties
- Further information what is foreseen into InfoPoint premises
- The approved all the interventions proposed by the design team, appreciating the positive impact

**Meetings.** In September 2022 different meetings were organized with Municipality, NGO and local organisation. The main objective of these meeting was to provide and share information between stakeholders.

*Meeting with the Municipality of Gjirokastra* took place in Municipality of Gjirokastra, on 23/09/2022 in Gjirokastra. Stakeholders that were present at this meeting were: ADF representatives, Social Consultant and the Deputy Major of Gjirokastra. Communication method used for this meeting are: Face-to-face meetings, Direct communication and sharing documents. The main Topics of discussion were:

- Previous meetings that were organized by the municipality with the stakeholders during this period (2020-2022)
- Information regarding the current parking placing for Taxi Drivers and the Taxi management plan
- Vulnerable groups that may be impacted during the project implementation.
- Request for further information for final drafting ESIA and SEP and other issues related to the project

At the end of the discussion, the Consultant requested a summary of all the meetings that were held during this time between the Municipality of Gjirokastra and the stakeholders.

*Meeting with TID – Gjirokastra* took place in TID Gjirokastra offices, on 23/09/2022 in Gjirokastra. Stakeholders that were present at this meeting were: TID- Gjirokastra representative, ADF representatives and the Social Consultant. Communication method used for this meeting are: Face-to-face meeting. The main topics of discussion were:

- Reaction of the business located around the project area
- Current situation from the touristic point of view
- Possible situation for complaints during and after the Construction of Cercizi Square
- Activities that are expected to be organized during the Construction Phase by TID-Gjirokastra

*Meeting with Chamber of Commerce and Administrator of Hotel Cajupi* took place near the Chamber of Commerce Offices, on 23/09/2022 in Gjirokastra. Stakeholders that were present at this meeting were: ADF representatives, Social Consultant and Chairman of the Chamber of Commerce/Administrator of Cajupi Hotel. The main topics of discussion were:

- General information related to the project during Construction phase and Operational phase
- Accessibility and pedestrian reserved area during the construction phase
- Information regarding services vehicles, firefighters, police, and healthcare that will operate after Construction phase.

Different recommendations came from the administrator of “Hotel Cajupi” listed as below:

- Determination of the parking places for the hotels, administrators in the underground parking of Gjirokastra.
- Determination of the places and the schedule of the supply for the restaurant, bars and accommodation units around the area.

#### 4.4. Stakeholder engagement program

The SEP outlines the ways in which ADF, Municipality, the designer and the Contractor will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about:

- "Revitalization of Çerçiz Topulli Square"
- "Pioneer's House Square"
- "Square in front of the City hall"

#### Methods of communication

While the stakeholder engagement is very important to ensure the right application of a SEP, the stage of communication is the one that gives meaning to the entire process. It can be claimed that while the implementation of the appropriate and valid communication means, and methods will increase the stakeholder contribution to the project.

The application of unsuitable communication channels and strategy will decrease the stakeholder participation and even increase the resistance against the execution of the project. It leads to the democratization of the project decision-making, and it also facilitates the maintenance of the successful application of the project based on the stakeholder's feedback and reaction on the key advancements on the project.

Table 3: Stakeholder Engagement Program

Target stakeholders	Reason of engagement	Communication Methods	Responsibilities
<b>Pre-Construction Phase</b>			
<b>Affected parties:</b> Local Residents Tourists Businesses that will be directly affected with the project and whose operation relies upon this project	Early Project information disclosure ESIA, ESMP, CHMP, SEP, ARAP disclosures Grievance mechanism process and its availability Consent for Interventions	Public meetings Face-to-face meetings Disclosure of written information: brochures, posters, flyers, website Information boards or desks – in 4 relevant locations through Gjirokastra	ADF/PIU, Municipality of Gjirokastra
<b>Affected parties:</b> Municipality of Gjirokastra Albanian Development Fund	ESIA, ESMP, SEP, disclosures Identification of land plots and users Project scope, rationale and E&S principles	Public and individual consultation meetings, if possible. Direct email communication.	ADF/PIU

