

STAKEHOLDER ENGAGEMENT REPORT (SEP)

Contract title: “Reconstruction and Upgrade of Transport and Municipality Infrastructure- Improvement of Beach Promenade in Durrës (PHASE-1 Façade and Promenade Rehabilitation)”

Contract Ref. No. EBRD/AITP/W/2023/28

1. INTRODUCTION

The Stakeholder Engagement Plan (SEP) has been prepared for the project " **Reconstruction and Upgrade of Transport and Municipality Infrastructure- Improvement of Beach Promenade in Durres (PHASE-1 Façade and Promenade Rehabilitation)**" ".

The project is implemented by the Albanian Development Fund (ADF) within the framework of the Albanian Infrastructure and Tourism Enabling Programme (AITP). The programme is financed through a grant from the European Union and a loan from the European Bank for Reconstruction and Development (EBRD).

The construction works are being carried out by **FUSHA Company ltd** as the Contractor, under Contract Ref. No. **EBRD/AITP/W/2023/28**. The Contractor is responsible for the implementation of construction activities and for ensuring effective engagement with affected communities, businesses, and other stakeholders during the construction period.

This Stakeholder Engagement Plan establishes the framework for transparent, inclusive, and continuous communication between the Contractor, ADF, local authorities, affected parties, and other interested stakeholders throughout the project lifecycle.

The SEP defines the methods and procedures for information disclosure, stakeholder consultation, management of feedback and concerns, documentation of engagement activities, and implementation of the grievance mechanism.

1.1 Objectives and Purposes of the Stakeholder Engagement Plan

The main objectives of this Stakeholder Engagement Plan are to:

- ensure timely and transparent communication regarding project activities, construction progress, potential impacts, and mitigation measures;
- identify project stakeholders and define appropriate engagement methods according to their level of interest and potential impact;
- provide affected communities, businesses, and other stakeholders with opportunities to receive information, provide feedback, and raise concerns;
- ensure that stakeholder comments and concerns are properly recorded, evaluated, and addressed during project implementation;
- maintain effective communication with local authorities, utility providers, and other relevant institutions to facilitate coordinated implementation of works;
- ensure that vulnerable persons and persons with reduced mobility are considered during construction activities and stakeholder engagement processes;
- establish and maintain an accessible grievance mechanism for receiving, recording, and resolving complaints related to project activities;
- maintain records of stakeholder engagement activities, consultations, grievances, and corrective actions throughout the construction period.

The objective of stakeholder engagement is to ensure that all individuals and groups affected by the project are:

- Informed about project activities
- Provided with opportunities to express concerns
- Able to participate in the decision-making process where relevant

This process is conducted in line with the requirements of EBRD Performance Requirement 10 (PR10).

2. PROJECT DESCRIPTION

Reconstruction and Upgrade of Transport and Municipality Infrastructure- Improvement of Beach Promenade in Durrës (PHASE-1 Façade and Promenade Rehabilitation)” is a sub-project implemented by the Albanian Development Fund within the framework of the Albanian Infrastructure and Tourism Enabling Programme. This initiative supports innovative models of local economic development that leverage tourism potential and is financed through a grant from the European Union and a loan from the European Bank for Reconstruction and Development (EBRD).

The project includes the reconstruction of:

1. Façade of the objects, on the left side of the Promenade
2. Promenade Rehabilitation, located along the seafront.

This investment aims to improve urban infrastructure, mobility, public spaces, and to increase the attractiveness of Durrës as a tourist and economic destination.

➤ Adria Road

➤ Promenade rehabilitation and Façade

The Project area extends along the main beach promenade corridor, including adjacent building façades facing the seafront. The promenade serves as a major recreational, tourism, and public access zone connecting residential, commercial, and hospitality areas.

The area is characterized by:

- Urban residential and mixed-use buildings;
- High seasonal tourist activity;
- Direct proximity to the Adriatic coastal environment;
- Public infrastructure including pedestrian walkways, lighting systems, and street furniture.

