



European Bank for Reconstruction and Development

Project Feasibility Assessment Sustainable Infrastructure Group - Adiyaman Wastewater Network

Final Stakeholder Engagement Plan

Reference:

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This report takes into account the particular instructions and requirements of our client. It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party.

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List of Abbreviations

AFAD	Disaster and Emergency Management Presidency of Türkiye
AoI	Area of Influence
DSİ	The State Hydraulic Works of Türkiye
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
EIRR	Economic Internal Rate of Return
ESA	Environmental and Social Assessment
ESAP	Environmental and Social Action Plan
ESIA	Environmental and Social Impact Assessment
ESP	Environmental and Social Policy
EU	European Union
FS	Feasibility Study
GBVH	Gender-Based Violence and Harassment
ILBANK	Bank of Provinces Incorporated of Türkiye
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
SMS	Short Message Service
TOKİ	Housing Development Administration of Türkiye
TRC1	Gaziantep, Adıyaman, and Kilis
TurkStat	Türkiye Statistical Institute

1. Introduction

The European Bank for Reconstruction and Development (EBRD, the Bank) is considering financing the Republic of Türkiye for the "Rehabilitation of the Wastewater Network of Adıyaman" project. This funding is intended to support the reconstruction and rehabilitation of wastewater and stormwater infrastructure in Adıyaman, which sustained significant damage during the devastating earthquakes of February 2023. Through this investment, the Bank aims to re-establish essential services in the region while promoting long-term resilience and sustainability of its infrastructure.

This draft Stakeholder Engagement Plan (SEP) is prepared under the feasibility assessment of the project which also covers evaluation of project's compliance with the Bank's Environmental and Social Performance Requirements. This draft SEP needs to be finalized and be updated periodically to reflect any changes, including the inclusion of newly identified stakeholders as the Project progresses.

2. Description and Context of Proposed Project

Adıyaman's existing wastewater infrastructure was constructed in the early 1980s as a combined wastewater and stormwater system. In the subsequent years, additions and extensions were made to the wastewater network to accommodate the city's growth and evolving needs. Many pipelines in the city centre were damaged during the February 2023 earthquakes. In some areas, pipes broke, making them unusable, while in other areas, groundwater infiltrated through cracks, increasing the load on the sewer system. As part of post-earthquake reconstruction efforts, several projects are underway in Adıyaman. Demolished structures will be rebuilt on their original sites. Additionally, new residential areas are being constructed by the Ministry of Environment and Urbanization, in partnership with Emlak Konut GYO and the Housing Development Administration (TOKI). The planned project is shown in the figure below together with the collector lines constructed within the scope of Emlak Konut and TOKI projects.

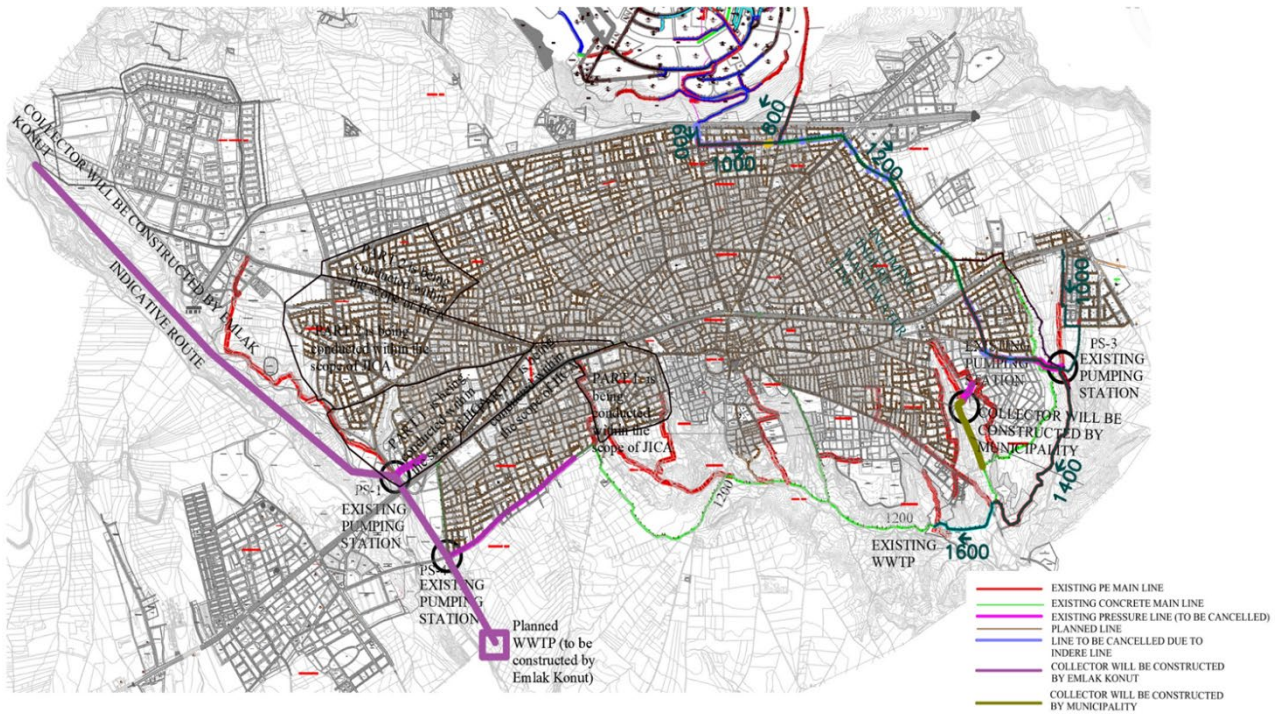


Figure 1: Planned and Ongoing Wastewater Projects

The wastewater and stormwater systems in Adiyaman’s city centre were originally designed as a combined system. Over time, additional stormwater lines were installed as needed, but comprehensive planning was not conducted. The February 2023 earthquakes impacted the existing stormwater lines, causing fractures and cracks. During the post-earthquake reconstruction phase, new stormwater lines have been constructed. The planned and ongoing stormwater system are illustrated in the figure below.

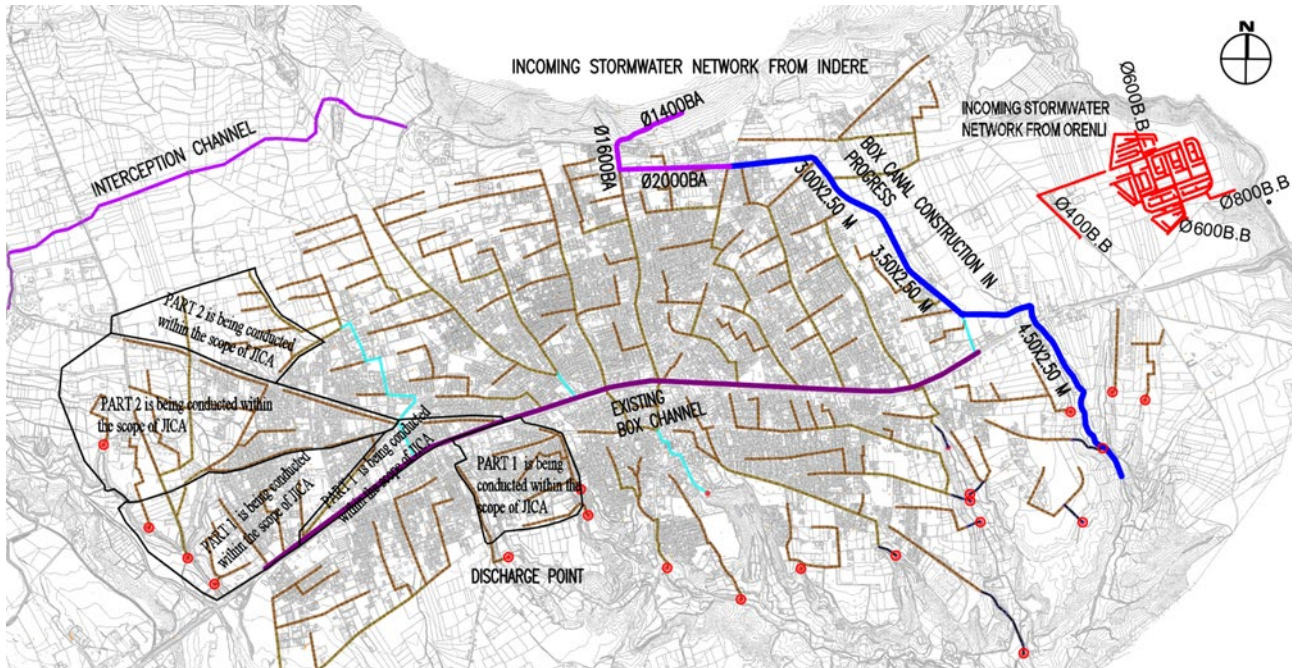


Figure 2: Planned and Ongoing Stormwater System

The existing (damaged) wastewater and stormwater network uses the streets and existing public lands. The proposed project will use the same sites, so there will be no land acquisition for the Project.