Target stakeholders	Reason of engagement	Communication Methods	Responsibilities
	Grievance mechanism process and its availability		
<b>Other Interested Parties:</b> General public in the affected municipality and wider Governmental Institutions; Civil society groups and NGOs; Business entities, and individual entrepreneurs; Mass media and associated interest groups Donors and Other International Organizations Other	ESIA, ESMP, SEP, disclosures or other management plans Project scope, rationale and E&S principles Grievance mechanism process and its availability Project information: scope and rationale and E&S principles Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation Feedback on consultant/contractor reports	Public and individual consultation meetings, if possible. Direct email communication Online social media (Facebook, YouTube, Instagram), Official website, Viber & WhatsApp, other. Training ESIA/ESMP requirements and	ADF/PIU Municipality of Gjirokastra
<b>Construction phase</b>			
<b>Affected Parties:</b> Local residents People potentially affected by project activities Tourists Tourist's related businesses in Gjirokastra Municipality of Gjirokastra	Grievance mechanism process and its availability Health and safety impacts community concerns Employment opportunities Project status	Public and individual consultation meetings, if possible. Disclosure of written information: brochures, posters, flyers, website Information boards in Gjirokastra Notice boards at construction sites Grievance mechanism form	ADF Consultant Contractor/Subcontractor Municipality of Gjirokastra

Target stakeholders	Reason of engagement	Communication Methods	Responsibilities
<b>Other Interested Parties:</b> General public in the affected municipality and wider Civil society groups and NGOs; Governmental Institutions; Contractors and their employees; Business entities, and individual entrepreneurs; Mass media and associated interest groups Vulnerable Groups Other.	Project information - scope and rationale and E&S principles Health and safety impacts Employment opportunities Environmental concerns Grievance mechanism process and its availability Worker grievance mechanism	Public meetings, open houses, trainings/workshops Disclosure of written information: brochures, posters, flyers, website, Information boards in Gjirokastra Notice board(s) at construction sites Grievance mechanism Training on ESIA/ ESMP requirements and other sub-management plans Direct communication (email or in person) Grievance mechanism form	ADF/PIU Municipality of Gjirokastra Contractor/sub-contractors Supervisors
<b>Operational phase</b>			
<b>All stakeholders</b>	Improvements in the project and other interests	All communication methods	Municipality of Gjirokastra

ADF will prepare Project leaflet and will publish it on its website and website of Gjiroksatra Municipality one month prior to the start of the construction activities. ADF will also publicly disclose this SEP, ESIA, and ESMP and hold public hearing meeting with interested general public and stakeholders. PIU will organize establishing of four designated locations for project related Bulletin Board, where it will disclose relevant project related information.

The contractor, in accordance with the planning activities related to this sub-project, will disclose information relevant to the construction process, traffic management and other issues relevant to the stakeholders, on the four designated locations with Bulletin board. In addition to this, the Contractor will lease with PIU for dissemination of sub-project relevant information throughout the media.

PIU will prepare and disseminate information to the relevant instances.

PIU and contractor, should also use local media for dissemination of sub-project related information, particularly during construction phase.

## 5. GRIEVANCE MECHANISM

A grievance mechanism shall be developed for potential use by external stakeholders. The aim of the grievance mechanism is to achieve mutually agreed resolution of grievances raised by such stakeholders. Key definitions are as follows:

- **Complaint:** an expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. (e.g. problems related to dust deposition, noise or vibration). A complaint is normally of a less serious nature than a grievance
- **Grievance:** a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been affected (harmed) by a project activity which, if not addressed effectively, may pose a risk operation through stakeholder actions such as access road blockages) and the livelihood, well-being or quality of life of the claimant

Grievances raised by stakeholders need to be managed through a transparent process, readily acceptable to all segments of affected communities and other stakeholders, at no cost and without retribution.

The key objectives of the GM are:

- Record, categorize and prioritize the grievances
- Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions)
- Forward any unresolved cases to the relevant authority.

The types of grievances stakeholders may raise include, but are not limited to:

- Construction related impacts – cracks, damages to structures; dust damaging crops/trees
- Health and safety risks
- Negative impacts on the environment;
- Negative impacts on communities, which may include, but not be limited to financial loss, physical harm and nuisance from construction or operational activities;

Before taking all the GM steps, the persons responsible to coordinate such process must be determined. ADF and the consultant will be responsible for the implementation of the grievance procedure.

