

# **TÜRKİYE PUBLIC AND MUNICIPAL RENEWABLE ENERGY PROJECT (PUMREP)**

**VAN GENERAL DIRECTORATE OF WATER AND  
SEWARAGE ADMINISTRATION (VASKİ)  
32 MW SOLAR POWER PLANT (SPP-II) PROJECT**

**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

**Revision : REV.06**

**Submission : April 2024**

## Project Information

Project	Details
Name	Van General Directorate of Water and Sewerage Administration (VASKİ) VASKİ 32 MW Solar Power Plant (SPP-II) Project Stakeholder Engagement Plan (SEP)
Project Owner	Van General Directorate of Water and Sewerage Administration (VASKİ)
Financial Intermediary	ILBANK INC.
Prepared by	MGS Project Consultancy Engineering Trade Co. Ltd. (MGS)

## Record of Issue

Company	Client and Financial Intermediary Contact	Version	Date Issued	Method of Delivery
ILBANK INC. (İLBANK)	Ceren SAĞKURT	Rev.06	24.04.2024	e-mail: PDF
General Directorate of Van Water and Sewerage Administration (VASKİ)	Şeref DEMİR	Rev.06	24.04.2024	e-mail: PDF

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This Stakeholder Engagement Plan has been prepared by MGS Project Consultancy Engineering Trade Co. Ltd. on behalf of VASKİ within the scope of Turkey Public and Municipal Renewable Energy Project supported by the World Bank (WB) with İLBANK as the financial intermediary.

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## List of Abbreviations

<b>Aoi</b>	Area of Influence
<b>CGO</b>	Community Governmental Organization
<b>CIMER</b>	Presidency's Communication Center
<b>DLP</b>	Defects Liability Period
<b>EC</b>	Ethics Committee
<b>EHS</b>	Environment Health and Safety (EHS)
<b>EIA</b>	Environmental Impact Assessment
<b>E&amp;S</b>	Environmental and Social
<b>E&amp;S Consultant</b>	MGS Proje Müşavirlik Mühendislik Ticaret Ltd. Şti. (MGS)
<b>ESF</b>	Environmental and Social Framework
<b>ESMF</b>	Environmental and Social Management Framework
<b>ESMP</b>	Environmental and Social Management Plan
<b>ESMR</b>	Environmental and Social Monitoring Reports
<b>ESMS</b>	Environmental and Social Management System
<b>GBV</b>	Gender-Based Violence
<b>GMCP</b>	Grievance Mechanism Contact Person
<b>GM</b>	Grievance Mechanism
<b>IFC</b>	International Finance Corporation
<b>ILBANK</b>	İL BANK A.Ş.
<b>KBA</b>	Key Biodiversity Area
<b>MGS</b>	MGS Project Consultancy Engineering Trade Co. Ltd. (MGS)
<b>MoEUCC</b>	Ministry of Environment, Urbanization and Climate Change
<b>NGO</b>	Non-Governmental Organization
<b>OG</b>	Official Gazette
<b>OHS</b>	Occupational Health and Safety
<b>OIP</b>	Other Interested Parties
<b>PAP</b>	Project Affected People
<b>PID</b>	Project Identification Document
<b>PIU</b>	Project Implementation Unit
<b>PMU</b>	Project Management Unit
<b>PUMREP</b>	Türkiye Public and Municipal Renewable Energy Project
<b>PPM</b>	Public Participation Meeting
<b>RE</b>	Renewable Energy
<b>SCM</b>	Stakeholder Consultation Meeting
<b>SEA/SH</b>	Sexual Exploitation and Abuse/Sexual Harassment

<b>SEP</b>	Stakeholder Engagement Plan
<b>The Bank</b>	World Bank
<b>The Project</b>	VASKİ 32 MW Solar Power Plant (SPP-II) Project
<b>TurkStat</b>	Turkish Statistical Institute
<b>WB</b>	World Bank
<b>WBG</b>	World Bank Group
<b>WHO</b>	World Health Organization
<b>VASKİ</b>	Van General Directorate of Water and Sewerage Administration
<b>VANSIAD</b>	Van Industrialists' and Businessmen's Association
<b>YIMER</b>	Foreigners Communication Center

## Definitions

**Direct Stakeholders:** All individuals, groups, organizations, and institutions interested in and potentially affected by a project or having the ability to influence a project.

**Indirect Stakeholders:** Groups or individuals within a business who work directly within the business, such as employees and contractors.

**Other Interested Parties:** Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, Non-Governmental Organizations (NGOs) and the government.

**Vulnerable/Disadvantaged Individuals/Groups:** People who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage and who may be limited in their ability to access project information or voice their concerns.

**Grievance:** An issue, complaint and/or dispute that has escalated to the point where it requires third party intervention or adjudication to help resolve it. Typically, grievances are thought of as involving the community as a whole and have been unresolved for some time in a formal manner.

**Grievance Mechanism:** A formal way that provides a clear and transparent framework for addressing, assessing, and resolving community grievances concerning the performance or behavior of the company, its contractors, or workers.

**Project Implementation Unit (PIU):** The unit which is responsible from the environmental, social, and H&S implementations of the Project during pre-construction, land preparation and construction and operation phases. The PIU Team includes at least six personnel which are: the Head of the PIU (or Project Manager), two financial experts, Environmental Expert, Social Expert and Occupational Health and Safety (OHS) Expert.

**GM Team:** The team which proceeds the grievances, requests and comments coming from the internal and external stakeholders and implements the Grievance Mechanism procedures in accordance with the ESMP and SEP which are prepared in line with the national legislation, MoIT GM Policy, ILBANK GM Policy and WB ESF.



## Executive Summary

The Türkiye Public and Municipal Renewable Energy Project (PUMREP) aims to support the Government of Türkiye to scale-up renewable energy use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed Renewable Energy (RE) market in public facilities by addressing the barriers discussed above and help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country's climate mitigation commitment and enhance energy security.

The PUMREP will support introducing RE technologies in municipalities and will be implemented by İller Bankası A.Ş. (ILBANK). The RE installations will be primarily used to offset the overall energy consumption from public facilities (e.g., administrative buildings, water supply and water treatment, public lighting, etc.) and thus reduce the municipalities' energy bills. A preliminary pipeline of about 100 subprojects has been provided by ILBANK, including the tentative capacity of the RE installations (ranging from 0.2 MW to 5 MW), required investment costs, and the status of grid connection permits. Although most of these proposed subprojects are solar PV (both rooftop and ground-mounted), other RE technologies may also be considered for support during project preparation. The eligibility criteria for RE technologies and sub-project locations will be finalized during the Project preparation stage.

ILBANK has established an **Environmental and Social Management System (ESMS)** effective on **24<sup>th</sup> of Dec 2023**. The ESMS is aimed at ensuring systematic identification, assessment, management, monitoring, and reporting of the environmental and social (E&S) risks and impacts of the **projects and subprojects financed by the IFIs**. This process should be implemented on an ongoing basis throughout their loan duration in line with the requirements of the national legislation, international agreements and conventions ratified by Türkiye and E&S standards of lending **IFIs** (World Bank for the PUMREP). As a critical element of the ESMS, ILBANK has adopted and published<sup>1</sup> an **E&S Policy** applicable to all ILBANK projects and subprojects financed through IFIs.

The "32 MWe Solar Power Plant Project" (the Project) is planned to be implemented by Van Water and Sewerage Administration General Directorate (VASKİ) in Van province, Edremit district, Bakımlı neighbourhood, Dağ locality, parcel number 890. The Environmental Impact Assessment (EIA) area determined as the project area is located on parcel no. 890, block 0. and activities will be carried out in the entire parcel. The parcel in question has an area of 1.205.685,16 m<sup>2</sup> VASKİ, which owns the property belonging to the treasury and is the owner of the activity It has been allocated to the Directorate.