This promenade is a total of 1100m long which includes the following main works:

The promenade which is divided into two segments:

- a) The first segment whose width is 13m
- b) The second segment whose width is 9m

In both segments three lanes are foreseen:

1. Pedestrian lane
2. Bicycle lane
3. Running track

Also in the implementation project is foreseen urban furniture which consists of

- 1- Greening
- 2- Hydro sanitary nodes
- 3- Lighting of the promenade
- 4- Filling with sand the beach part with a width of 35m

In the implementation project are also foreseen interventions in the two runways which also have urban furniture and interventions in the infrastructure part.

In this project, being an area in development and with great tourist potential, the rehabilitation of the facades of some buildings are also foreseen. In total, interventions are foreseen in 43 objects in which the capot system with all elements is included

The main works included in the construction of the promenade are:

- Demolition, clearing and site preparation works
- Earthworks
- Promenade works
- Structural works
- Electrical works

3. REGULATORY REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

Stakeholder engagement for the project “Reconstruction and Upgrade of Transport and Municipality Infrastructure- Improvement of Beach Promenade in Durres (PHASE-1 Façade and Promenade Rehabilitation)” is carried out in accordance with the Albanian legal framework, the requirements of international financing institutions, and international best practices for transparent communication, consultation, and public participation. This chapter defines the main legal and institutional requirements related to access to information, stakeholder consultation, and the management of concerns and grievances during project implementation.

3.1 Legislation on the Access to Information

In the Republic of Albania, the right of access to public information is guaranteed by Law No. 119/2014 "On the Right to Information", which establishes the rules and procedures for obtaining information from public authorities. Within the framework of this law, public institutions are required to ensure transparency of their activities, publish information of public interest, and provide citizens with access to relevant documentation and data, in accordance with the limitations established by the applicable legislation.

For the purposes of this project, access to information will be ensured through:

- publication of key information related to the project, progress of works, and impact management measures;
- communication with affected communities, businesses, and other stakeholders;
- handling and responding to requests for information;
- documentation of consultation and communication activities carried out during the construction period.

Furthermore, stakeholder engagement will be conducted in accordance with Albanian legislation related to environmental protection, public participation, and transparency in decision-making processes associated with development projects.

3.2 EBRD Requirements for Stakeholder Engagement

The project is financed by the European Bank for Reconstruction and Development (EBRD) and is implemented in accordance with its environmental and social requirements, including Performance Requirement 10 (PR10) – Information Disclosure and Stakeholder Engagement.

According to EBRD requirements, stakeholder engagement shall be a continuous, inclusive, and transparent process throughout the entire project lifecycle. It shall ensure that affected parties and other interested stakeholders have access to relevant information, opportunities to express their concerns, and receive appropriate responses.

In accordance with EBRD requirements, this Stakeholder Engagement Plan aims to:

- identify stakeholders and determine their level of interest and the potential impact of the project on them;
- ensure timely dissemination of clear and understandable information regarding project activities and potential impacts;
- conduct effective consultations with affected communities, businesses, and other relevant stakeholders;
- ensure that opinions, comments, and concerns raised by stakeholders are documented and considered during project implementation;
- ensure the establishment and operation of an effective grievance mechanism for receiving and addressing complaints;
- ensure the inclusion of vulnerable groups and persons with limited opportunities for participation in consultation processes.

Fusha Ltd, as the Contractor, shall implement the measures defined in this SEP to ensure continuous communication, effective management of concerns, and constructive relationships with the community throughout the construction period, in accordance with the project requirements and applicable environmental and social obligations.

4. STAKEHOLDER IDENTIFICATION

4.1. Methodology

Stakeholder identification has been carried out to determine the individuals, groups, institutions, and organisations that may be affected by the project or may have an interest in its implementation.

The identification process considers the nature of the project activities, the location of the works, the potential social impacts during the construction period, and the level of influence or interest of different stakeholders.