Both wastewater and stormwater systems will work with gravity, there will be no pumping necessary, and no electricity connection. The four existing pumping stations that were used to elevate wastewater to the wastewater treatment plant will be decommissioned.

The structures damaged and destroyed during the earthquake will be rebuilt in their original locations. So, the neighbourhoods in the city will retain their population densities. During construction phase of the Project, nearly all streets in the city will be excavated.

3. Objective/ Description of Stakeholder Engagement Plan

The main objective of this SEP for the Adıyaman Wastewater and Stormwater Network Rehabilitation Project is to outline a structured approach to engaging with all stakeholders, ensuring transparency, inclusivity, and meaningful participation throughout the project lifecycle. The SEP seeks to identify and address the concerns and expectations of individuals, groups, and organizations potentially affected by or interested in the project, including Project-Affected Persons (PAPs), women, vulnerable groups, and other key stakeholders. Additionally, the SEP ensures compliance with EBRD’s Environmental and Social Policy (ESP) and its Performance Requirements (PRs), particularly PR10 on Information Disclosure and Stakeholder Engagement, by establishing mechanisms for timely information sharing, grievance management, and ongoing consultation. Through this, the SEP aims to mitigate risks, enhance project outcomes, and promote sustainable development aligned with stakeholder needs and priorities.

The SEP will guide ILBANK, Adıyaman Municipality and contractors towards implementing a structured stakeholder consultation and engagement during all stages of the Project implementation.

4. Identification of Stakeholders and Communication Methods

The table below outlines the primary stakeholders identified during the Feasibility Study, along with their respective interests in the Project. As highlighted in the Introduction, the SEP needs to be finalized and be updated periodically to reflect any changes, including the inclusion of newly identified stakeholders as the Project progresses.

Table 1: Key Stakeholders and Their Interests

Key Stakeholders	Specific Interests in / Relevance for Project
National Governmental Organizations	
<ul style="list-style-type: none"> ILBANK Ministry of Environment Urbanization and Climate Change Ministry of Culture and Tourism 20th Regional Directorate of State Hydraulic Works Disaster and Emergency Management Presidency - AFAD 8th Regional Directorate of Highways 	<ul style="list-style-type: none"> Project development, Support during project implementation National regulations Policy interpretation and planning Permitting Basin management, flood protection Informing and communicating the legislations Informing about road closures
Local Governmental Organizations	
<ul style="list-style-type: none"> Governorship of Adıyaman Provincial Directorate of Environment Urbanization and Climate Change Regional Directorate of ILBANK Provincial Directorate of Culture and Tourism Şanlıurfa Cultural Heritage Preservation Regional Board Directorate 	<ul style="list-style-type: none"> Social and economic development Environmental protection, environmental and social impact Management of environmental impacts (e.g. wastes, wastewater) Emergency planning and intervention, responsible for temporary container housing

Key Stakeholders	Specific Interests in / Relevance for Project
<ul style="list-style-type: none"> Adıyaman Provincial Directorate of Agriculture and Forestry AKEDAŞ Electricity Distribution Company Adıyaman Provincial Disaster and Emergency Management 	<ul style="list-style-type: none"> Cooperation on regulation of traffic during the construction phase. Compliance with legislation, e.g., on approvals. Permitting Auditing and reporting
Adıyaman Municipality	
<ul style="list-style-type: none"> Mayor The Municipal Council, Press and Public Relations Department City Council Various Departments 	<ul style="list-style-type: none"> The uses of the Project for citizens in Adıyaman Province. Spreading of information on the Project. Cooperation on the supervision of traffic throughout the construction phase. Compliance with legislation, e.g., on approval.
Private Companies	
<ul style="list-style-type: none"> AKEDAŞ Electricity Distribution Company Telecommunication and Internet Supplier Companies: Turktelecom, Turkcell, Vodafone, Superonline, Türksat Kablonet Akmercan Natural Gas Distribution Company 	<ul style="list-style-type: none"> Informing and communicating Early notification and coordination
Non-Governmental Organizations	
<ul style="list-style-type: none"> Chamber of Architects Adıyaman Representative (TMMOB) Adıyaman Chamber of Civil Engineers Adıyaman Bar Association (including the Environment Commission) 	<ul style="list-style-type: none"> Environmental and social impacts Cumulative impacts Economic development Inclusivity and accessibility Security impacts
Headmen/Local Communities/Residents	
<ul style="list-style-type: none"> 28 neighbourhoods directly affected Residents (women and men), businesses and organizations 4 neighbourhoods indirectly affected Residents (women and men), businesses and organizations 	<ul style="list-style-type: none"> Enhanced wastewater services, including the mitigation of odours from wastewater infrastructure. Creation of employment opportunities. Concerns about potential adverse impacts during the construction phase, such as increased traffic, noise, risks to community health and safety, disruptions to livelihoods, and issues related to gender-based violence and harassment.
<ul style="list-style-type: none"> Neighbourhood headmen Temporary container housing manager 	<ul style="list-style-type: none"> Enhanced wastewater services, including the reduction of odours from wastewater infrastructure. Potential adverse effects on residents during the construction phase. A critical role in facilitating the dissemination of information about the Project.
<ul style="list-style-type: none"> Vulnerable persons/ groups 	<ul style="list-style-type: none"> Environmental and social impacts Cumulative impacts
Media (local and national)	
<ul style="list-style-type: none"> Adıyaman Press Güne Bakış Newspaper Doğuş Newspaper Şehirde Bu Hafta Newspaper Adıyamanlılar Net Yeniyol Newspaper Tut Haber Fırat Newspaper Alternatif Bakış Newspaper Mercan TV Adıyaman TV 	<ul style="list-style-type: none"> Providing regular information about the Project. Bringing Project announcements at the request of the Adıyaman Municipality Water and Sewerage Unit.

Key Stakeholders	Specific Interests in / Relevance for Project
<ul style="list-style-type: none"> • Gözde TV • Şahin FM • Güney FM 93.5 • 96.7 Katha FM • 96.0 Asr FM • Social media, X, linked-in, facebook, Instagram accounts of Municipality 	

Vulnerable individuals or groups are those who may experience greater adverse impacts from project activities due to specific characteristics, such as gender, gender identity, sexual orientation, religion, ethnicity, indigenous status, age (including children, youth, and the elderly), physical or mental disabilities, literacy levels, political views, or social standing.

These groups may also include people in precarious situations, such as those living below the poverty line, landless individuals, single-headed households, communities reliant on natural resources, migrant workers, refugees, internally displaced persons, or others displaced who may lack protection under national legislation or international law.