The Project is categorized as Moderate Risk Category as per ILBANK ESMS and World Bank's Environmental and Social Framework (WB ESF), 2018. One of the tasks under the scope of the Project is the preparation of a Stakeholder Engagement Plan (SEP) in accordance with ILBANK ESMS, WB ESF, and the national legislation in force in Türkiye.

This Stakeholder Engagement Plan (SEP) is therefore prepared to identify all stakeholders, inform them about the project and its potential environmental and social risks and impacts, and their interest in the Project and to establish an effective communication with stakeholders and to define procedures and principles to improve participation. This Plan aims to create long-term relations between the Project and local communities based on mutual trust and transparency. In addition, it is aimed to reduce the negative effects that may arise from the project and increase the positive effects. By implementation of this SEP, stakeholders will be able to access to the information about the Project, its investments, installation works and operation activities in a timely manner. This plan includes the legal framework, process of

<sup>1</sup> <https://www.ilbank.gov.tr/sayfa/ilbank-environmental-and-social-policy>

identifying stakeholders, explaining the stakeholder engagement program (comprising purpose and timing, proposed strategy for information disclosure, proposed strategy for consultation, future engagement activities, grievance mechanism covering receiving and closing internal and external grievances, taking necessary actions and management of grievances). In addition, specific engagement and disclosure activities targeting vulnerable/disadvantaged groups/individuals identified under the SEP have been defined. Based on the information obtained from mukhtars during the consultations, it was identified that there are disadvantaged/vulnerable individuals/groups in Project Aol such as households living with the help of philanthropists or the state, unemployed individuals, individuals migrating seasonally from the neighborhood to earn a living, households with physically disabled members, female headed households and over 70 years of age living alone. Programs have been defined for the identified disadvantaged/vulnerable groups/individuals to facilitate their participation in consultations.

When a circle with a radius of 2 km is drawn to determine the Aol from the project area, it is seen that there are three neighborhoods nearest to it. These neighborhoods are Bakımlı, Gölkaşı and Kıyıcak. While determining the 2 km distance, environmental and social impacts caused by the Project have been taken into consideration and it is foreseen that these impacts will remain within the determined distance. In the scope of this SEP, stakeholder engagement activities were carried out by MGS's specialists on 13.11.2023-14.11.2023 in Kıyıcak, Bakımlı and Gölkaşı neighbourhoods. The activities were carried out once. The objective of these activities is to identify all stakeholders and their interest in the Project and to set out the procedures and principles for effectively communicating with and engaging stakeholders. It also aimed to identify vulnerable/disadvantaged groups and develop stakeholder engagement and disclosure activities to ensure the participation of all relevant parties. This included the consultations with neighborhood mukhtars, as well as interviews with households. Interviews were conducted with the muhtars of Bakımlı Neighborhood, Gölkaşı Neighborhood, Kıyıcak Neighborhood and nine (9) households engaged in animal husbandry.

Since the pastureland where the Project Area is located belongs to Bakımlı Neighborhood, meetings were held with 7 households who make a living by carrying out animal husbandry activities in the neighborhood. Moreover, 5 VASKİ employees, 3 of which are blue collar and 2 of which are white collar, were interviewed. The Project Area is located in the middle of two SPP sites belonging to Akfen Energy on pastureland. Furthermore, an interview was held with the SPP Project Employee (Security Guard) of Akfen Firm.

When the 2 km radius Project Area of Influence (Aol) is determined, the borders of Gölkaşı, Bakımlı and Kıyıcak Neighborhoods are located within the Project Impact Area. However, there are no settlements within the Project Aol. The potential risk of restricting the use of pasture by local people is emphasized. Except for the risk of limitation of pasture utilization, it is not foreseen that the nearby settlements will be potentially negative impacted by the Project. Since no grazing activities are carried out on the Project Area, it will be sufficient to questioning the Project stakeholders on whether the pasture access roads are limited in the periods and methods specified in the "Stakeholder Engagement Program" (see Chapter 4: Stakeholder Engagement Program). During the field studies, information was obtained from mukhtars, local residents and institutions that there is no grazing activity in the Project Area. There is no need to develop any livelihood restoration program.

In the subject field studies, while it was aimed to obtain information about the current socio-economic structure of the neighborhood, it was also aimed to determine the information level of the project, opinions, and concerns about the Project. Finally, a Grievance Monitoring Table is presented at the end of this SEP proposes the means for the monitoring activities to be conducted to evaluate the performance and effectiveness of the Project.

# 1 Introduction/ Project Description

ILBANK A.Ş. (hereinafter ILBANK) is acting as Financial Intermediary (FI) for the Türkiye Public and Municipal Renewable Energy Project (hereinafter PUMREP) financed by the World Bank (hereinafter WB). The PUMREP will support the Government of Türkiye to scale-up renewable energy use in the public sector by focusing on central government buildings and municipalities.

This project has three main components:

- The first component, Renewable Energy investments in central government buildings,
- The second component, Renewable Energy investments in municipalities,
- The third component, Technical Assistance and Project Implementation Support.

"Van Water and Sewerage Administration (hereinafter VASKİ) 32 MWe Solar Power Plant Project" is included in PUMREP. The general purpose of the project is to generate electricity using solar energy, which is a renewable energy source, with the solar energy panels to be installed within the scope of the project. In this way, VASKİ is to ensure that the budget allocated to electricity is used more efficiently.

"VASKİ 32 MW Solar Power Plant Project" (the Project) is planned to be implemented by VASKİ in Van province, Edremit district, Bakımlı neighbourhood, Dağ locality, parcel number 890. The Project Area is located on the parcel numbered 890, block 0, and activities will be carried out on the entire parcel. The parcel in question has an area of 1.205.685,16 m<sup>2</sup>, belongs to the treasury and has been allocated to the General Directorate of Van Water and Sewerage Administration, which is the owner of the activity.

The economic life of the entire solar power plant planned to be implemented is foreseen as 30 years, and production can be renewed within this period in line with the conditions of the day, commercial supply and demands. In addition, at the end of 30 years, this period can be extended in line with economic supply and demands.

In this scope, the Project will be in compliance with the World Bank's WB/ESF (2018) and ILBANK ESMS as well as the guidelines listed below:

- World Bank Group (WBG) General Guidelines on Environment, Health and Safety (EHS),
- WBG Water and Sanitation EHS Guidance,
- WBG Waste Management EHS Guidelines, and
- WBG EHS Guidelines for Electric Power Transmission and Distribution.

VASKİ 32 MW Solar Power Plant (SPP-II) Project, which is planned to be established by VASKİ by using the land located in Van province Edremit district Bakımlı neighbourhood 0 block 890 parcel, has 32.000 kwe / 38.088,96 kwp and 70.732 mwh/year production. Total electricity consumption of VASKİ is 91.022,51 mwh/year. Within the scope of the project, 73.60% of VASKİ's electricity consumption will be provided.

With the development of science and technology in the world and in Türkiye, the need for energy is increasing day by day. In order to meet the needs of the country; it has become inevitable to be in search of alternatives in energy production, to closely follow technical and economic developments, to be able to maintain and carry out developments in the field of energy. As a result of the environmental and economic impacts caused by fuels, the energy deficit has turned towards renewable energy sources.

In today's world where renewable energy sources have become very important, studies in this field have also gained momentum. The share of solar energy, which has a very important place among renewable energy sources in the world and in Türkiye, in electricity generation is increasing day by day and the studies carried out in this field are becoming increasingly important and is gaining momentum.

The PUMREP will support the Government of Türkiye to scale-up renewable energy use in the public sector by focusing on central government buildings and municipalities. The Project will contribute to expanding the distributed RE market in public facilities by addressing the barriers discussed above and help demonstrate leadership in the public sector to use sustainable energy solutions to deliver on the country's climate mitigation commitment and enhance energy security.