Stakeholders have been classified into three main categories:

- **Affected Parties** – individuals, groups, or organizations that may be directly affected by project activities, including residents, businesses, road users, and pedestrians within or near the project area.
- **Other Interested Parties** – institutions, organizations, and groups that may have an interest in the project due to their responsibilities, activities, or connection with the local community.
- **Vulnerable Groups** – individuals or groups who may experience difficulties in accessing project information, participating in consultation processes, or may be disproportionately affected by project activities due to their specific circumstances.

Primary Stakeholders:

- Residents along the promenade
- Local businesses (cafés, restaurants, shops)
- Hotels and tourism operators
- Beach users and visitors

Secondary Stakeholders:

- ❖ Municipality of Durrës
- ❖ Local authorities and service providers
- ❖ NGOs and community organizations

Stakeholder Category	Examples	Level of Influence	Level of Interest
Project-Affected Parties	Nearby residents, beachfront businesses, fishermen	Medium–High	High
Vulnerable Groups	Elderly persons, persons with disabilities	Low	High
Government Authorities	Municipality of Durrës, environmental authorities	High	High
NGOs	Environmental NGOs	Medium	Medium
General Public	Beach users, tourists	Low	Medium
Media	Local newspapers, online platforms	Medium	Medium

Table 72 – Stakeholder Categories

The stakeholder engagement approach will be adapted according to the characteristics, interests, and potential impacts associated with each stakeholder group. Engagement methods will include information disclosure, direct communication, coordination meetings, consultation activities, and the grievance mechanism established by the Contractor.

Vulnerable Groups

Special consideration is given to vulnerable groups who may be disproportionately affected:

- Elderly residents
- Persons with disabilities
- Seasonal workers and informal vendors
- Small businesses dependent on tourism

4.2. Stakeholder identification and analysis

Categories include “Affected Parties”, “Other Interested Parties”, and “Vulnerable Groups”

The analysis of the stakeholders will be provided in a table format:

Identified Stakeholder	Specific issues or interests (potential)	Communication and engagement objectives	Communication and engagement methods
<u>Project-affected parties</u>			
Residents living near Promenade	Potential temporary disturbance from construction activities, including noise, dust, traffic changes,	Ensure residents are informed about construction activities, schedules, potential	Site information boards, direct communication when required, public

	pedestrian access restrictions, and general concerns regarding project impacts	impacts, and mitigation measures; provide opportunities to raise concerns	notices, grievance mechanism
Local businesses operating along the project areas	Potential impacts related to access restrictions, reduced customer accessibility, noise, construction activities, and temporary disruption of business activities	Maintain communication with businesses and address concerns related to construction impacts and access conditions	Direct communication, meetings when required, advance information on planned works, grievance mechanism
Pedestrians and road users	Temporary changes to pedestrian and vehicle circulation, safety risks, and access limitations during construction	Ensure safe movement and provide timely information regarding temporary arrangements	Site signage, traffic and pedestrian management information, public notices
Local community and visitors of Promenade	Interest in maintaining access to public spaces and understanding project benefits and construction progress	Increase awareness of project objectives and minimise inconvenience during works	Information boards, public communication, site notices
<u>Other interested parties</u>			
Albanian Development Fund (ADF)	Monitoring of overall project implementation, compliance with contractual, environmental and social requirements, coordination with financing institutions and relevant authorities	Ensure effective project monitoring, receive information on stakeholder engagement activities, and ensure compliance with project requirements	Progress reports, formal correspondence, coordination meetings, review of project records
Supervision Engineer	Supervision of construction works, quality control, monitoring of progress, compliance with technical specifications and contract requirements	Ensure that construction activities are properly supervised and that issues identified during implementation are addressed	Site inspections, construction meetings, technical reports, communication with Contractor