The identified vulnerable groups and the potential impacts they may face under the project are outlined below:

- Children:
 - During construction, children may face risks related to community health and safety, as identified in the Environmental and Social Assessment (ESA) report.
- People over 65 years of age:
 - Construction actions may interfere with daily routines and access to essential services, potentially causing stress or inconvenience.
- People with chronic illnesses or in need of special care:
 - Disruptions caused by construction may impede access to healthcare and other necessary services, exacerbating health conditions or discomfort.
- Disabled people:
 - Construction actions could obstruct accessibility routes or facilities, limiting mobility and increasing challenges for disabled individuals.
- Refugees/Immigrants:
 - Language barriers and lack of awareness may result in safety risks and hinder access to critical information and services.
- People Living at Temporary Container Housing:
 - Disruption in services, such as access to water or temporary blockage of sewage systems

Table 2: Interested and Affected Stakeholders

Stakeholder Groups	Stakeholder Type		
	Cause of Impact/interest	Affected Party	Interested Party
Project Owner			
<ul style="list-style-type: none"> • ILBANK • Adiyaman Municipality Water and Sewerage Unit • Contractors and Employees 	Project development, implementation and employment	X	
Municipalities			

Stakeholder Groups	Stakeholder Type		
	Cause of Impact/interest	Affected Party	Interested Party
<ul style="list-style-type: none"> Municipality of Adiyaman 	Project development, implementation and employment	X	
Neighbourhood			
<ul style="list-style-type: none"> 28 neighbourhoods directly affected 4 neighbourhoods indirectly affected Temporary container housing areas in directly affected neighbourhoods 	Possible disturbances during the construction phase may include noise and dust generation, increased traffic, and temporary access limitations.	X	
Private Companies			
<ul style="list-style-type: none"> Businesses within the project area 	Possible disturbances during the construction phase may include noise and dust generation, increased traffic, and temporary access limitations.	X	
<ul style="list-style-type: none"> AKEDAŞ Electricity Distribution Company Telecommunication and Internet Supplier Companies: Turktelecom, Turkcell, Vodafone, Superonline, Türksat Kablonet Akmercan Natural Gas Distribution Company 	Possible disturbances during the construction phase	X	
Vulnerable/Disadvantaged Individuals or Groups			
<ul style="list-style-type: none"> Children People over 65 years of age People with chronic illnesses or in need of special care Disabled people Refugees/Immigrants People Living in Temporary Container Housing 	Possible disturbances during the construction phase may include noise and dust generation, increased traffic, and temporary access limitations.	X	
Administrations of the Sensitive Receptors Close to the Construction Area			
<ul style="list-style-type: none"> Schools Hospitals 	Institutions requiring heightened attention to project impacts due to their proximity to the project site	X	
Media			
<ul style="list-style-type: none"> National and local media 	Informing the public		X
Lender			
<ul style="list-style-type: none"> ILBANK European Bank for Reconstruction and Development (EBRD) 	Project Development, Implementation Supervision		X
Government / Authorities			

Stakeholder Groups	Stakeholder Type		
	Cause of Impact/interest	Affected Party	Interested Party
<ul style="list-style-type: none"> • Governorship of Adiyaman • Adiyaman Provincial Directorate of ILBANK • Adiyaman City Health Authority • Directorate 20th General for State Hydraulic Works • Adiyaman Provincial Directorate of Environment, Urbanization and Climate Change • Adiyaman Directorate of Culture and Tourism • Şanlıurfa Cultural Heritage Preservation Regional Board Directorate • Adiyaman Provincial Directorate of National Education • AKEDAŞ 	The project's connection with healthcare, environmental, and social organizations throughout the construction and operational stages.		X
NGO			
<ul style="list-style-type: none"> • NGOs with themes such as environmental protection, public health, and citizenship 	The environmental and social risks and impacts outlined in the ESA report for this project, along with the overall environmental and social performance during its implementation.		X

5. Stakeholder Engagement Program

5.1 Summary of Stakeholder Engagement Done During Project Preparation

As mentioned in the Inception Report, two site visits were conducted to support project planning and gather additional data. The **first site visit on 23 October 2024** included a Kick-Off meeting where the project scope and objectives were introduced. Discussions focused on the city’s current wastewater and stormwater systems, the proposed methodology, and data requirements. Following the meeting, relevant project sites, including ongoing construction areas and the existing wastewater treatment plant were visited.

The **second site visit on 4 and 5 November 2024** involved further engagement with municipal departments and site inspections. Meetings focused on environmental, social, and operational issues, while site visits covered key project locations, including the existing wastewater treatment plant, proposed facility site, and critical infrastructure under construction.

These visits reinforced communication with stakeholders and provided essential insights for the next phases of the project. As part of the next phase of the project, the engagement process continued on **9 and 10 December 2024**, focusing on communication with key stakeholders.

Headmen and other stakeholders were invited to the meeting through the municipality's communication branches. Surveys were conducted with neighbourhood headmen, and two meetings were held with them, involving a total of 24 headmen, one of whom was a woman, while the others were men.

Prior to the survey, headmen were briefed on the project's objectives, scope, and financing structure. They were informed that the initiative—supported by the EBRD—aims to rehabilitate the wastewater network in

Adiyaman, which was severely damaged during the February 2023 earthquakes. The project's broader goals include not only restoring basic services, but also ensuring long-term infrastructure resilience and sustainability. During the briefing, key aspects such as the technical feasibility studies, stakeholder engagement strategies, environmental and social impact assessments, and institutional capacity needs were also presented.

The headman survey, conducted on 9 and 10 December 2024, was designed as a comprehensive tool to assess neighborhood-level conditions before and after the 2023 earthquake, with particular emphasis on infrastructure, social dynamics, and vulnerable populations. It gathered detailed insights into the issues most frequently brought to the attention of headmen, such as infrastructure deficiencies, social assistance needs, and challenges in accessing municipal services. The survey captured demographic shifts by comparing pre- and post-earthquake population and household data, and it explored patterns of migration and their socio-economic consequences. Respondents evaluated access to basic services—such as drinking water and sewage infrastructure—alongside satisfaction levels and key problems experienced. Social structure was also a major focus, with questions ranking the presence of groups such as the elderly, students, migrants, people with special needs, single-person households, nuclear families, and those facing economic hardship. The survey further examined the presence and growth of female- and child-headed households, as well as access to support mechanisms and external aid. It assessed changes in community solidarity levels and identified major gaps in infrastructure and public services including education, health, transportation, and green areas. Broader social and environmental issues—such as unemployment, poverty, domestic violence, and exclusion from local governance—were also addressed. Notably, the survey included a gender-sensitive perspective, identifying how infrastructure challenges affect women and children in terms of daily burdens, safety, and economic participation. Lastly, headmen were invited to prioritize key development needs for their communities and provide open-ended feedback, offering a nuanced and locally grounded understanding of post-disaster vulnerabilities and recovery priorities.

The headmen who attended the meeting answered the survey prepared for the project via Google Forms¹. All headmen participated in these surveys.

Additionally, meetings were conducted with the Temporary Container Housing Manager from AFAD and local civil society organizations. The Temporary Container Housing Manager, who is an AFAD employee, is responsible for 37 temporary accommodation sites. A one-on-one survey interview was conducted with an AFAD employee. These activities provided valuable insights and addressed community concerns.



Figure 3: Photo from 1st Headman Meeting



Figure 4: Photo from 2nd Headman Meeting

The feedback and issues raised during these engagements were documented and integrated into the ongoing social impact assessment, ensuring stakeholder input contributed directly to the project's planning and implementation.

The minutes of meetings and list of stakeholders contacted are given in A.1 and A.2 respectively.