Van Province has an annual sunshine duration of 3,068 hours and radiation values of 1,635 KWh/m<sup>2</sup> . With the effect of technical, geographical and climatic parameters, it ranks first in Türkiye in terms of electrical energy production efficiency.

The specific purpose of the Project is to generate electricity by using solar energy, which is a renewable energy source, with the solar energy panels to be installed within the scope of the project. In this way, VASKİ is to ensure that the budget allocated to electricity is used more efficiently.

The continuous increase in the need for energy and the continuous increase in unit costs increase the expenses of the institution significantly. The elimination of carbon emissions through environmental policies and international agreements is another factor of this project.

Meeting the energy need with renewable energy is one of the most important needs of our future. Especially the selection of solar energy technology makes it stand out due to its price/performance in installation, maintenance, repair, operation and cost issues.

The works to be carried out within the scope of this project will be installation of the Solar Power Plant, which will consist of Photovoltaic Solar Energy Panels.

In accordance with the national Environmental Impact Assessment (EIA) Regulation that entered into force with the Official Gazette dated 29.07.2022 and numbered 31907, VASKİ 32 MWe SPP project is within the scope of EIA as per the Annex-I of the regulation. EIA studies related to the Project were carried out accordingly and EIA Positive Decision has been provided (see Annex-K: EIA Positive Decision). EIA studies related to the Project were carried out within the scope of the National Environmental Impact Assessment Regulation. In order to inform the local public within the scope of the project, in accordance with Article 9 of the EIA Regulation, in order to inform the local people about the project and to receive their opinions and suggestions, a Public Participation Meeting (PPM) was held on 07.12.2022 at 10.00 on 07.12.2022 at Bakımlı Neighborhood Condolence House. PPM was held under the chairmanship of the Provincial Directorate of Urbanization and Climate Change. Newspaper announcements of the PPM are given in Annex-I.

In the PPM; the location of the project, possible environmental impacts and measures to be taken were explained in a visual presentation. After the presentation, opinions and questions were received. Photographs of the meeting are given in Annex-J.

The area of influence (Aoi) of the project including ETL. consists of urban or rural areas likely to be affected by the project, its activities and facilities that are directly owned, operated, or managed (including by contractors). The area of influence also involves impacts from unplanned but predictable developments caused by the project, or indirect project impacts or cumulative impacts on biodiversity or

on ecosystem services and on Affected Communities<sup>2</sup>. The satellite view of the nearest settlements and their distances to the Project Potential Aol is given in Figure 1-1 **Hata! Başvuru kaynağı bulunamadı..**



Figure 1-1 Project Potential Aol

As can be seen from the Figure 1-1, the closest settlement to the Project Area is Bakımlı Neighbourhood, which is 420 m away and Edremit district centre is 4.7 km away. The parcel numbered 890 lot of 0 block, where the project will be realized, is accessible via existing roads and no new road work will be carried out within the scope of the project.

There are existing roads around the project area. Access to the project area is provided from Bitlis-Van highway (D-300) from Bakımlı and Kıyıcak neighbourhood road junction. There is a road from Bakımlı and Kıyıcak neighbourhood to the Project Area.

When a circle with a radius of 2 km is drawn to determine the impact area from the project area, it is seen that there is three neighborhoods nearest to it (see Figure 1-2 **Hata! Başvuru kaynağı bulunamadı.**). These neighborhoods are Bakımlı, Gölkaşı and Kıyıcak. Project Area is also connected to Ataşehir Neighborhood. There are also employees in the VASKİ from Bakımlı Neighbourhood<sup>3</sup>. All residents of neighborhoods within the Area of Influence are defined as affected groups.

<sup>2</sup>International Finance Cooperation (IFC). (2012). Guidance Note 1 Assessment and Management of Environmental and Social Risks and Impacts Published January 1, 2012 (updated June 14, 2021).

<sup>3</sup> Bakımlı Neighbourhood and Çiçekli Neighbourhood were merged administratively and became a single neighbourhood under the name of Bakımlı.

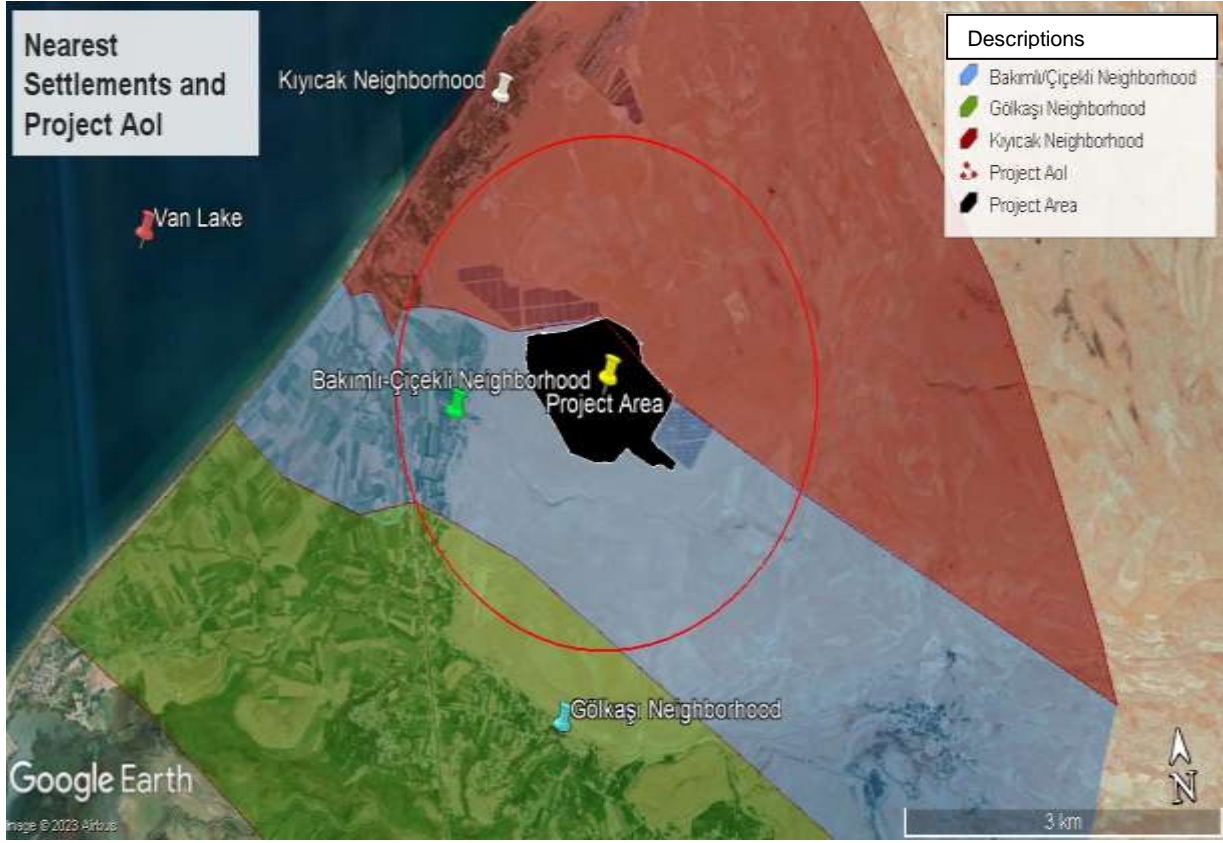


Figure 1-2 Nearest Settlements and Project Aol

## 2 Objective/Description of SEP

Within the scope of the ILBANK ESMS and WB ESF, 2018, projects are classified as either High Risk, Substantial Risk, Moderate Risk or Low Risk taking into account relevant potential risks and impacts, such as the type, location, sensitivity and scale of the project; the nature and magnitude of the potential E&S risks and impacts; the capacity and commitment of the Borrower; and other relevant areas of risks that may result in unintended impacts. After the screening process based on ILBANK ESMS and WB ESF, 2018 the “VASKİ 32 MWe Solar Power Plant Project” has been categorized as having **Moderate Risk**.