The grievance form will be also available and may be submitted to:

- Gjirokastra Municipality
- Contractor's representatives
- Supervisor's representatives

Note: See also Annex 1 - Grievance Form

For the Grievance mechanism will be used a format which helps and facilitates the procedure and orient stakeholders in the form request, taking into consideration that not all stakeholders are accustomed with this procedure. This format can be adopted based on the situation and on the needs.

Such format is culturally appropriate, and does make difference between the sexes, minorities or other different ethnic groups. This format has to be translated in two languages, Albanian and English. Taking into consideration the minorities, in the case that the two languages are not understandable, their language should be made available.

The complaints or grievance can be identified during site visits, public consultations, or interviews and surveys. In any case these complaints or grievances should be registered, and orientation on how to make them official should be given, or a formal request should be made available. The main purpose is to have a very broad understanding on the possibilities they have, especially the local community

The resolution of the issues should be fast and straightforward from the moment that it is reported from the responsible person. Communication should be constant with the complainant to stay informed for the progress of the procedure.

The Grievance Form for the construction phase of the project will be revealed on the:

- Website of Municipality of Gjirokaster (<http://bashkiagjirokaster.gov.al/>)
- Website of Albanian Development Fund (<https://www.albaniandf.org/>)
- In the premises of Municipality (printed copies)
- Local communities, located near the project areas;

If a complaint is not considered appropriate to investigate, an explanation will be provided to the complainant and appropriate orientation should be given to him to make the correct fulfilment of the form

**Grievance mechanism for tourists/visitors.** Considering that Gjirokastra is one the most important touristic destination, during construction phase will be visited by national and international tourists who are mostly foreign visitors. Given that these are temporary visitors and have no possibilities to be engaged in the meetings and give suggestions or complaints, it is the role of the institutions to ensure them the possibilities to be part of such engagements.

The visitors can be part of the Grievance Mechanism procedure, which should be very well notified and visible near the construction area in two languages (Albanian and English).

All grievances shall be registered in the existing PIUTD Grievance Register /Log and will be death in timely manner.

## 6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING THE STAKEHOLDER ENGAGEMENT ACTIVITIES

Albanian Development Fund, in cooperation with the Municipality of Gjirokastra, will implement all planned activities for stakeholder engagement activities through the planning and construction phase of this project.

In order to ensure and to follow up the implementation of the SEP during the entire project cycle a responsible person will be appointed by ADF / PIU. This person will be in charge to plan and organize various activities according to SEP and relevant PIUTD documentation.

The Supervisor of the works, where needed, will help on the realization of the planned stakeholder engagement activities during construction phase.

For the purpose of effective realization of planned stakeholder engagement activities, the PIU 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.

## 7. MONITORING AND REPORTING

To ensure that the consultation and disclosure efforts are effective and that the stakeholders have been meaningfully consulted throughout all the process, it is important to monitor the ongoing engagement process through all its phases.

This will help to assess whether the required outcomes of the stakeholder engagement process are being achieved and provide the opportunity to amend the process where necessary.

The monitoring process will be achieved using the developed engagement tools which include:

- Stakeholder database
- Issues and Response table, and
- Meeting records of all consultations, workshops and trainings held.

Such tools ensure the possibility for the continuous review and assess performance in-between the engagement sessions depending on the level of feedback received from stakeholders during these periods.

To ensure implementation of the project and monitoring of the works, a consultant, and a Supervisor of the works shall be contracted. ADF will have the management role including procurement and contract management of both consultants and contractor of the works and will oversee the overall implementation, the monitoring and reporting of safeguards aspects such as ESIA, ESMP and SEP.

Monthly supervision reports and internal reports on stakeholder engagement events, and grievance handling will be collected from ADF and the Consultant. Several Key Performance Indicators will also be used to monitor the project on a regular basis, including the following parameters:

- Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period.
- Number of project events published/broadcasted in the local, regional media
- Type and frequency of public engagement activities;
- Geographical coverage of public engagement activities
- Number and type of grievances received within a reporting period and number of those resolved within the prescribed timeline

To ensure that all parties involved and interested have all the latest information regarding the progress, all issues that may have risen or resolved should be reported back to stakeholders. Such report should include information on public engagement activities and would be conveyed to the stakeholders through online publication of a SEP Implementation Report.

Regarding the information for disadvantage and vulnerable groups, efforts should be made to identify them during project implementation with an appropriate identification, communication methods and Monitoring.