¹ <https://docs.google.com/forms/d/13hKIY0W2hZx9gD7eJJimMbGAlqgazFyUMah8JXKqcE>

5.2 Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement

A variety of tools will be employed to ensure effective stakeholder engagement throughout the Project's lifecycle. These methods build on existing communication mechanisms while introducing new approaches as needed for efficient and inclusive interaction. The following methods will be used for engaging with stakeholders:

- Formal and informal face-to-face meetings: These have been a primary method of consultation and will remain so throughout the Project. Stakeholders have been and will continue to be informed about meetings through telephone calls, WhatsApp messages, SMS, brochures, posters, and email. Two stakeholder consultation meetings have already been organized as part of the Project.
- Focus group meetings: These will provide a supportive setting for stakeholders to express their views and contribute to discussions, complementing negotiations throughout the Project's implementation.
- One-on-one meetings: This engagement method will ensure a more comfortable and private environment for stakeholders, especially vulnerable or disadvantaged individuals, to voice their concerns and provide input.
- Digital communication tools:
 - The ILBANK website will serve as a central platform for disseminating announcements, documents, reports, and updates related to the Project, disclosing SEP and NTS as well as information on grievance mechanisms.
 - Key documents such as the Stakeholder Engagement Plan (SEP) and Non-technical Summary (NTS) will be made available in both English and Turkish.
 - The website and social media accounts of ILBANK and Adiyaman Municipality will share all relevant updates and public information about the Project.
 - Additional tools such as telephone, WhatsApp, SMS, brochures, posters, and email will support broader information disclosure and announcements.
- Written materials: Informational resources, including brochures, leaflets, and posters, will be provided to stakeholders. These materials will detail the Project, its environmental and social principles, the grievance mechanism, and available stakeholder engagement tools. All written materials will be available in Turkish.
- Grievance mechanism: The mechanism will comply with the European Bank for Reconstruction and Development (EBRD) Performance Requirement 10 (PR10) to ensure all stakeholders can submit grievances or concerns. The grievance mechanism will be accessible, transparent, and responsive, allowing stakeholders to provide feedback free from retaliation at any stage of the Project. Information on how to access the grievance mechanism will be widely disseminated, and the contact details of responsible personnel will be shared through the meetings and disclosed at the ILBANK webpage (<https://www.ilbank.gov.tr/>) and Adiyaman Municipality webpage (www.adiyaman.bel.tr). Stakeholder grievances will be logged, assessed, and resolved in line with EBRD standards.
- Media promotions: Local newspapers and ILBANK's and Adiyaman Municipality's social media platforms will be used to share updates and promote contact information throughout the Project's duration.

All feedback, complaints or notifications received during face-to-face, online, or other meetings will be recorded, processed, and addressed through the grievance mechanism. Meetings will be scheduled in consultation with stakeholders to ensure optimal participation. Where necessary, shuttles will be arranged to facilitate stakeholder attendance, or responsible personnel will conduct meetings at stakeholders' locations to maximize accessibility and convenience.

5.3 Stakeholder Engagement Plan

During the construction phase, the primary focus will be identifying stakeholders who are most likely to be affected by construction activities and ensuring they are informed about these activities and any program changes. The goal will be to conduct tailored consultations on community health and safety, aiming to minimize risks to the lowest possible level while providing timely responses to address suggestions or resolve complaints.

Furthermore, stakeholders will be regularly updated on the progress of the project. This includes sharing information on the project's environmental and social performance, the implementation of the stakeholder engagement plan, the grievance mechanism, and the overall progress of project implementation.

Table 3: Stakeholder Engagement Plan

Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsible Body
Pre-Construction	Before Construction	<ul style="list-style-type: none"> • Project E&S principles • Grievance mechanism • Community health and safety • Employment: local hiring and job creation • Traffic regulations • Environmental and social impacts, risks and mitigation measures • Disclosure of the Project Information • Construction Timeline and Disruption Management • Disclosure of ESA report and SEP 	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Focus group meetings, • Digital communication tools, • Written materials, • Stakeholder consultation meetings • Digital communication tools, • Written materials. (The documents will be disclosed on the ILBANK’s website and Adiyaman Municipality’s website) 	All stakeholders	<ul style="list-style-type: none"> • PIU (ILBANK and Adiyaman Municipality) • E&S Consultant • Contractor Supervision Consultant
Construction	Five (5) days before construction activities in a vicinity possible impact, whenever necessary during the construction	<ul style="list-style-type: none"> • Updates about the Project • Grievance mechanism • Construction Timeline and Disruption Management • Community health and safety • Employment: local hiring and job creation • Traffic regulations • Environmental and social impacts, risks and mitigation measures 	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Focus group meetings, • Digital communication tools, • Written materials, • Stakeholder consultation meetings • Digital communication tools, • Written materials. (The documents will be disclosed on the ILBANK’s website and Adiyaman Municipality’s website) 	All stakeholders	<ul style="list-style-type: none"> • PIU (ILBANK and Adiyaman Municipality) • E&S Consultant • Contractor • Supervision Consultant
Operation	Five (5) days before possible impact due to the maintenance and repair, whenever necessary during the operation	<ul style="list-style-type: none"> • Traffic regulations and safety • Interruptions to essential services such as 	<ul style="list-style-type: none"> • Digital communication tools • Media promotions 	All stakeholders	<ul style="list-style-type: none"> • Adiyaman Municipality

Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsible Body
	Regularly throughout the operating period.	electricity, water, and internet • Community health and safety • Environmental and social impacts and mitigation measures • Grievance mechanism • User Feedback and Satisfaction Monitoring • Emergency Communication Protocols			

5.4 Reporting Back to Stakeholders

Stakeholders will be kept informed throughout the project's development. This includes regular reporting on the project's environmental and social performance, the implementation of the Stakeholder Engagement Plan (SEP), the Grievance Mechanism, and the overall progress of project implementation.

The following are the minimum requirements for the content of minutes to be prepared after each stakeholder engagement activity or meeting:

- Location of the consultation/event.
- Date of the consultation/event.
- Details of attendees (as appropriate).
- Meeting/Event Program or Schedule, outlining what is presented and by whom.
- Meeting Minutes, including comments, questions, responses by presenters, and photos from the meeting.
- Agreed actions to be taken following the meeting.

Advance Notification for Affected Stakeholders

- The Adıyaman Municipality Water and Sewerage Unit will notify the headman's offices in the impacted area at least five days in advance of any potential temporary road closures caused by construction works.
- Similarly, the Adıyaman Municipality Water and Sewerage Unit will inform affected local residents about upcoming construction activities through local municipal buildings and notice platforms at least five days in advance.

The Adıyaman Municipality Water and Sewerage Unit will maintain responsibility for stakeholder engagement as an ongoing process throughout the life of the project. Stakeholder logs will be regularly updated to document details of all engagement activities, ensuring transparency and accountability in all interactions with stakeholders.

6. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

6.1 Resources

The Adıyaman Municipality Water and Sewerage Unit, with the coordination and management of ILBANK, is responsible for carrying out all stakeholder engagement activities.

6.2 Management Functions and Responsibilities

A Chief Liaison Officer (CLO) or social expert will be appointed by the Adıyaman Municipality, with the coordination and management of ILBANK, to implement and manage the Stakeholder Engagement Plan (SEP) and Grievance Mechanism. The ultimate responsibility for implementing the SEP lies with ILBANK and the Adıyaman Municipality.

The project will be managed by ILBANK with the coordination of the Adıyaman Municipality. The implementation and oversight of activities outlined in the SEP will be managed by the Social Expert or CLO within the Adıyaman Municipality, with the coordination and management of ILBANK.

ILBANK will also handle procurement, financial management, audit support, and reporting.

7. Grievance Mechanism

The purpose of the Grievance Mechanism (GM) is to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all involved parties. The GM includes both a public grievance mechanism and a workers' grievance mechanism, providing a formal procedure for project-affected people, including communities and project workers, to raise and resolve their concerns. Grievances can signal emerging stakeholder issues, which may escalate if not promptly addressed. Timely identification and resolution of grievances help foster positive relationships between project workers, local communities, and other stakeholders.

Grievances within the Public Grievance Mechanism and Worker Grievance Mechanism will be submitted in Turkish using Turkish forms. For stakeholders who do not speak Turkish but wish to raise concerns about the environmental or social performance of the project, necessary language support will be provided promptly by the Adiyaman Municipality Water and Sewerage Unit.

The structured GM ensures that grievances associated with the project are addressed through a transparent and impartial process. The public will be informed about the GM through the disclosure and consultation of the Stakeholder Engagement Plan (SEP) and through ongoing stakeholder engagement activities conducted throughout the project's lifecycle, as outlined in the SEP.