In accordance with the national EIA Regulation that entered into force with the Official Gazette dated 29.07.2022 and numbered 31907, VASKİ 32 MWe SPP project is within the scope of EIA as per the legislation due to its installation on land. Approval letters have been received from the relevant Ministry of Environment, Urbanization and Climate Change for the project and the EIA Positive Decision in [Annex-K](#): EIA Positive Decision has been received.

In order to support the implementation of this Moderate Risk project, this Stakeholder Engagement Plan (SEP) has been prepared by MGS for VASKİ to ensure that all risks and adverse impacts during construction and operation phases are considered and the appropriate mitigation measures are proposed as required by the ILBANK ESMS, relevant national laws and regulations and the WB's ESF.

The main objectives of this SEP are as follows:

- To help VASKİs identify stakeholders, and to build and maintain a constructive relationship with all identified stakeholders, especially project-affected parties,
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social (E&S) performance,
- To promote and provide means for effective and inclusive engagement with project affected parties throughout the Project life cycle on issues that could potentially create an impact,
- To ensure that technically and culturally appropriate project information on environmental and social risks and impacts is disclosed in a timely, understandable, accessible format,
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow Project Owner to respond to and manage such grievances.

This SEP provides (i) installation and operation fully informed on the issues related to external affairs and concerns, (ii) an environment in which engagement capacities and cultural norms of each relevant group shall be respected within the scope of methods to be developed for comprehending stakeholder issues and concerns, (iii) understanding the concerns of stakeholders and establishing fair, transparent and clear dialog with them based on their concerns.

The SEP is organized as follows:

- **Introduction/ Project Description:** Summary and descriptive information on the scope of the project,
- **Objective/Description of SEP:** The objectives, scope, requirements and implementation of the SEP, definitions of some key words in the SEP,
- **Stakeholder Identification and Analysis:** Identifying who the project stakeholders are and what their impact might be on the project's objectives,
- **Stakeholder Engagement Program:** A systematic approach plan for project information disclosure and stakeholder consultation throughout the duration of the project communicated to

the relevant stakeholders at the right time with the most efficient and effective means of communication,

- **Resources and Responsibilities for Implementing Stakeholder Engagement Activities:** Status of existing and planned resources for Stakeholder Engagement Activities and which staff will be allocated to manage and implement the SEP,
- **Grievance Mechanism (GM):** Description of the process by which people affected by the project can bring their grievances and concerns to the project management's attention, and how they will be considered and addressed,
- **Monitoring and Reporting:** Description of involving project stakeholders in reporting of stakeholder engagement activities, grievances, and monitoring and mitigation programs.

The Environmental and Social Standard (ESS) 10 "Stakeholder Engagement and Information Disclosure" of the World Bank's Environmental and Social Framework (ESF) recognizes, " the importance of open and transparent engagement between the Borrower (ILBANK PMU) and project stakeholders as an essential element of good international practice." In more detail, the requirements set out by ESS10 are as follow:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts"
- "Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation."
- "The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- "The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not." (World Bank, 2017: 98)".



### 3 Stakeholder Identification and Analysis

The objective of the stakeholder identification is to determine which stakeholders may be directly or indirectly affected – either positively or negatively – (“project affected parties”) or have an interest in the Project (“other interested parties”). For an effective stakeholder engagement, it is necessary to determine who the stakeholders are, to understand their needs and expectations, and their priorities and objectives in relation to the Project. This information is then used to tailor engagement to each type of stakeholder.

The stakeholders to be evaluated in these categories are shown in Figure 3-1.

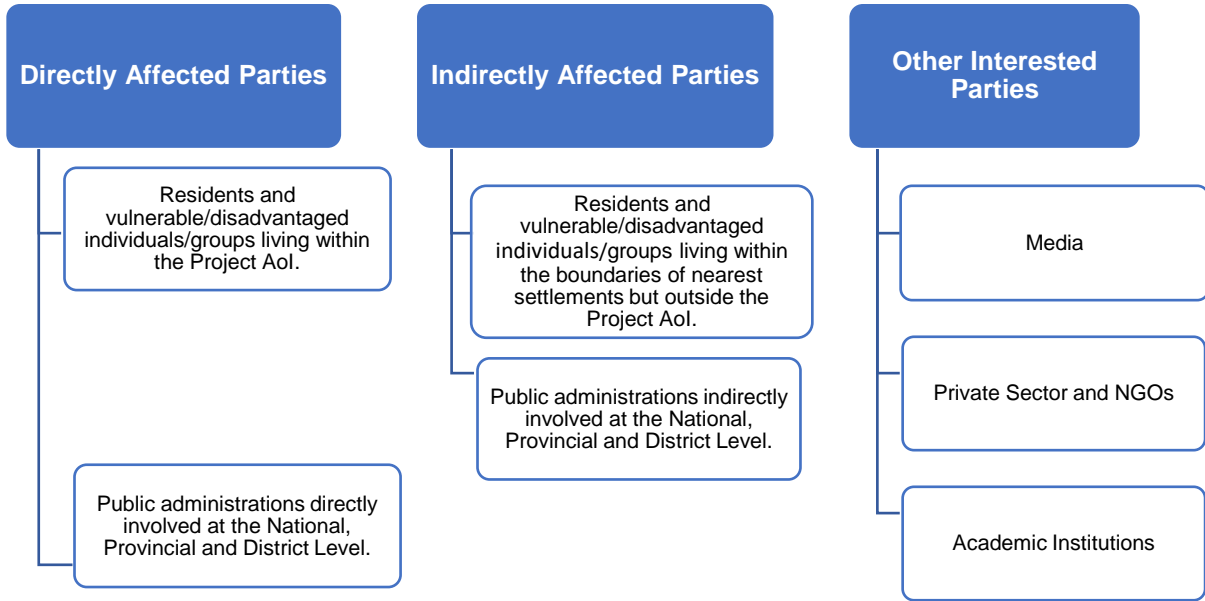


Figure 3-1 Stakeholders by Categories

#### 3.1 Methodology

The intensity of the effects (direct or indirect) requires interaction in different ways in terms of participation. During the identification process of the stakeholders, the characteristics of the project impacts are defined and the methods and frequencies of the relations to be established with the stakeholders are examined.

It will ensure the formation of an effective SEP to correctly analyze all the stakeholders of the project including the people and groups that are either interested/uninterested in the project, or directly and indirectly affected, thanks to this determination.

The level of interest of the stakeholders about the Project and the level of influence from the Project are rated as low, medium and high and listed in **Hata! Başvuru kaynağı bulunamadı..** As the identification of stakeholders is an ongoing process, stakeholders can be added, and their rating of influence/interest can change throughout the project process.