Municipality of Durrës	Coordination of local issues, public services, traffic management, and communication with local communities	Maintain cooperation and coordination during construction activities	Coordination meetings, official correspondence
Utility providers (water, electricity, telecommunications)	Potential coordination requirements related to existing and relocated utilities	Ensure timely coordination and minimise disruption to services	Technical meetings, formal communication, coordination prior to commencement of works
Local NGOs and community organisations	Interest in transparency, community impacts, and public participation	Provide access to project information and receive feedback when relevant	Information sharing, meetings when required
Media representatives	Interest in project progress and public information	Ensure accurate and transparent communication regarding project activities	Public information, official communication channels
Vulnerable Groups			
Elderly persons, persons with disabilities, and persons with reduced mobility	Potential difficulties in accessing project information, moving safely around construction areas, or using temporary pedestrian routes	Ensure that the needs of vulnerable persons are considered during construction planning and that they have access to information and grievance channels	Accessible communication methods, ensuring safe pedestrian access, direct communication where necessary, grievance mechanism

4.3. Previous Stakeholder Engagement activities

Prior to and during the implementation of the construction works, several stakeholder engagement activities have been undertaken to ensure that affected parties and relevant institutions are informed about the project, construction activities, and potential temporary impacts.

The engagement activities conducted to date include:

- Installation of project information boards and construction site signage at the project locations, providing information regarding the project, Contractor details, and relevant contact information;

- Communication and coordination with the Albanian Development Fund (ADF), the Municipality of Durrës, and other relevant authorities regarding construction progress, implementation requirements, and coordination of activities;
- Direct communication with local businesses and residents in the project areas when required, particularly regarding access arrangements, construction activities, and temporary disturbances;
- Communication with road users and pedestrians through site safety signs, temporary access arrangements, and traffic/pedestrian management measures;
- Establishment of the Contractor's grievance mechanism, including complaint boxes at Promenade construction sites, as well as the maintenance of a grievance register for recording and following up concerns.

During the implementation period, one formal complaint has been received from affected communities or other stakeholders. However, informal concerns have been raised by businesses located along Taulantia Promenade regarding construction noise during specific hours. These concerns were addressed through operational measures, including coordination of working schedules and communication with affected businesses.

All stakeholder engagement activities, communications, and grievances received are documented and maintained by the Contractor throughout the construction period.

4.4. Stakeholder Engagement Program

Target stakeholders	Reason of engagement		Communication methods	Responsibilities
	Pre-construction phase			
Residents near Promenade	Inform stakeholders about planned works, construction schedule, potential impacts, and mitigation measures		Public information notices, site information boards, direct communication where required	Contractor / ADF
Local businesses in the project areas	Inform about possible access restrictions, construction impacts, and planned work activities		Direct meetings, individual communication, notices	Contractor
Municipality of Durrës and relevant authorities	Coordinate permits, traffic arrangements, public services, and implementation requirements		Coordination meetings, official correspondence	Contractor / ADF/The Engineer

Utility providers	Coordinate existing infrastructure and avoid disruption of services		Technical meetings and formal communication	Contractor/ The Engineer
	Construction phase			
Residents living near construction areas	Provide updates on construction progress, working hours, temporary impacts, and mitigation measures		Site notices, direct communication, grievance mechanism	Contractor
Local businesses along Promenade	Address concerns related to noise, access, pedestrian routes, and business continuity		Direct communication, meetings when required, complaint mechanism	Contractor
Pedestrians and road users	Ensure safe movement and awareness of temporary arrangements		Safety signs, pedestrian management measures, public notices	Contractor
Vulnerable persons and persons with reduced mobility	Ensure access to information and minimise difficulties caused by construction activities		Accessible information, direct assistance when required, safe access arrangements	Contractor / ADF
Municipality of Durrës and institutions	Maintain coordination and resolve implementation issues		Progress meetings, reports, official communication	Contractor / ADF
	Operational phase			
Municipality of Durrës and local service providers	Ensure coordination regarding maintenance of rehabilitated infrastructure and public spaces after completion of works.		Official communication, coordination meetings	ADF / Municipality of Durrës
Local community, residents, businesses, and visitors	Inform stakeholders about completion of works, project benefits.		Public information, municipal communication channels, feedback mechanisms.	ADF / Municipality of Durrës

4.5. Stakeholder Engagement Methods

Engagement will be carried out using appropriate methods to ensure accessibility and effectiveness.