7.1 National Level Grievance Mechanisms

The intake channels for the existing national level GMs are provided below:

Presidency's Communication Centre (CIMER):

The CIMER has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CIMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities

CIMER Website: www.cimer.gov.tr

CIMER Call Centre: 150

CIMER Phone Number: +90 312 525 55 55

CIMER Fax Number: +90 0312 473 64 94

Address for Official Letter: Republic of Türkiye, Directorate of Communications Kızılırmak Mah. Mevlana Bulvarı No:144 ÇANKAYA/ANKARA

Mail addressed to Republic of Türkiye, Directorate of Communications

Individual applications at the community relations desks at governorates, ministries and district governorates

The Foreigners Communication Centre (YIMER)

The YIMER has been providing a centralized complaint system for foreigners. YIMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.

YIMER Website: www.yimer.gov.tr

YIMER Call Centre: 157

YIMER Phone Number: +90 312 5157 11 22

YIMER Fax Number: +90 0312 920 06 09

Address for Official Letter: Republic of Türkiye General Directorate of Migration Management, Çamlıca Mahallesi 122. Sokak No: 4 Yenimahalle/ANKARA

Mail addressed to Republic of Türkiye, Directorate of Communications

Individual applications at the Republic of Türkiye General Directorate of Migration Management

7.2 EBRD Grievance Mechanisms

The European Bank for Reconstruction and Development (EBRD) has established the Independent Project Accountability Mechanism (IPAM) to address concerns and grievances related to its financed projects. IPAM operates independently from the Bank's management and reports directly to the Board of Directors, ensuring impartiality in its processes.

Functions of IPAM:

1. **Problem Solving:** Facilitates dialogue between complainants and clients to resolve issues without attributing blame, aiming for mutually agreeable solutions.
2. **Compliance Review:** Investigates whether the EBRD has adhered to its Environmental and Social Policy and Access to Information Policy in the context of specific projects.
3. **Outreach:** Promotes accessibility to IPAM among civil society organizations and project-affected people, raising awareness of its purpose and functions.
4. **Institutional Learning:** Shares lessons learned to enhance the Bank's accountability and project performance.

Submitting a Complaint:

Individuals or organizations affected by EBRD-financed projects can submit complaints to IPAM. Complaints can be filed in any language and should include details about the project, the harm or potential harm experienced, and any prior efforts to resolve the issue.

Contact Information:

- **Email:** ipam@ebrd.com
- **Mailing Address:** Independent Project Accountability Mechanism European Bank for Reconstruction and Development Five Bank Street London E14 4BG United Kingdom

For more detailed information about IPAM and the complaint submission process, please visit the official IPAM website: <https://ebrd.com/ipam/>

7.1 Adiyaman Municipality Grievance Mechanism

The Adiyaman Municipality handles public grievances and feedback through its website and the 153 hotline. This municipal Grievance Mechanism (GM) system is designed to receive and address grievances and requests from local citizens, aiming to provide timely and effective solutions within the Adiyaman Municipality for reported concerns.

The communication channels of the Adiyaman Municipality are as follows:

- **Adiyaman Municipality's Website:** <https://www.adiyaman.bel.tr/BIZE-ULASIN>
- **Adiyaman Municipality's Phone:** 0 (416) 999 16 99
- **Adiyaman Municipality's Whatsapp:** 0 (416) 216 17 22
- **Adiyaman Municipality's E-mail:** iletisim@adiyaman.bel.tr
- **E-mail for official mail:** adiyamanbelediye başkanlığı@hs01.kep.tr
- **Address for Official Letter:** Alitaşı Mahallesi Atatürk Bulvarı No.144 Merkez, 02100 Merkez/Adiyaman

These channels ensure accessibility for all stakeholders, enabling them to voice their concerns or provide feedback about the project effectively.

Adiyaman.bel.tr/BIZE-ULASIN

Adınızı ve soyadınızı buraya yazınız...

adınız@domain.com

Telefon Numaranızı:

+90 543 123 12 32

Konu:

Mesajınızın konu başlığını yazınız...

İletmek istediğiniz mesajınız buraya yazınız...

Bilgilerimin sadece Adiyaman Belediyesi ile paylaşılmasını istiyorum.

Adiyaman Belediyesi'nin çözüm ortakları ile paylaşılmasını istiyorum.

Kişisel Verilerin Korunması ve Gizlilik Politikası'nı okudum.

Gönder

Adres: Alıttıp Mahallesi Atatürk Bulvarı No.144 Merkez, 02100 Merkez/Adiyaman

E-Posta: iletisim@adiyaman.bel.tr

Telefon: 0 (416) 999 16 99

Whatsapp: 0 (416) 216 17 22

KEP Adresi: adiyamanbelediyebasankilgi@ht01.kep.tr

Fotoğraf Galerisi

Figure 5:Adiyaman Municipality Web Site Grievance Mechanism

153 hotline system operates 24/7, with employees working in three shifts. A total of 16 individuals are involved in its operation. The new system, an internet application, was developed internally at no additional cost to the municipality. The team continues to enhance the system.

The municipality also operates an informational system that provides notifications via SMS, including condolence messages and water outage alerts. Currently, the system has a database of 7,000 registered citizens.

7.2 ILBANK Grievance Mechanisms

ILBANK has established a transparent and comprehensive GM in September 2021 in order to receive, evaluate and address grievances pertaining to every international project it finances and/or implements, and relevant mechanism will be in place during the course of the Project.

The communication channels of İLBANK are as follows:

- **Phone:** +90 312 508 79 79
- **E-mail:** bilgiuidb@ilbank.gov.tr
- **Address for Official Letter:** ILBANK Department of International Relations, GM Team - Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/Ankara

7.3 Process Flow for the Project Level Grievance Mechanism

ILBANK Grievance Mechanisms will be used for the project. The operational flow of Grievance Mechanism for the stakeholders will be as follows:

1. **Dissemination of GM.** Communication and information tools will be prepared to disseminate information about the grievance mechanism. The project stakeholders will be informed regarding the available GM, its intake channels and operational procedures.
2. **Submission of grievances and requests to ILBANK.** ILBANK includes several uptake channels for its GM.
 - a. Web page (ILBANK)
 - b. E-mail address (ILBANK)
 - c. Consultation meetings
 - d. Telephone (ILBANK)

However, stakeholders can submit grievances through various channels including National Level Grievance Mechanisms (Presidency's Communication Centre and The Foreigners Communication Centre), Adiyaman Municipality Grievance channels (website, email, phone) and also ILBANK's website, email, phone, and meetings.

3. All the grievances received through the above channels will be collected at the ILBANK.
4. The grievances received will be recorded into the database by GM Focal Points in the PIU.
5. GM Focal Point who filed the grievance to confirm the receipt of the grievance by telephone and/or email within 2 days. In case of a complaint on GBV, SEA/SH and/or other gender related grievances, complaint data must be reported immediately.
6. GM Focal Point prepares the draft response and submits it to the approval of the relevant Project Management (GM Team).
7. Following the response, the Grievance Form will be updated according to the outcome of the process and the complainant will receive the result within 10 working days. If the complaint is valid identifying and taking the required action within 15 working days. With the acceptance of the resolution by the applicant within 30 days, the case is closed. In case the applicant is not satisfied with the response and does not sign the Complaint Form, the GM Focal Point will organize a meeting with the PIU management, with the participation of the complainant, associated members of the PIU and the relevant construction contractor. The complainant will his/her concern with the management. The meeting will try to propose another solution to the complainant for the resolution that both parties can agree on.
8. If the complainant is still not satisfied with the outcome of the process, he/she may pursue their complaint through legal channels in the country.
9. A monitoring and evaluation system has been established. The monitoring is recorded in the monitoring and evaluation system.

The most important point in the GM is to ensure that all requests are effectively received and recorded in a timely way, responded to and resolved within a predetermined timeline and on the basis of the content of the complaint. This has to be done by GM Focal Point, and proposed corrective/regulatory action has to be acceptable to both parties, or the complainant can pursue legal recourse. Additionally, the mechanism has to allow for anonymous complaints to be addressed and handled, including those related to sexual exploitation and abuse/sexual harassment (SEA/SH).

7.4 Right to Appeal

Applicants whose complaints cannot be resolved through the available grievance mechanisms or those whose grievances involve sensitive matters have the option to escalate their concerns to the appropriate legal authorities. These authorities include:

- Civil Courts of First Instance
- Administrative Courts
- Commercial Courts of First Instance
- Labor Courts
- The Ombudsman Institution (<https://ebasvuru.ombudsman.gov.tr/>)

The legal process related to such cases will be tracked and recorded through the Grievance Mechanism.