Table 3-1 Stakeholder Groups

Stakeholder Categories	Stakeholder Groups		Stakeholder Type		Communication Method
			Level of Influence	Type of Interest	
Direct Stakeholders	<b>External Stakeholders</b>				Key Informant Interviews Evaluation of Key Informant Interviews
	<b>Local Communities</b>				
	• Residents of Bakımlı, Gölkaşı and Kıyıcak Neighborhoods within the Aol of the Project	High	High		
	• Vulnerable/disadvantaged individuals/groups living in Bakımlı, Gölkaşı and Kıyıcak Neighborhoods within the Project Aol	High	High		
	• Households carrying out animal husbandry activities near the pasture where the Project Area is located	High	High		
• Employees of the VASKİ	High	High			
Other Interested Parties	• Residents living in Van-Edremit District outside the Aol	Medium	Low		
	• Vulnerable/disadvantaged individuals/groups living in Van-Edremit District outside the Aol	Medium	Low		
	• Türkiye Electricity Distribution Co. • VANGÖLÜ Electricity Distribution Co.	Medium	Low		
	• Mukhtars of Indirectly Affected Settlements	Medium	Low		
	<b>Public Administrations</b>				
	• Ministry of Environment, Urbanization and Climate Change (MoEUCC)	Low	Medium		
	• Ministry of Family and Social Services	Low	Medium		
	• Ministry of Labor and Social Security	Low	Medium		
	• 14. Regional General Directorate of Nature Conservation and National Parks	Low	Medium		
Indirect Stakeholders	• Van Cultural Heritage Preservation Regional Board Directorate	Medium	High		
	• Edremit District Governorate	Medium	High		

	<ul style="list-style-type: none"> <li>• Van Provincial Directorate of Environment, Urbanization and Climate Change</li> </ul>	Medium	High
	<ul style="list-style-type: none"> <li>• Van Provincial Directorate of Disaster and Emergency</li> </ul>	Medium	High
	<ul style="list-style-type: none"> <li>• Edremit District Directorate of Health</li> </ul>	Medium	High
Other Interested Parties	<ul style="list-style-type: none"> <li>• Edremit District Directorate of Police</li> </ul>	Low	Low
	<ul style="list-style-type: none"> <li>• Edremit District Gendarme Command</li> </ul>	Low	Low
Direct Stakeholders	<ul style="list-style-type: none"> <li>• Van Edremit Municipality</li> </ul>	High	High
	<ul style="list-style-type: none"> <li>• Van Metropolitan Municipality</li> </ul>	Low	Medium
Other Interested Parties	<b>NGOs</b>		
	<ul style="list-style-type: none"> <li>• Edremit District Social Assistance and Solidarity Foundation</li> </ul>	Low	High
	<ul style="list-style-type: none"> <li>• Van Industrialists' and Businessmen's Association (VANSIAD)</li> </ul>	Low	High
	<ul style="list-style-type: none"> <li>• Türkiye Mukhtar's Association (Edremit Branch)</li> </ul>	Low	High
	<b>Media/Press</b>		
	<ul style="list-style-type: none"> <li>• Şehrivan Newspaper</li> </ul>	Low	High
	<ul style="list-style-type: none"> <li>• Van Havadis Newspaper</li> </ul>	Low	High
Project Lender and Financial Intermediary	<b>Lender</b>		
	<ul style="list-style-type: none"> <li>• WB</li> </ul>	High	Medium
	<b>Financial Intermediary</b>		
	<ul style="list-style-type: none"> <li>• İLBANK</li> </ul>	High	Medium
Other Interested Parties	<b>Academics</b>		
	<ul style="list-style-type: none"> <li>• Van Yuzuncu Yil University</li> </ul>	Low	Medium
	<b>Internal Stakeholders</b>		
	<ul style="list-style-type: none"> <li>• VASKİ Employees</li> </ul>	High	High
	<ul style="list-style-type: none"> <li>• Suppliers</li> </ul>	High	High

The Stakeholders Influence/Interest Matrix aims at identifying, mapping, as well as prioritizing stakeholders. Its scope is to think about the right approach for each of them. High-influence stakeholders should be satisfied, and high-interest stakeholders should be informed. When a stakeholder has both, their expectations need to be managed very closely.

Basic Influence/Interest chart for stakeholder prioritization is given in Figure 3-2. Plotting stakeholders' influence and interest in this manner will help focus on the interactions with them in an appropriate manner. All of the project stakeholders will have equal importance to engage into the project's stakeholder activities.

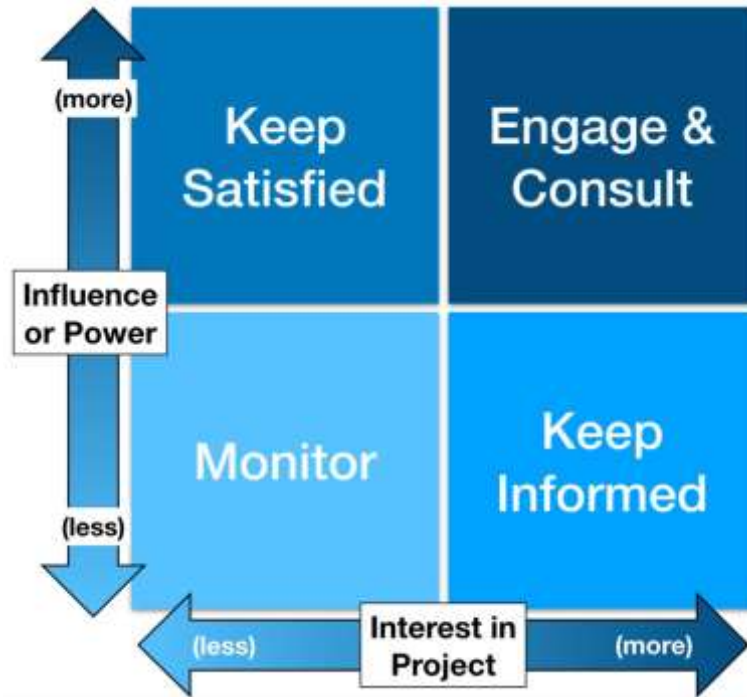


Figure 3-2 Basic Influence/Interest Chart for Stakeholder Prioritization

The position allocated to a stakeholder on the grid shows the actions to be taken with them:

- **High influence, highly interested Stakeholder (Engage & Consult):** These stakeholders should be fully engaged, and the greatest effort should be made to satisfy them and vulnerable/disadvantaged groups/individuals.
- **High influence, less interested Stakeholder (Keep Satisfied):** Stakeholders in the upper left corner of the chart are the ones that need to be dealt with to be satisfied.
- **Low influence, highly interested people (Keep Informed):** These stakeholders should be adequately informed and communicated to them to ensure that no major issues are arising. Stakeholder in this category can often be very helpful with the detail of project.
- **Low influence, less interested people (Monitor):** Stakeholders with both low influence and low interest should not be overlooked, but more time should be spent communicating with them.

### 3.2 Affected Parties and Other Interested Parties

The project affected parties may include individuals or groups, including local communities<sup>4</sup>. They are the individuals or neighborhoods most likely to observe changes from environmental and social impacts of the project. The residents of the Bakımlı, Gölkaşı and Kıyıcak Neighborhoods where the Project will be implemented will be directly and indirectly exposed to the impacts of construction activities.

According to the 2023 official data of the Turkish Statistical Institute (TurkStat), the total population of Van Edremit District (including the district center and the villages of the district) is 129,604. The Project area includes Bakımlı Neighbourhood. The populations of the Project area and the settlements in the Aol are given in Table 3-2 on settlement basis.

<sup>4</sup> World Bank, Guidance Note for Borrowers. *ESS10: Stakeholder Engagement and Information Disclosure*. (June 2018). GN5.1. page 2.

Table 3-2 Settlements (Directly Affected) within the Project Scope

No	Settlement	Population		
		Total	Male	Female
1	Bakımlı Neighborhood	2,677	1,358	1,319
2	Gölkaşı Neighborhood	1,463	739	724
3	Kıyıcak Neighborhood	1,059	535	524

**Source:** TurkStat, 2023

According to the information obtained verbally from Mukhtars, there are no refugees or minority groups living in Project Aol.

Employees of the project and suppliers are also considered as project affected parties, as their working conditions depend on the procedures and principles of the Project determined by the employers.

The public administrations involved as project stakeholders directly and indirectly affect the design, implementation, and operation phases of the Project. Public administrations and institutions play an important role as their approval is required for the realization of the Project. Since these stakeholders, who were influential throughout the Project, are in the category of direct impact, more active participation is required.

The term “Other Interested Parties” (OIPs) refers to “individuals, groups, or organizations with an interest in the project, which may be because of the project location, its proximity to natural and other resources, its characteristics, its impacts, or matters related to public interest or because of the sector or parties involved in the Project.

OIPs such as governmental and non-governmental organizations which may have an interest to the Project activities or would like to be informed about the project progress, impacts and risks have been identified.