Method	Description	Frequency
Public notices	Information boards on site	Continuous
Direct meetings	Meetings with businesses/residents	As needed
Informal consultations	On-site discussions	Ongoing
Written communication	Notices, leaflets	Before major works
Digital communication	Email / phone contact	As needed

Special attention was given to ensuring accessibility for vulnerable groups and small business owners directly affected by construction activities.

Consultation Methods

The following engagement methods were applied:

Public announcement through municipal website and local media

Public disclosure of the Draft EIA at municipal offices

Public consultation meeting in Durrës

Focus group discussions with business owners

Meetings with local fishermen

Written feedback submission (email and physical submission)

Informal consultations during site visits

All consultations were conducted in Albanian and were accessible to participants.

Activity	Date	Location	Participants	Purpose
Public Notice Announcement	[Insert Date]	Municipal website & local media	General public	Inform about EIA disclosure
Public Consultation Meeting	[Insert Date]	Durrës Municipality Hall	Residents, businesses	Present project and collect feedback
Focus Group – Businesses	[Insert Date]	Promenade area	Business owners	Discuss access and disruption concerns
Meeting with Fishermen	[Insert Date]	Local port area	Fisher representatives	Discuss marine impacts
Written Submissions	Ongoing	Email/Physical	General public	Collect written comments

5. Grievance Redress Mechanism

5.1 Purpose of the Grievance Mechanism

A Grievance Redress Mechanism (GRM) has been established for the project to ensure that affected communities, businesses, road users, visitors, and other stakeholders have an accessible and transparent channel to submit complaints, concerns, requests for information, or suggestions related to project activities.

The objective of the grievance mechanism is to provide a timely, fair, and effective process for identifying, recording, assessing, and resolving grievances raised during the construction period.

The grievance mechanism is implemented in accordance with the stakeholder engagement requirements of the European Bank for Reconstruction and Development (EBRD) and the project-specific environmental and social requirements.

A Project-level Grievance Mechanism (GM) has been established in accordance with EBRD PR10.

The Grievance Mechanism (GM) is:

- Accessible
- Transparent
- Free of charge
- Non-retaliatory
- Available throughout project lifecycle
- Confidential

5.2 Types of Grievances

Stakeholders may raise concerns related, but not limited, to:

- temporary access restrictions to properties, businesses, or public areas;
- construction noise, dust, vibration, or other temporary disturbances;
- traffic management and pedestrian safety issues;
- damage potentially caused by construction activities;
- disruption to utilities or public services;
- environmental and community health and safety concerns;
- requests for information or clarification regarding construction activities.

All complaints, whether formal or informal, will receive appropriate consideration and will be recorded and followed up.

5.3 Grievance Submission Channels

Stakeholders may submit grievances through the following communication channels:

- Complaint boxes installed at:
 - Promenade;
- Direct communication with the Contractor's site representatives;
- Telephone contact:

Project Manager: Eng. Besnik Lleshi

Telephone: +355692051534

FUSHA Ltd.

E-mail: fusha_shpk@yahoo.com

- Communication through ADF, Municipality of Durrës, or Supervision Engineer representatives.

The grievance mechanism is available free of charge and can be accessed by all stakeholders without discrimination.

5.4 Grievance Management Procedure

All grievances received will follow the following procedure:

Step 1 – Receipt and registration of grievance

Upon receiving a complaint or concern, the Contractor will register it in the grievance register, including:

- date of receipt;
- name/contact details of complainant (if provided);
- description of the issue;
- location of the concern;
- responsible person for follow-up.

Channel	Description	Accessibility
Email	Dedicated project email address	24/7
Website Form	Online submission via municipal site	24/7
Telephone Hotline	Municipal contact number	Working hours
Written Letter	Submission to Municipality office	Working hours
On-site Grievance Box	During construction phase	Accessible to workers & public

Anonymous complaints may also be considered where sufficient information is provided.

Step 2 – Review and assessment

The Contractor will review the grievance and determine the appropriate corrective action in coordination with relevant parties, including ADF and the Supervision Engineer where necessary.