7.5 Grievance Log

Under the established Grievance Mechanism, all submitted grievances will be documented in the Grievance Log, with a unique reference number assigned to each entry. A sample Grievance Form can be found in Appendix-A.3 of this SEP.

The Grievance Log will serve as a tool to track the status of grievances, assess their frequency, analyse the underlying causes, and identify common or recurring issues.

7.6 Workers' Grievance Mechanism

Workers' Grievance Mechanism refers to the process for addressing complaints raised by employees working on the Project, including both direct and indirect employees. This mechanism aims to provide an effective approach for the early identification, assessment, and resolution of grievances throughout the Project's duration while ensuring that employees raising concerns are protected from any form of retaliation.

The scope of the Workers' Grievance Mechanism includes but is not limited to, issues related to occupational health and safety, working conditions, wages, conflicts with co-workers or the local community, hygiene issues in shared spaces, insufficient food provisions, and worker safety.

The Grievance Mechanism will be communicated to all Project workers through written and verbal means. Each worker will be informed about the mechanism upon hiring, and details on its operation will be readily available, such as in employee handbooks.

Recognizing the importance of confidentiality for some employees, the mechanism will allow complaints to be submitted anonymously. In such cases, responses or corrective actions will be shared publicly in designated areas within worker containers to ensure transparency while maintaining confidentiality.

The Contractor will assign a responsible person at the construction site to record grievances, whether they are submitted verbally or through grievance forms placed in designated locations. These grievances will be recorded and relayed to the Project GM officer for further action and resolution.

It is important to emphasize that Project employees retain the right to access the public grievance mechanism for matters unrelated to their employment.

To ensure timely resolution, complaints will be investigated promptly. Complaints involving immediate risks to workers' safety or livelihoods must be addressed within 24 hours, while other grievances should be resolved within seven business days. All investigations and resolutions will be meticulously documented.

The detailed procedures of the Worker Grievance Mechanism will be described in the Project-specific Labor Management Plan (LMP).

The GM Team is established with expert/technical expert and technical group manager under the PIU of ILBANK Department of International Relations includes expert/technical expert and technical group manager.

The Ethics committee (EC) is responsible for investigating all sensitive complaints² referred by the GM team or by any member of ILBANK PIU staff includes a senior manager, a manager and a staff representative under the Department of International Relations of ILBANK.

The workers grievance mechanism will follow the operational flow as defined in Table 5.

² **Sensitive complaints** could include the following (not an exhaustive list): **1)** Sexual exploitation and/or any type of abuse by a staff member; **2)** Fraud and/or corruption by a staff member, such as involvement in bribery or misusing funds; **3)** Any action which constitutes a breach of ILBANK code of conduct including staff behaviour.

Below intake channels will be available for the project workers if they would like to submit a complaint or a request to ILBANK.

Table 4: Workers' Grievance Mechanism

Grievance/Suggestion Boxes	Grievance/Suggestion Boxes will be placed in the Department of International Relations of ILBANK and project sites. These boxes will be made available for all project workers and will be located at convenient places to enable the workers to submit their grievances or requests confidentially and/or anonymously.	
Phone	+90 312 508 79 79	
E-mail	etikuidb@ilbank.gov.tr	
Official Letter	ILBANK Department of International Relations, GM Team - Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/Ankara	
Presidency Communication Center (CIMER) <i>The CIMER has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CIMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities</i>	Webpage	www.cimer.gov.tr
	Call Center	150
	Phone Number	+90 312 525 55 55
	Fax Number	+90 312 473 64 94
	Mail Address	Republic of Türkiye, Directorate of Communications
	Individual applications at the community relations desks at governorates, ministries and district governorates	
Foreigners Communication Center (YIMER) <i>The YIMER has been providing a centralized complaint system for foreigners. YIMER will be available to Project stakeholders as an alternative and well-known channel for conveying their Project-related grievances and feedback directly to state authorities.</i>	Webpage	www.yimer.gov.tr
	Call Center	157
	Phone Number	+90 312 157 11 22
	Fax Number	+90 312 920 06 09
	Mail Address	Republic of Türkiye, Directorate of Communications
	Individual applications at the Republic of Türkiye General Directorate of Migration Management	

The worker complaints and requests will be classified based on their severity, frequency and more importantly sensitivity. Categories of complaints, descriptions and the responsible parties are presented below:

Table 5: Workers' Grievance Category

Worker Complaints		
Category	Description	Responsible Party
Level 1	When an answer can be provided immediately and/or GM Team and Municipal/Contractor Community Engagement Officers are already working on a resolution	GM Team
Level 2	Repeated, extensive and high-profile grievances that may jeopardize the Project or pose reputational risks	GM Team Ethics Committee External Experts (when necessary)

The officer designated by the ILBANK for the Worker Grievance Mechanism will handle written complaints using the Sample Grievance Form (Appendix-A). Actions taken and resolutions provided will be documented through the Grievance Closure Form (Appendix-B). This process ensures that all activities under the mechanism are recorded and fosters a transparent relationship between workers and the ILBANK.

7.7 Grievances Related to GBV/SH/SEA

To effectively address risks associated with Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Gender-Based Violence (GBV), the Grievance Mechanism (GM) will be operational before contractors mobilise. Given the sensitive nature of GBV, SEA, and SH complaints, there are inherent risks of stigmatisation, rejection, or reprisals against complainants. These factors can perpetuate a culture of silence, making survivors hesitant to report incidents directly to the project.

To ensure safe access for women and other survivors, the GM will provide multiple channels for submitting complaints confidentially and securely. GM operators and the Community Liaison Officer (CLO) will receive training on handling SEA/SH cases with confidentiality, empathy, and without judgment.

The GM will incorporate the following practices for addressing SEA/SH grievances:

- Multiple complaint channels will be made available to enhance accessibility.
- No identifiable information about the survivor will be recorded in the GM.
- The GM will only collect the following information related to SEA/SH allegations:
 - The nature of the complaint (recorded in the complainant's own words, without direct questioning).
 - Whether the alleged perpetrator was associated with the project, to the best of the survivor's knowledge.
 - If possible, the age and sex of the survivor.
 - If possible, information on whether the survivor was referred to support services.

All information recorded in the GM, especially details related to the complainant's identity, will be kept strictly confidential.

The project GM will include a channel to receive and address confidential complaints related to SEA/SH, with special measures in place. If an employee faces SEA/SH issue s/he can either apply to a higher-level superior or go directly to the police, as stipulated in the national referral system of the country for dealing with such cases. The content and procedures of the project's GM will also have a reporting line on such cases in regard to SEA/SH issues and will be handled under full confidentiality and with the consent of the survivor. If the ILBANK PIU will receive a SEA/SH related grievance, these grievances will be directed to national referral systems immediately and record that this has been directed, as set out in the GM Procedure of ILBANK. All details of the complainant of the sensitive case will be kept strictly confidential.

7.8 Reporting on Grievance Mechanism

Contractors will prepare and submit Environmental and Social Monitoring Reports (ESMRs) to the Supervision Consultant on a monthly and quarterly basis. The Supervision Consultant will be responsible for reviewing the ESMRs, checking grievance boxes, and maintaining grievance logs. Following their review, the Supervision Consultant will compile and submit the ESMRs, along with a summary of grievances, their resolutions, and the grievance logs, to ILBANK. ILBANK will provide the ESMRs and progress reports to the EBRD annually.

8. Monitoring and Reporting

ILBANK will implement the monitoring activities throughout the lifetime of the Project. This SEP will be updated based on feedback received from stakeholders. Communication tools included in the SEP that are not accepted by stakeholders will also be revised accordingly. Additionally, the SEP will be updated in case of significant changes to the Project's scope that impact stakeholder engagement activities. Description of the project will be published on the ILBANK's website (www.ilbank.gov.tr), ensuring that personal identity information is removed to protect individual privacy. The exact dates, times and addresses of the meeting locations will be shared within the SEP as this information becomes available.