## 8. ANNEXES

## ANNEX 1 Grievance Form

<b>Reference No:</b>	
<b>Full Name</b>  <i>Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	<b>First name</b> _____  <b>Last name</b> _____  <input type="checkbox"/> <b>I wish to raise my grievance anonymously</b>
<b>Contact Information</b>  <b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ <input type="checkbox"/> <b>By Telephone:</b> _____ <input type="checkbox"/> <b>By E-mail:</b> _____
<b>Preferred Language for communication</b>	<input type="checkbox"/> <b>Albanian</b> <input type="checkbox"/> <b>English</b>
<b>Description of Incident or Grievance:</b> What happened? 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"/> <b>One time incident/grievance (date _____)</b> <input type="checkbox"/> <b>Happened more than once (how many times? _____)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	
<b>Please return this form to:</b>  <b>ALBANIAN DEVELOPMENT FUND</b>  <i>Address: Rr. "Sami Frashëri" Nr.10, Tirana, Albania</i>  <i>Tel.: +355 4 22 35 597/8</i>  <i>E-mail: adf@albaniandf.org</i>  <i>Subject: PIUTD Grievance</i>	

## ANNEX 2: Contact Information of Identified Stakeholders

(Organization/Institution/PAPs)	Contact data
<b>NGO/CSOs</b>	
<ul style="list-style-type: none"> <li>TID-Gjirokastra</li> </ul>	"Shezai Çomo" street, Odeon Gjirokastra <a href="mailto:Info@tidgjirokastra.com">Info@tidgjirokastra.com</a> <a href="mailto:infotigjirokastra@gmail.com">infotigjirokastra@gmail.com</a> +355 69 31 137 33 <a href="http://www.pazarigjirokaster.com">www.pazarigjirokaster.com</a>
<ul style="list-style-type: none"> <li>Chamber Of Commerce Gjirokastra</li> </ul>	National Road Nr.55, 6001 Gjirokaster <a href="mailto:info@ccigjirokaster.al">info@ccigjirokaster.al</a> +355 84 26 8001
<b>GOVERNMENTAL INSTITUTIONS</b>	
<ul style="list-style-type: none"> <li>Ministry of Culture</li> </ul>	"Aleksander Moisiu" street Nr.36, Tirana +355 42 222 3077 <a href="mailto:info@kultura.gov.al">info@kultura.gov.al</a> <a href="http://www.kultura.gov.al">www.kultura.gov.al</a>
<ul style="list-style-type: none"> <li>Ministry of Tourism and Environment</li> </ul>	"Deshmoret e Kombit" Blvd Nr.1, Tirana +355 42 224 537 <a href="mailto:info@turizmi.gov.al">info@turizmi.gov.al</a> <a href="http://www.turizmi.gov.al">www.turizmi.gov.al</a>
<ul style="list-style-type: none"> <li>National Environmental Agency (NEA)</li> </ul>	"Sami Frasheri" street, Nr.4, Tirana +355 42 371 237 <a href="mailto:info@akm.gov.al">info@akm.gov.al</a> <a href="http://www.akm.gov.al">www.akm.gov.al</a>
<ul style="list-style-type: none"> <li>Ministry of Infrastructure and Energy</li> </ul>	"Abdi Toptani" street Nr.4, Tirana <a href="mailto:info@infrastruktura.gov.al">info@infrastruktura.gov.al</a> +355 42 222 245 <a href="http://www.infrastruktura.gov.al">www.infrastruktura.gov.al</a>
<ul style="list-style-type: none"> <li>National Institute of Culture Heritage</li> </ul>	"Aleksander Moisiu" street Nr.76, Tirana <a href="mailto:Info@iktk.gov.al">Info@iktk.gov.al</a> +355 44 50 41 52 <a href="http://www.iktk.gov.al">www.iktk.gov.al</a>
<b>LOCAL SELF-GOVERNMENT</b>	
<ul style="list-style-type: none"> <li>Municipality of Gjirokastra</li> </ul>	"Cerciz Topulli" Square, Gjirokastra +355 84 264 103 <a href="http://www.bashkiagjirokaster.gov.al">www.bashkiagjirokaster.gov.al</a>