Step 3 – Response and resolution

The complainant will be informed regarding the status of the grievance and the measures taken to address the concern.

Where immediate resolution is not possible, the complainant will be informed about the progress and expected timeframe for resolution.

Step 4 – Closure and documentation

Once resolved, the grievance will be closed in the grievance register, including:

- action taken;
- date of resolution;
- responsible person;
- communication with complainant.

Grievance Handling Procedure:

The grievance process includes:

1. Registration within 3 working days
2. Acknowledgment to complainant within 5 working days
3. Investigation of complaint
4. Proposed resolution within 15–30 days
5. Closure confirmation

If unresolved, complainants may escalate to:
Municipal authorities

National environmental authorities

EBRD's Independent Project Accountability Mechanism (IPAM)

Step	Action	Timeframe
1	Registration of complaint	Within 3 working days
2	Acknowledgment to complainant	Within 5 working days
3	Investigation	Within 15 days
4	Proposed resolution	Within 30 days
5	Closure confirmation	Upon agreement

5.5 Responsibilities

The responsibilities for implementation of the grievance mechanism are:

Institution/Party	Responsibility
Contractor (FUSHALtd.)	Receive, register, investigate, and respond to grievances; maintain grievance records; implement corrective actions
ADF	Monitor implementation of the grievance mechanism and ensure compliance with project requirements
Supervision Engineer	Support review of grievances related to technical issues and construction activities
Municipality of Durrës	Support communication with local communities and coordination of public concerns when required

5.6 Grievance Documentation and Reporting

All grievances received will be documented in the Contractor's grievance register.

The register will include:

- number of grievances received;
- date received;
- category of grievance;
- responsible person;
- corrective actions implemented;
- status of resolution.

During the implementation period, one formal complaints have been received from affected communities or other stakeholders.

On the 01.10.2024 the owners of the businesses wanted that during construction, we would not close the access to their property.

The grievance was closed on 25.10.2024, and the representatives deals with the people there.

However, informal concerns were raised by local businesses along Promenade regarding construction noise during specific hours. These concerns were addressed through communication with the affected businesses and adjustment of working arrangements where technically feasible.

5.7 Information Disclosure of the Grievance Mechanism

Information regarding the grievance mechanism will be made available through:

- construction site information boards;
- project signage displaying Contractor contact details;
- communication with affected residents and businesses;
- availability of complaint forms upon request.

For visitors and tourists using Promenade, information regarding the possibility to submit concerns will be provided through visible site information and contact details displayed near the construction area.

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING THE STAKEHOLDER ENGAGEMENT ACTIVITIES

6.1 Resources

The implementation of stakeholder engagement activities requires appropriate human and technical resources to ensure effective communication with affected communities, businesses, public institutions, and other stakeholders throughout the construction period.

The main resources allocated for stakeholder engagement include:

Human resources:

- The Contractor's Site Management Team, responsible for daily communication with stakeholders, receiving concerns, and coordinating responses.
- The Site Engineer, responsible for managing communication channels, maintaining stakeholder records, and coordinating grievance management activities.
- The Contractor's representatives at the construction sites, responsible for providing information to affected persons and directing grievances to the appropriate responsible person.
- ADF and the Supervision Engineer, responsible for monitoring compliance with stakeholder engagement requirements and supporting resolution of issues when necessary.

Communication resources:

- Project information boards and construction site signage;
- Complaint box installed at Promenade construction sites;
- Telephone and email communication channels;
- Project documentation, stakeholder records, consultation records, and grievance register.

The Contractor will ensure that sufficient resources are available throughout the construction period to maintain effective stakeholder communication and timely management of concerns.