ILBANK will also publish details of the issues raised during the consultation process and any appropriate feedback on these issues on its website.

Contractors will deliver Environmental and Social Monitoring Reports (ESMRs) to the Adıyaman Municipality on a monthly and quarterly basis. Following review, the Municipality will submit the ESMRs on the Project's environmental and social performance to ILBANK quarterly, along with a summary of grievance logs (including grievance logs as an annexe) and a summary of stakeholder engagement activities conducted during the reporting period.

The grievance mechanism established for the Project will be actively utilized, and a summary of its outputs will be reported to the Adıyaman Municipality and the European Bank for Reconstruction and Development (EBRD) on a monthly and quarterly basis.

Project reporting periods are different for construction and operation phases. ILBANK will submit ESMRs to the EBRD on a quarterly basis, along with the Project's Progress Report, in line with the reporting requirements defined in the Loan Agreement.

The Adıyaman Municipality will be responsible for ensuring that the Contractor and its subcontractors comply with applicable national and international regulations, as well as the requirements set by lenders.

A.1 Minutes of Meetings

Meeting with Neighbourhood Headmen

M.G. – Barbaros Hayrettin Neighbourhood

M.G. stated that the majority of residents apply to the local administration primarily for social assistance. He emphasized urgent needs in drinking water infrastructure and wastewater management. No additional information was provided.

L.Ö. – Fatih Neighbourhood

L.Ö. reported that infrastructure problems are most frequently raised. Priority areas include water and wastewater infrastructure, road systems, healthcare access, cleanliness, and digital accessibility. No further remarks were made.

N.B. – Mara Neighbourhood

N.B. highlighted infrastructure and social aid needs. He emphasized improving water and wastewater infrastructure, road systems, and disaster management and early warning systems. No additional views were expressed.

M.İ.G. – Hoca Ömer Neighbourhood

M.İ.G. noted pressing issues of infrastructure and social aid. Priorities are drinking water and road infrastructure, healthcare access, and educational improvements. No extra information was given.

A.O. – Esentepe Neighbourhood

A.O. stated that infrastructure and social aid are common demands. He emphasized water and wastewater improvements, road strengthening, and environmental projects. He reiterated the need for wastewater management and full infrastructure renewal.

G.K. – Kapcami Neighbourhood

G.K. conveyed that infrastructure and social aid are critical. He proposed enhancing wastewater, health, education, and digital infrastructure. He also expressed willingness to support officials.

N.Ö. – Bahçelievler Neighbourhood

N.Ö. observed that infrastructure and social aid are frequently mentioned. He stressed upgrading wastewater and road systems and a collective desire for a cleaner environment.

H.S. – Kayalık Neighbourhood

H.S. indicated infrastructure and social assistance as prevalent concerns. He emphasized development needs in water, wastewater, roads, healthcare, education, energy, disaster management, employment, environment, and digital infrastructure. No additional information was shared.

H.Ç. – Yeni Neighbourhood

H.Ç. noted infrastructure and social aid as common concerns. He proposed improvements in water supply, road infrastructure, healthcare, and education.

F.G. – Eskisaray Neighbourhood

F.G. emphasized broader issues beyond infrastructure, including employment, disaster management, environmental protection, and digital infrastructure. She requested urban transformation.

A.B. – Karapınar Neighbourhood

A.B. highlighted infrastructure and social aid as frequent concerns. Top priorities include water supply, transportation systems, employment projects, environmental protection, and social spaces.

E.Y. – Malazgirt Neighbourhood

E.Y. reported infrastructure and public safety as key issues. He advocated for improvements in water, wastewater, road and energy systems, disaster management, employment, and digital infrastructure.

C.E. – Sümerevler Neighbourhood

C.E. emphasized infrastructure deficiencies. He recommended upgrades to water and wastewater systems, better healthcare access, and improved education.

H.B.G. – Musalla Neighbourhood

H.B.G. emphasized infrastructure and social assistance. Needs include water, wastewater, roads, healthcare, education, energy, disaster management, employment, environmental quality, social spaces, and digital access. He also called for completion of all infrastructure works.

İ.A. – Sıratut Neighbourhood

İ.A. stated infrastructure and social aid are key priorities. He stressed enhancing water systems, roads, and environmental cleanliness, calling for ideologically neutral implementations.

A.G. – İmam Ağa Neighbourhood

A.G. identified infrastructure, social aid, and security as key concerns. He advocated for improvements in water, wastewater, roads, healthcare, energy, disaster preparedness, employment, and sustainability.

H.D. – Yeşilyurt Neighbourhood

H.D. noted frequent security concerns. He emphasized the need to improve water supply, roads, healthcare, and energy systems.

A.D. – Siteler Neighbourhood

A.D. listed infrastructure, social aid, and security as common concerns. He stressed improving water, wastewater, roads, and education. He also called for immediate resolution.

A.Da. – Mehmet Akif Neighbourhood

A.Da. emphasized infrastructure and social aid. He highlighted improvements needed in water, wastewater, roads, education, energy, disaster preparedness, employment, environmental protection, social spaces, and digital access.

H.K. – Varlık Neighbourhood

H.K. stated infrastructure, social aid, and security are major concerns. He recommended improvements in water, wastewater, roads, healthcare, and education. He added, “Thank you in advance for your services. May God bless you.”

M.D. – Yavuz Selim Neighbourhood

M.D. reported infrastructure and social assistance as primary issues. He recommended enhancements to water, wastewater, roads, and healthcare.

M.E.Ş. – Mimar Sinan Neighbourhood

M.E.Ş. stated that infrastructure, social aid, and road/sidewalk issues are frequent concerns. He emphasized needs in infrastructure, health, education, energy, disaster management, employment, sustainability, social areas, and digital access.

M.A.K. – Yenipınar Neighbourhood

M.A.K. reported infrastructure and social aid as top concerns. He recommended improvements in water, wastewater, disaster management, and employment, along with aesthetic and durable infrastructure works and underground utility installations.

Meeting with Women Entrepreneurs

Questions were posed by the facilitators and responses were provided by individual participants. Each answer is listed with the participant's initials and institutional affiliation.

Question: Could you briefly introduce yourself and the work you are doing?

B.H.

She stated that she is coordinating a group composed of women affected by the earthquake, who are currently receiving entrepreneurship training. Meetings were previously held in places such as Ankara/Beyazır and Göreme in Cappadocia, where women entrepreneurs met with earthquake-affected women.

B.S. – Urban Planner, Municipality

She introduced herself as an urban planner working within the municipality, responsible for zoning and development plans, and currently holding a managerial position.

E.G. – Hayata Destek Derneği

She explained that the association has opened training courses such as sewing and embroidery with the aim of creating and strengthening women's solidarity, and to transform these skills into income-generating activities.

İ.B. – Project Manager, Hayata Destek Derneği

He described the association's extensive work in 16 cities on issues such as child protection (particularly child labor), women's protection, and humanitarian aid. He also mentioned that they were active on the ground during international emergencies including foreign earthquakes and the Ukraine crisis.

Question: Are there any security issues caused by the lack of infrastructure?

B.H.

She responded that in container settlements, during water shortages, hygiene education should be provided, particularly on maintaining hygiene with limited water. Hygiene kits were distributed after the earthquake. Although water tanks exist, they are insufficient due to 5–6 people residing in each container. Additionally, when electricity is cut, water supply is also interrupted. In Vartana's prefabricated housing, she noted that there is no infrastructure at all.

She also mentioned that previously, sewage water was mixed with drinking water; although this issue has been improved, water is still turbid. Dust remains a problem, and no preventive measures are in place. Residents are unwilling to wear masks. Water spraying tanks are being used to mitigate dust, but the solution is insufficient. While recent rainfall has offered temporary relief, it is not a sustainable solution.

Regarding the newly constructed TOKİ housing units, she emphasized that due to incomplete infrastructure, residents have not yet been relocated, but are expected to move in a few months.

Question: What are the current developments in women's employment and empowerment?

B.H.