**ANNEX 3: Register of Previous Stakeholder Engagement Activities**

No.	Date / venue	Stakeholder Engagement Event	Present Stakeholders	Number of people communicated / consulted	Key issues discussed	Method
1	23/09/2022, Gjirokaster	Discussion	TID- Gjirokastra ADF Social Consultant	4	<ul style="list-style-type: none"> <li>• Current and possible future issues related to businesses</li> <li>• Current situation from the touristic point of view</li> <li>• Possible situation for complaints</li> <li>• Activities that are expected to be organized</li> </ul>	Meeting
2	23/09/2022, Gjirokaster	Discussion	Chamber of Commerce ADF Social Consultant	4	<ul style="list-style-type: none"> <li>• Difficulties of the businesses in</li> </ul>	Meeting
3	23/09/2022, Gjirokaster	Information request Discussion	Municipality of Gjirokastra ADF Social Consultant	4	<ul style="list-style-type: none"> <li>• Request for further information for final drafting ESIA and SEP and other issues related to the project</li> </ul>	Meeting
4	02/09/2020, Gjirokaster	Project presentation to stakeholders	Municipality of Gjirokastra ADF AADF MVM Architecture Local Community Private businesses representatives	20	<ul style="list-style-type: none"> <li>• Presentation of the project</li> <li>• Detailed description of the of intervention</li> </ul>	Public consultation
5					•	
6					•	
7					•	
8					•	
9					•	
10					•	

## ANNEX 4: Minutes of meeting TID- Gjirokastra and Chamber of Commerce

MINUTES OF MEETINGS			
<b>1. Meeting Information</b>			
<b>Date:</b>	09/22/2022	<b>Place</b>	TID-Gjirokastra
<b>Start time</b>	11:00	<b>End time</b>	12:00
<b>Meeting</b>	Discussion	<b>Topic of meeting</b>	Analysis of the issues regarding the project "Revitalization of the square "Çerçiz Topulli – Gjirokastër ", No. Ref. AL-ADF-310132-CW-RFB (Cercizi Square, Pioneers House Square and City Hall Square)
<b>Information on participants</b>			
<b>Participants</b>	ADF: A. D. / D. P. / P. M. TID-Gjirokastra; A. H.		

Issues discussed	Actions/Responsibilities
<p><u>Reaction of the business that are located around the project area</u></p> <p>From this meeting was very clear that business reaction regarding the "Cercizi Square" project is positive compared to the difficult period of COVID-19 pandemics and to the reaction regarding the "Gjiroakstra Underground Parking" project. They are aware that the impact are temporary, and they have positive expectations.</p> <p><u>Current situation from the touristic point of view</u></p> <p>According to Mr. A.H, even if they have faced different difficulties, Gjirokastra number of visitors and tourists was increased, mainly form foreign visitors. This year there have been an increase of 30-40% of the number of tourists in Gjirokastra, based in the indicators like entry at the museums and the castle, increase of the number of sales of the local businesses. TID makes periodic reports related to these indicators, so that can be compared with the year 2019, as one of the years with the most visitors. For Mr. A.H. another positive indicator to be taken into account is also the increased number of employment in the area and also the number of newly open businesses for this year which is 10 and also the number of currently operating business which is 120.</p> <p><u>Activities that are expected to be organized</u></p> <p>According to TID representative, 12 activities were planned for the year 2022, and for as now, only two activates remains to be organized.</p> <ul style="list-style-type: none"> <li>• Panairi Kult Art 4</li> <li>• Christmas market 6 December</li> </ul>	

<p>These are very important activities that according to Mr. A.H. will be affected from the delays in the implementation of the works. His request is to start the implementation works as soon as possible in order that these remaining activities will not be affected from the construction works.</p> <p>Possible situations for complaints</p> <p>Regarding the possible situations created for complaints from the businesses or from the touristic operators, there have not been any concrete reactions. The creation of an Info Point office, a lightweight structure to be used not only as a general information point but also as a link to the underground parking can create conflict with the existing structures that have the same function such as “Experience Gjirokastra” a private operator which actually performs this function and is located in Cercizi Square</p>	
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MINUTES OF MEETINGS			
<b>1. Meeting Information</b>			
<b>Date:</b>	09/22/2022	<b>Place</b>	Chamber of Commerce
<b>Start time</b>	12:30	<b>End time</b>	13:30
<b>Meeting</b>	Discussion	<b>Topic of meeting</b>	Analysis of the issues regarding the project "Revitalization of the square "Çerçiz Topulli – Gjirokastër ", No. Ref. AL-ADF-310132-CW-RFB (Cercizi Square, Pioneers House Square and City Hall Square)
<b>Information on participants</b>			
<b>Participants</b>	ADF: A. D. / D. P. / P. M. Chairman, Chamber of Commerce ; M.H.		