Analysis of OIPs by Level of Influence and Interest in the Project is shown in the Table 3-3.

Table 3-3 Analysis of Other Interested Parties in the Project

Other Interested Parties	Level of Influence	Level of Interest
<b>NGOs</b>		
• Edremit Nature Association (Interested)	Low	High
• Edremit Tourism Development and Infrastructure Service Association (Interested)	Low	High
• Türkiye Mukhtar's Association (Edremit Branch) (Affected/Interested)	Low	High
<b>Media/Press</b>		
• Newspaper Şehriyan Newspaper (Interested)	Low	High
• Van Havadis Newspaper (Interested)	Low	High
<b>Academics</b>		
• Van Yuzuncu Yil University (Interested)	Low	Medium

### 3.3 Vulnerable/Disadvantaged Individuals or Groups

Under the category of “affected parties”, vulnerable/disadvantaged individuals or groups that may be directly / indirectly affected by the Project are analyzed. The vulnerable/ disadvantaged individuals or groups identified in the scope of the project are;

- Households with physically and / or mentally disabled family members
- People with chronic diseases,
- Elderly people over 70 years of age who live alone and in need of care,
- Female-headed households,
- Households where the head of the household is a child,
- Households with low or no income,

According to the information obtained from mukhtars, the number of disadvantaged/vulnerable groups/ individuals categories on the basis of neighbourhoods in Project Aol is presented in Table 3-4 below.

Table 3-4 Number of Disadvantaged/Vulnerable Groups/Individuals in Project Aol

Disadvantaged/ Vulnerable Groups/Individuals Categories	Gölkası Neighbourhood	Bakımlı Neighbourhood	Kıyıcak Neighbourhood	Total
Households living with the help of philanthropists or the state	2-3 households	20 households	2-3 households	24-26 households
Unemployed individual	30 people	more than 500 people	none	530+ people
Individuals migrating seasonally from the neighbourhood to earn a living	40 people	400 people	200 people	640 people
Households with physically disabled members	7 households	15 households	5 households	27 households
Female headed households	20 households	10 households	10 households	40 households
Over 70 years of age living alone	None	2 persons	none	2 person

**Source:** Mukhtars Interviews, 2023.

According to the information obtained from mukhtars during the consultations, there are no refugees and child-headed households residing in Project Aol. Since there are no refugees in Project Aol, There is no disadvantage that may arise from language differences..Lack of access to transport budget due to unemployment or poverty, difficult access to activities due to physical disability will cause difficulties in reaching vulnerable/disadvantaged individuals/groups in terms of participation in consultation activities and events. Programmes will be developed for identified disadvantaged/vulnerable groups/individuals to facilitate their participation in consultations. When Project stakeholder engagement or consultation

activities and organizations are organized, a shuttle service will be provided to the disadvantaged/vulnerable groups/individuals mentioned above. They will be picked up from their homes and returned to their homes when the organization is completed.

Moreover, approximately 640 residents living in the Project Aol (total in three neighbourhoods) reside in different cities on a seasonal basis (summer months) as they are mostly employed in seasonal construction works. Consultation and disclosure activities will also be organized for this category of people during the winter months. If there are any employment opportunities for the unemployed within the scope of the Project, advertisements will be posted in mukhtars' offices and local people will be prioritized for recruitment. The number of individuals who speak Turkish is in the majority, however, Kurdish needs will be taken into consideration in consultations and disclosure activities through the provision of translation services by mukhtars if needed. Kurdish language option will be provided when necessary. GM forms and consultation records will be kept in Turkish, however, mukhtars will provide interpreters for people who do not speak Turkish and speak Kurdish at consultation meetings and in the grievance mechanism. There are 2,567 female residents living in Project Aol. The literacy rate of women in the region is very low. Therefore, it is difficult for women to participate in stakeholder engagement activities. Moreover, women in the locality have a limited presence in the public sphere. It is recommended to carry out oral information and stakeholder engagement activities with women's groups in Quran courses in the neighborhoods mosques.

During the field studies, mukhtars, local authorities and residents were questioned about the presence of cultural heritage in Project Aol. No tangible or intangible cultural heritage assets that may be adversely affected by the Project were identified. The Project does not have any negative impacts on the categories of disadvantaged/vulnerable groups/individuals identified above.

## 4 Stakeholder Engagement Program

The main objectives of the stakeholder engagement program and the planned schedule for the various stakeholder engagement activities are to define at what stages and at what intervals these activities will take place throughout the life of the project. If a decision has not yet been made about public meetings, locations and timing of meetings, information is provided on how people will be made aware of future opportunities to review information and offer their opinions.

### 4.1 Summary of Stakeholder Engagement Done During Project Preparation

EIA studies related to the Project were carried out within the scope of the National Environmental Impact Assessment Regulation. The project has an EIA Positive Decision (see [Annex-K: EIA Positive Decision](#)). In order to inform the public within the scope of the project, in accordance with Article 9 of the EIA Regulation, in order to inform the local people about the project and to receive their opinions and suggestions, a Public Participation Meeting (PPM) was held on 07.12.2022 at 10.00 on 07.12.2022 at Bakımlı Neighborhood Condolence House. PPM was held under the chairmanship of the Provincial Directorate of Urbanization and Climate Change. Newspaper announcements of the PPM are given in [Annex-I: PPM Announcements](#)

In the PPM; the location of the project, possible environmental impacts and measures to be taken were explained in a visual presentation. After the presentation, opinions and questions were received. Photographs of the meeting are given in [Annex-J: PPM Photos](#)

Within the scope of the key informant interviews carried out with both the affected and interested parties, the specific needs of the affected parties were specifically questioned. As a result of the key informant interviews conducted with the mukhtars of Bakımlı Neighborhood, Gölkaşı Neighborhood, Kıyıcak Neighborhood, nine (9) livestock-raising households and five (5) VASKİ employees who participated in the key informant interviews, it was concluded that the project is expected to have a positive impact on the environment and economy. Households grazing their animals in the pastures where the Project Area is located are concerned about the restriction of the use of pastures.

During the site visit carried out on 14-15 November 2023 within the scope of the Project, the following institutions were visited and their information levels about the project were assessed, and their opinions and suggestions were taken.

- Van Provincial Directorate of Agriculture and Forestry
- Van Provincial Directorate of Agriculture and Forestry Meadow Pasture and Forage Crops Branch Directorate

The project stakeholder needs and the consultations with the public authorities, mukhtars and employee have been summarized in following Table 3-4. Details of the interviews are given in [Annex H](#).

Scope of the Project, stakeholder engagement activities were carried out by MGS's specialists on 13.11.2023-14.11.2023 in Kıyıcak, Bakımlı and Gölkaşı neighbourhoods. In addition to consultations with neighborhood mukhtars, interviews with households were conducted. Since the pasture where the Project Area is located belongs to Bakımlı Neighborhood, meetings were held with 7 households who make a living by carrying out animal husbandry activities in the neighborhood. Moreover, 5 VASKİ employees, 3 of which are blue collar and 2 of which are white collar, were interviewed. The Project Area is located in the middle of two SPP sites belonging to Akfen Energy on the pasture. Furthermore, an interview was held with the SPP Project Employee (Security Guard) of Akfen Firm.



When the 2 km radius Project Area of Influence (Aoi) is determined, the borders of Gölkaşı, Bakımlı and Kıyıcak Neighborhoods are located within the Project Impact Area. However, there are no settlements within the Project Aoi. Although the Project area is classified as 'pasture', stakeholders were informed that there will be no livelihood loss due to Project activities in Gölkaşı, Kıyıcak and Bakımlı Neighborhoods. No residents were observed using the pasture where the Project area is located. Pasture use was also not detected in the questioning carried out in settlements. Therefore, only "possible" land users were included in the stakeholder analysis.