She reported that five women are planned to be employed by the Çimko company, and that there is a demand for women construction workers. She noted that twelve women are currently receiving welding training in Istanbul.

Question: Do you have a proposed site or development plan? Are there specific areas you think should be designated before construction begins?

B.S. – Urban Planner, Municipality

She responded that planning in the development zones may need revision. It may not be feasible to start directly in those zones. A phased approach, moving from north to south and distinguishing

between neighbourhoods, would be more appropriate. Planning along main arteries should also be considered.

A.B

He mentioned that a model project is being developed in Esentepe. Historically in Adıyaman, residential construction preceded infrastructure. In contrast, the new approach in Esentepe prioritizes building infrastructure first, then housing. He also proposed the idea of assigning identity to streets and regulating land use, stating: "Not every tailor should open a shop wherever they please."

Personal Reflection (Shared by a Participant):

B.H.

She recalled a fieldwork incident where she attempted to cross a road and gestured to a male heavy vehicle operator to allow her to pass. Despite making eye contact, the driver did not yield. She commented that although she does not wish to generalize, men tend to be less considerate in such situations, adding: "If it had been a woman, she would have been more polite." She also noted that safety concerns have arisen, for example, elderly individuals have fallen due to loose gravel left on roads by field workers.

Other Issues Discussed During the Meeting:

İ.B. – Project Manager, Hayata Destek Derneği

He emphasized that water access was among the most critical problems, especially due to diseases like cholera. Water tanks were installed, but decisions regarding their placement and refill schedules were made solely by male personnel, excluding women's input. However, water transport duties were mostly assigned to women. The locations chosen for water tanks were often dark and remote, creating risks for women and children.

He added that during the construction of toilets and showers, women's and children's opinions were not considered. There were inadequate lighting, lack of locks, and no privacy features such as screens. He also mentioned that infectious diseases continue to be reported, including ongoing cases of diarrhea and vomiting, as per the Turkish Medical Association's latest report. Water remains problematic.

A.B.

He asked whether public health tests had been requested. Although no definitive answer was given, it was stated that the issue would be followed up.

İ.B. – Project Manager, Hayata Destek Derneği

He clarified that not all areas in Adıyaman share the same water infrastructure. While most areas have safe and drinkable water, some container settlements still experience security problems. He confirmed that the risk to child safety is now minimal, as infrastructure works have mostly been completed. Nonetheless, he warned that manholes were left uncovered for months during construction, and that dust and asbestos exposure remain concerns.

B.S. – Urban Planner, Municipality

She reported that dust from the newly constructed TOKİ buildings in the north is carried to the Vartana region by prevailing northern winds. She also noted the absence of designated gathering spaces, the occupation of park areas, and the lack of provision for social infrastructure in residential zones. Narrow streets and blocked transportation routes further complicate urban mobility.

Meeting with AFAD Representative

M.T. – AFAD (Container Settlement Coordinator)

Questions were posed by the facilitators and answered by M.T.

Question: Are there any problems currently being experienced in the container settlements?

Answer: There are no significant problems except in the Vartana area. While Emlak Konut was responsible for construction, infrastructure was not completed. There are 1,700 prefabricated housing units in Vartana. This settlement lies beyond the municipality's jurisdiction and falls under the Provincial Special Administration, as it is attached to a village settlement.

Question: Are there any issues related to the drinking water infrastructure?

Answer: Again, the Vartana region faced challenges due to the absence of a water distribution network. AFAD drilled three wells, adding to two pre-existing ones. Water is extracted from the five wells, filtered, stored, and re-filtered before being distributed to households. Weekly water samples are collected for testing.

Question: Are there any problems concerning the wastewater/sewage infrastructure?

Answer: Some usage-related problems occur, but there is no systemic or widespread issue.

Question: Do you encounter any difficulties when contacting the municipality or conveying your requests and complaints?

Answer: No such difficulties exist. Coordination with the municipality and the Directorate of Public Works ensures issue resolution.

Question: Have there been any problems caused by rainwater accumulation?

Answer: In the Vartana region, rainwater accumulates in agricultural fields due to elevation differences. Vacuum trucks provided by the municipality are used to drain the water. As a result, 156 prefabricated units were relocated to the northern section of the site.

Question: Are there problems related to solid waste management?

Answer: Solid waste is largely managed using municipal infrastructure. However, septic systems were installed in certain areas. For instance, the infrastructure in zone K6 was developed by AFAD.

Additional Information Provided:

- Permanent housing units have been constructed and are being distributed gradually. Temporary shelter areas are being vacated. A total of 3,683 households, approximately 13,000 individuals, have been relocated.
- Total population: 67,218 (currently 55,741 following the latest housing allocations)
- Total number of households: 15,694
- Number of temporary shelter areas in the city center: 37
- Population in the Vartana region: 12,606
 - P1A: 6,933
 - P2A: 5,673

A.2 List of Stakeholders Contacted

Meeting with Neighbourhood Headmen

M.G. – Barbaros Hayrettin Neighbourhood

L.Ö. – Fatih Neighbourhood

N.B. – Mara Neighbourhood

M.İ.G. – Hoca Ömer Neighbourhood

A.O. – Esentepe Neighbourhood

G.K. – Kapcami Neighbourhood

N.Ö. – Bahçelievler Neighbourhood

H.S. – Kayalık Neighbourhood

H.Ç. – Yeni Neighbourhood

F.G. – Eskisaray Neighbourhood

A.B. – Karapınar Neighbourhood

E.Y. – Malazgirt Neighbourhood

C.E. – Sümerevler Neighbourhood

H.B.G. – Musalla Neighbourhood

İ.A. – Sıratut Neighbourhood

A.G. – İmam Ağa Neighbourhood

H.D. – Yeşilyurt Neighbourhood

A.D. – Siteler Neighbourhood

A.Da. – Mehmet Akif Neighbourhood

H.K. – Varlık Neighbourhood

M.D. – Yavuz Selim Neighbourhood

M.E.Ş. – Mimar Sinan Neighbourhood

M.A.K. – Yenipınar Neighbourhood

Meeting with Women Entrepreneurs

B.S. – Municipality (Urban Planner)

E. G.– Hayata Destek Derneği

İ.B.– Hayata Destek Derneği (Project Manager)

A.B.

B.H.

Meeting with AFAD Representative

M.T. – AFAD (Container Settlement Coordinator)

A.3 Sample Grievance Form

COMPLAINT SUBMISSION FORM				
Person Filling the Form:	Date:			
Interview Agenda:	Reference No:			
1. INFORMATION ABOUT THE COMPLAINANT				
Name Surname (<i>Anonymous applications are also accepted, In case the complaint is submitted anonymously, the feedback regarding the measures taken/to be taken may not be communicated to the complainant. The result of the complaint will be made public on the ILBANK website</i>) :	How to receive the complaint			
Turkish ID Number:	Phone <input type="checkbox"/>			
Phone:	Face to face <input type="checkbox"/>			
Address:	Web-site/ E-Mail <input type="checkbox"/>			
E-Mail:	Other (Explain) <input type="checkbox"/>			
Stakeholder Type				
Public Institution <input type="checkbox"/>	Project Affected People <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Trade Association <input type="checkbox"/>	NGO <input type="checkbox"/>
Interest Groups <input type="checkbox"/>	Industry Associations <input type="checkbox"/>	Workers' Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. DETAILED INFORMATION ON THE COMPLAINT				
Description of the Complaint:				
Resolution method requested by the complainant				

**Registered Person Name
Surname/Signature**

Complainant Name Surname/Signature

A.4 Grievance Closure Form

GRIEVANCE/COMMENT CLOSE OUT FORM		
Close-out Inspection		
Close-out Date		
Case #		
Assessment of Grievance/Suggestion		
Action Taken		
List of Documents that verify the Action		
Date of Action		
Inspector Official	Full Name _____ Signature _____	
Assessment of Monitoring		
Necessity of Monitoring	Necessary	Not Necessary
Duration of Monitoring		
Responsible Party		
Date Completed		
Results of Monitoring		
Signature of Complainant (if willing)	_____	

OFFICIAL USE

OFFICIAL USE