6.2 Responsibilities

Institution/Party	Responsibility
Project Manager / Contract Manager (FushaLtd.)	Responsible for overall coordination and implementation of the Stakeholder Engagement Plan. Ensures communication with ADF, Supervision Engineer, Municipality of Durrës, affected stakeholders, and other relevant parties. Coordinates the management of grievances, ensures proper documentation of stakeholder engagement activities, and monitors implementation of agreed actions.
Site Engineer / Site Representatives (FushaLtd.)	Support day-to-day communication with stakeholders, provide information regarding construction activities, receive concerns raised at site level, and report issues requiring further action.
ADF	Monitors implementation of stakeholder engagement requirements and ensures compliance with project and EBRD environmental and social requirements.
Supervision Engineer	Supports review of technical issues raised by stakeholders and verifies implementation of corrective measures related to construction activities.
Municipality of Durrës	Supports coordination with local communities and municipal services where required.

7. MONITORING AND REPORTING

7.1 Monitoring of Stakeholder Engagement Activities

Stakeholder engagement activities are monitored throughout the construction period by the Contractor to ensure effective communication with affected stakeholders and timely response to any concerns related to project activities.

Monitoring is carried out through:

- records of communication with residents, businesses, institutions, and other stakeholders;
- records of coordination meetings with ADF, Municipality of Durrës, and Supervision Engineer;
- site inspections and photographic documentation of information boards and construction signage;
- monitoring of access arrangements, pedestrian safety measures, and potential impacts on surrounding communities;
- maintenance of the grievance register.

During project implementation, the Contractor has maintained communication with local businesses, residents, road users, and relevant institutions regarding construction activities, access conditions, and temporary disturbances.

7.2 Stakeholder Engagement Monitoring Records

The following records are maintained by the Contractor:

Type of record	Description
Stakeholder communication records	Communication with residents, businesses, institutions, and other interested parties
Meeting records	Coordination meetings, discussions, and consultations related to project implementation
Grievance Register	Registration and follow-up of formal complaints and informal concerns
Site information records	Photographs and records of project information boards and construction signage
Corrective action records	Measures implemented following stakeholder concerns or observations

7.3 Grievance Monitoring and Reporting

The Contractor maintains a Grievance Register for recording, monitoring, and reporting complaints, concerns, and requests for information received from stakeholders.

All grievances received during project implementation will be monitored until closure. The monitoring process will include:

- date and source of the grievance;
- category and description of the issue;
- responsible person for follow-up;
- corrective actions implemented;
- communication with the complainant;
- date and status of resolution.

During the reporting period:

- Formal complaints received: **1**
- Formal grievances requiring corrective actions: **1**

However, informal concerns were raised by local businesses along Promenade regarding construction noise during specific working hours. These concerns were addressed through direct communication and adjustment of work scheduling where technically feasible.

Any future grievances received during the construction period will be registered, assessed, resolved, and reported through the established grievance management procedure described in Section 5 of this SEP.

7.4 Reporting

Information related to stakeholder engagement activities and grievance management will be included in the Contractor's periodic project reporting.