The potential risk of restricting the use of pasture by local people is emphasized. The situation defined as a risk here is that the Project Area may be located on the access road of other pastures. It has been confirmed by mukhtars and local people that the pasture area where the Project Area is located is now arid and not suitable for grazing. Except for the risk of limitation of pasture utilization, it is not foreseen that the nearby settlements will be potentially negative impacted by the Project.

In the subject field studies, while it was aimed to obtain information about the current socio-economic structure of the neighborhood, it was also aimed to determine the information level of the project, opinions, and concerns about the Project.

Face-to-face consultations were held with the mukhtar and during the consultation, a questionnaire was applied to obtain general information about the socio-economic status of the neighborhoods and to learn their level of knowledge about the project. Details are given below.

- to obtain information on the socio-economic structure of the settlements,
- to learn their information level regarding the proposed Project,
- to learn their preference for communication channels for the future consultation activities, and
- to learn their environmental and social concerns in order to recommend alternative Project-specific mitigation measures in the ESMP regarding those concerns.

Negotiations were initiated with public authorities, mukhtar and other stakeholders identified. The stakeholders identified in the region were informed about the location of the Project. Preliminary consultations for the SEP aimed to inform regional public authorities about the Project and to receive their feedback and concerns about the Project's potential impacts.

Moreover, a Stakeholder Consultation Meeting (SCM) was held on 1 April 2023 at Van Provincial Directorate of Agriculture and Forestry Meeting Hall at 13.00 to disclose and consult all stakeholders defined within the scope of the SEP, especially the local community, on the implementation processes of the environmental and social management plans prepared within the scope of the Project.

The announcement of the organized SCM was published in one local and one national newspaper and VASKİ's official web site 10 days in announcement. The pages of the newspaper announcements and VASKİ's announcement page are presented in [Annex-L](#): SCM Announcements on Local and National Newspapers and VASKİ Official Website

An information brochure on the Project was distributed to the participants prior to the SCM. The Project Information Brochure is given in [Annex-M](#): Project Information Brochure Distributed at SCM The SCM was presented by Environmental Engineer/Project Specialist Hilal Aydın and Sociologist/Social Specialist Furkan Aksu, who are MGS Experts involved in the preparation of ESMP and SEP documents of the Project. The related power point presentation is given in [Annex-N](#): Power Point Presentation of SCM SCM photos are given in [Annex-O](#): Photos of SCM.

The list of participants is given in Annex-P: Participant List of SCM The presentation was followed by a question-and-answer session. The transcript of the questions and answers is given in Annex-R: Transcription of the Question & Answer Session of the SCM.

#### **4.2 Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement**

In the scope of the Project, the stakeholders have been determined, and consultations or key informant interviews have been performed with them. The stakeholders identified in the region were informed about the location of the Project, its components and content. Preliminary consultations conducted during the ESMP process have been aimed at informing regional public authorities about the Project and receiving their feedback and concerns about the potential impacts of the Project.

This plan shows the nature and level of stakeholder interest in the project and the way engagement is conducted, the frequency of engagement and the responsible unit of VASKİ and the matrix below provides a tabular version of this program (See Table 4-2).

The responsible party/person should be identified by VASKİ representatives. The SEP will be implemented subproject level. Registration forms and full meeting minutes of those attending the consultations will be recorded, but not made publicly available as an appendix to the SEP. While the SEP is being announced, the relevant lines containing personal data will be blurred considering the Personal Data Protection Law.

All supporting documents for stakeholder activities (newspaper advertisements, participant list, full meeting minutes (as an annex), sample brochure) will be included in the SEP.

Table 4-1 Summary of Project Stakeholder Needs

Stakeholder Group	Community	Key Characteristics	Language Needs	Preferred Notification Means	Specific Needs
Affected Parties	Affected Settlements Working stakeholders	-	Turkish/Kurdish	Brochures, radio, local and national gazettes and TV channels, social media	Accessible venue, transportation to the event venue
	Affected Neighborhood	Population: 5,099	Turkish/Kurdish	Phone, face-to-face meeting, brochures, radio, local and national gazettes and TV channels, social media	Accessible venue, transportation to the event venue
	Livestock-raising households and possible land users	Households grazing their animals on pastures and making a living from animal husbandry	Turkish/Kurdish	Phone, face-to-face meetings, E-mail	Accessible venue, transportation to the event venue
Vulnerable / Disadvantaged Stakeholders	Affected Settlements Disabled Groups	Physically and/or mentally disable community members (exact number is unknown)	Turkish, Kurdish Sign Language	Small specific face-to-face meetings, brochures both in normally published and published using Braille system	Accessible venue, transportation to the event venue, special experts to be accompany to the meeting (for example sign language expert)
	Affected Settlements, Refugees	Registered or non-registered refugees (exact number is unknown)	Arabic or other language alternatives depending on the refugee group	Face-to-face meetings or visits with a translator, brochures, social media	Translation

### 4.3 Stakeholder Engagement Plan

The main goals of the stakeholder engagement program are to inform, disclose and consult on various project documents and activities early on to establish a dialogue with project stakeholders from project planning through implementation and operation. All environmental and social documents prepared in anticipation and in expectation of the financing agreement from the WB will be disclosed and consulted on before project appraisal takes place.

The final decisions regarding the public meetings, locations and timing of the meetings have not been determined yet. VASKİ will ensure that meaningful engagement and, consultation will be carried out and that project information is disclosed to all stakeholders. Consultation activities are designed with some key guiding principles, including:

- Consultations<sup>5</sup> should be widely publicized, particularly among direct and indirect stakeholders, preferably one week before any meeting or commitment.
- A non-technical briefing should be made available prior to any event to ensure that people are informed on the assessment and results prior to scheduled meetings.
- The location and timing of meetings should be designed to maximize stakeholder engagement and availability.
- The information presented should be clear and non-technical and, where necessary, in all appropriate local languages.
- Participation should be facilitated to allow stakeholders to voice their views and concerns.
- Issues that arise should be addressed at meetings or at a later time.

While documenting the stakeholder engagement activities to be carried out within the scope of stakeholder engagement of the Project, it will be prepared to cover the following information:

- Date(s) and location(s) of consultation(s), and the related notification(s) (newspaper ads, screenshots of the social media announcements, etc.),
- Details on the attendees (in accordance with the Law on the Protection of Personal Data),
- Meeting program/schedule (and also information on what is presented by whom),
- Summary meeting minutes (comments, questions and response by presenters),
- Review of comments, agreed actions, issues and activities that require follow-up actions, including clarification on how stakeholders are informed about the decisions made.

Proposed Stakeholder Engagement Program is given in Table 4-2.

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<sup>5</sup> Kurdish-speaking people are also fluent in Turkish as the official language is Turkish, so no language barrier issues are foreseen in consultation activities. However, translation services will be provided by mukhtars if needed to take into account the problems that may be encountered in consultation and information activities. However, Kurdish needs will be taken into consideration in consultation and disclosure activities through the provision of translation services by mukhtars if needed.