Issues discussed	Actions/Responsibilities
<p>The main issue that was very important was the time management. According the administrator of "Hotel Cajupi" delays in the construction of "Cercizi Square" will bring an extension in time of the current issues and difficulties that the businesses are facing. His suggestion, was that the works must begin as soon as possible, in order to eliminate this extension in time of the issues.</p> <p>From this meeting different recommendations came from Mr. Hoxha as below:</p> <ul style="list-style-type: none"> <li>Determination of the parking places for the hotels' administrators in the underground parking of Gjirokastra. Such recommendation he said, will also be requested to the Gjirokastra Municipality after the parking will be functional</li> <li>Determination of the places and the schedule of the supply for the restaurant, bars and accommodation units around the area. These suggestions are related to the operational phase of the underground parking and the Cercizi Square and after</li> </ul> <p>Discussions were also made on how the Cercizi Square will operate, how will be accessible only as pedestrian reserved area and how emergency services vehicles will operate (firefighters, police, healthcare)</p>	

## **ANNEX 5: Public Consultation**

Minutes of public disclosure of project for Revitalization of Çerçiz Topulli Square (including “Shtëpia e Pionerëve” Square, Connection between two square, Square at the City Hall, Rehabilitation of Hotel Çajupi façade)

The hearing was attended by representatives of the Albanian American Development Foundation, the Albanian Development Fund, design studios, the Municipality of Gjirokastra and members of the community.

The Albanian American Development Foundation was represented by:

Ms. E. R. - Entrepreneurship Coordinator

Ing.G. K.- project coordinator for infrastructure

The Albanian Development Fund was represented by:

Ing. P. M. - project manager

Gjirokastra Municipality was represented by:

Mr. Flamur Golemi - Mayor of Gjirokastra

Mrs. Jorida Muho- Deputy Mayor of Gjirokastra

Mr. V. M. - Head of the Urban Planning Office - Gjirokastra Municipality

Design studios were represented by:

Ark. A. M. - Administrator DEA Studio sh.p.k.

Mrs. S. Gj. - representative of MVM Architecture, Construction & Development sh.p.k.

Ark. L. S. - staff member of MVM Architecture, part of the design team for this project.

Ark. M. M. - staff member of MVM Architecture, part of the design team for this project.

The hearing was opened by Ms. E. R. who made a brief presentation of the project from the beginning until the moment of its approval in the relevant institutions, the financiers of this important work for Gjirokastra, as well as the design studios, authors of this project.

The presentation of the project was made by Ark. A. M. , legal representative of the company DEA Studio sh.pk, who made a detailed description of the moments and points of intervention for the three squares object of this project, reconceptualizing the facade of the hotel Çajupi, to bring it more vital and in full harmony with the already proposed Çerciz Square with clearer urban dimensions, in full function of the many citizens and tourists who are expected to visit this city full of history and culture.

An important point of this presentation was the underground parking in Cerciz Square, where its functional side was noted, the facilitation of the vehicle circulation scheme in the old part of the city, the comfort it offers to tourists, keeping in mind that interest added to this city has the third age. In its totality, this project brings a complete mosaic and a dignified entrance to the old area of Gjirokastra Bazaar.

At the end of the presentation, the participants asked for clarifications from the rapporteur, Ark. Meslani, among which we highlight:

- V. M. , Chief of Urbanism in the Municipality of Gjirokastra wanted to know if the necessary distance was maintained from the Hotel "Çajupi". Ark. M. explained to the interested parties that the necessary distance has been respected, as well as during the design of the constructive project it is an important element that will be taken into consideration by the constructor.
- F. I. - representative of private business, was interested in what was foreseen in the part of InfoPoint premises. The mayor informed that this area is not foreseen to be part of this investment, but it will be the Municipality of Gjirokastra that will assess the possibility of investments in this area.

The project was very well received by the local authorities as well as by the citizens, who approved all the interventions proposed by the design team, appreciating the positive impact that this project will have on the residents and the city of Gjirokastra.