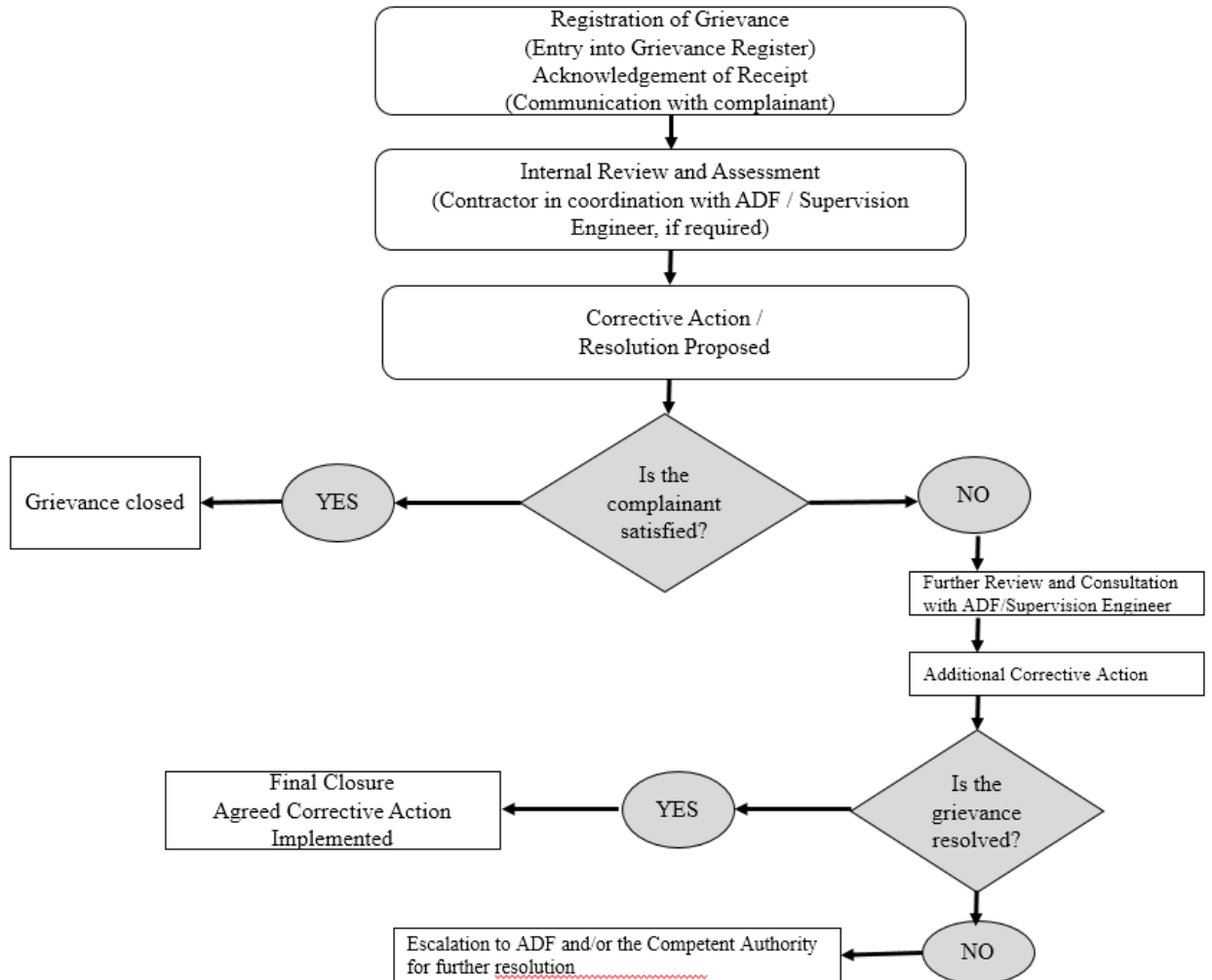
Reporting will include:

- communication and coordination activities carried out with ADF, Municipality of Durrës, Supervision Engineer, affected businesses, residents, and other relevant stakeholders;
- information provided to stakeholders regarding construction activities, access arrangements, and temporary impacts;
- grievances and informal concerns received, including their resolution status;
- issues requiring further attention and corrective actions implemented.

Relevant records, including communication records, grievance register updates, and supporting documentation, will be maintained by the Contractor and provided to ADF and the Supervision Engineer upon request.

8. ANNEXES

Annex 1. Grievance Management Flow Chart



Annex 2. Grievance Form

Project: " Reconstruction and Upgrade of Transport and Municipality Infrastructure- Improvement of Beach Promenade in Durres (PHASE-1 Façade and Promenade Rehabilitation)"

Reference No:	
Full Name <i>Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	First name _____ Last name _____ ... I wish to raise my grievance anonymously ... I request not to disclose my identity without my consent
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	☐ By Post: Please provide mailing address: _____ _____ _____ ☐ By Telephone: _____ ☐ By E-mail: _____
Preferred Language for communication	☐ Albanian ☐ English
Description of Incident or Grievance:	
What happened? 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? _____) ☐ On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	
Please return this form to: Eng. Besnik Lleshi ,Project Manager , FUSHA Ltd., Tel.: +355692051534, E-mail:fusha_shpk@yahoo.com	