Table 4-2 Stakeholder Engagement Program

ID	Target Group	Engagement Topics	Project Phase	Method of Engagement (Materials)	Frequency	Responsibilities
SEP 1	-Interested parties -Local communities -Local government -Local business -ILBANK	<p><b>Information Disclosure</b></p> <ul style="list-style-type: none"> <li>• Purpose, stages, general information about the Project and its E&amp;S impacts/risks</li> <li>• Purpose, start date, duration, and nature of land preparation, construction and operations activities</li> <li>• Implementation of mitigation measures related to relevant social and environmental impacts/risks</li> <li>• Grievance Mechanism</li> <li>• Monitoring objectives and activities to be performed</li> <li>• Monitoring objectives and activities, and regular reporting back to stakeholders on monitoring results</li> <li>• Disclosure information (ESMP and SEP) via VASKİ website for the review</li> <li>• E&amp;S documents (ESMP and SEP)</li> </ul>	Pre-construction phase & Land preparation and construction phase & Operation phase	Public Participation Meeting VASKİ website Social Media Announcement Boards Booklets, etc. Posters to be hung in work areas etc.	Semi-annually, firstly after the ESMP and SEP are approved by the WB, secondly before the start of Land preparation and construction activities and thirdly before the start of Operation activities	Supervision Consultant  VASKİ  E&S Consultant  Construction Firm (will be involved in the construction phase)  Contractors of the Project (will be involved in the construction phase)

ID	Target Group	Engagement Topics	Project Phase	Method of Engagement (Materials)	Frequency	Responsibilities
SEP 2	-Local businesses -All local communities and mukhtars	<b>Employment and Procurement Strategies</b> <ul style="list-style-type: none"> <li>Recruitment of employees</li> <li>Training of staff</li> <li>Procurement of supplies and services</li> <li>Grievance Mechanism</li> </ul>	Land preparation and construction phase	Public Participation Meeting or depending on the requests of the stakeholder group Posters to be hung in work areas etc.	Semi-annually, firstly before the start of land preparation and the second before the start of construction activities	E&S Consultant  Supervision Consultant  VASKİ  Construction Firm  Contractors of the Project
			Operation phase			
SEP 3	NGOs	<b>Social progress, economic and social development and environmental protection</b> Information and consultation on: <ul style="list-style-type: none"> <li>Mitigation measures against potential environmental and social impacts/risks</li> <li>Grievance Mechanism</li> <li>Sustainability</li> <li>Social responsibility projects, implementation principles</li> </ul>	Land preparation and construction phase	Meetings (with NGOs' representatives and members)  VASKİ website	Annually	E&S Consultant  Supervision Consultant  VASKİ  Construction Firm  Contractors of the Project
			Operation phase			

ID	Target Group	Engagement Topics	Project Phase	Method of Engagement (Materials)	Frequency	Responsibilities
SEP 4	-All local communities and mukhtars	<b>Traffic and Transportation Management</b> <ul style="list-style-type: none"> <li>Road safety awareness, including on safe crossing of the bypass and access roads</li> <li>Types, number and frequency of vehicles that will</li> </ul>	Land preparation and construction phase	Face to face meetings Depending on the requests of the stakeholder group Posters to be hung in work areas etc. VASKİ website	In case of receiving grievances related to traffic and transportation management (annually if no grievance is received)	E&S Consultant Supervision Consultant VASKİ Construction Firm

ID	Target Group	Engagement Topics	Project Phase	Method of Engagement (Materials)	Frequency	Responsibilities
		<p>be used in construction phase</p> <ul style="list-style-type: none"> <li>• Collaboration with local communities and responsible authorities to improve signage, visibility and overall safety of roads, particularly along stretches located near schools or other locations where children are present.</li> <li>• Plan and timing of the construction activities on the roads</li> <li>• Collaborating with local communities on training about traffic and pedestrian safety (e.g. school education campaigns)</li> <li>• Communication of traffic measures and Project road usage with mukhtars</li> <li>• Grievance Mechanism</li> </ul>	Operation phase			Contractors of the Project
SEP 5	-All local communities and mukhtars	<p><b>Management of environmental and social risks of the Project</b></p> <p>Information on:</p>	Land preparation and construction phase	Meetings with Mukhtars Brochures	Annually	E&S Consultant  Supervision Consultant





ID	Target Group	Engagement Topics	Project Phase	Method of Engagement (Materials)	Frequency	Responsibilities
		<ul style="list-style-type: none"> <li>Environmental monitoring program</li> <li>Environmental monitoring results</li> <li>Overall information about progress of the Project</li> </ul>	Operation phase	Announcements on VASKİ Website		VASKİ Construction Firm Contractors of the Project
SEP 7	Possible Land Users	<ul style="list-style-type: none"> <li><b>Questioning whether the project limits access to grazing pastures</b></li> <li><b>Providing new access routes if there is any limitation</b></li> </ul>	Land preparation and construction phase & Operation phase	Face-to-face meetings and consultations with farmers	Monthly (6 times in 6 months) during each grazing season (summer)	E&S Consultant Supervision Consultant VASKİ
SEP 6	Vulnerable/ Disadvantaged Individuals/Groups	<p><b>Employment and any other interest of vulnerable/disadvantaged individuals/ groups</b></p> <p>Information on:</p> <ul style="list-style-type: none"> <li>Recruitment of disabled employees</li> </ul>	Pre-construction phase Land preparation and construction phase	Focus group meetings (with disabled people and their representatives accompanied by relevant specialist	Semi-annually, once before the start of construction activities	E&S Consultant Supervision Consultant VASKİ

ID	Target Group	Engagement Topics	Project Phase	Method of Engagement (Materials)	Frequency	Responsibilities
		<ul style="list-style-type: none"> <li>• General information of the project, environmental and social impacts, mitigation measures, monitoring activities of the project</li> <li>• Special measures for the vulnerable/disadvantaged individuals/groups</li> <li>• Special language (Arabic etc.) requirements will be met</li> </ul>	Operation phase	depending on the disabled group)	Annually if no grievances are received (if any grievances are received from disadvantaged/vulnerable groups/individuals regarding the Project activities, within that month)	Construction Firm Contractors of the Project



## 4.4 Reporting Back to Stakeholders

Stakeholder engagement is an ongoing process that begins before the development of the SEP and will continue throughout the lifetime of the Project. VASKİ will be in active communication with identified stakeholders throughout the lifetime of the Project. In particular, VASKİ will seek feedback from stakeholders on the E&S performance of the Project and the implementation of the identified mitigation measures and the Grievance Mechanism. If there are significant changes in the Project resulting in additional risks and impacts, especially where they will affect the project affected parties, VASKİ will provide information on these risks and impacts and consult with the project affected parties on how to mitigate these risks and impacts.

For each of the targeted stakeholder group, different disclosure methods and means can be used in order to increase the disclosure level. Especially for the public participation meetings, the meeting venue(s), time and date will be arranged, and that information will be announced to the public at least seven days before the event making sure that all community members are informed about the event to be held.

The PMU will take specific measures to ensure that disadvantaged and vulnerable individuals/groups have equal opportunities to access information, provide feedback or raise grievances. The deployment of the public communication, social and citizen engagement specialist will help to ensure proactive outreach to all population groups.

Some of the strategies to be adopted to effectively interact and communicate with vulnerable/disadvantaged individuals/groups will be towards:

- Conduct targeted consultations with vulnerable/disadvantaged individuals/groups in industries within the VASKİ to understand concerns/needs regarding access to information, facilities and services supported by the project and other challenges they face in their homes, workplaces and communities.
- Identify the leaders and organizations of vulnerable/disadvantaged individuals/groups to reach these groups,
- Maintain a database of marginalized groups through existing industry associations, e.g. disability organizations,
- Engage community leaders, Community Governmental Organizations (CGOs) and NGOs working with vulnerable/disadvantaged individuals/groups,
- Organize face-to-face focus group discussions with these populations, as and when appropriate.
- The awareness-raising and stakeholder engagement with vulnerable/disadvantaged individuals/groups will take into account their particular sensitivities, concerns, and cultural sensitivities, to ensure their full understanding of project activities and benefits.

In addition, for the working stakeholders, the timing of those event should be arranged in a way that they can also participate in the consultations event, or alternative solutions for those will be created. The following additional support or resources will be made available to enable these people in the stakeholder engagement activities. At this point following measures should be taken:

- Providing written materials related to project information in larger fonts and in Braille system,
- Choosing accessible venues for the consultation events and/or providing transportation for the people in remote areas (for example in villages),
- Organizing small events or meeting for the vulnerable/disadvantaged people depending on their sensitivity (for example, a small meeting with deaf individuals accompanied by a sign language expert),

- Organizing the events/meetings or consultation processes with the vulnerable/disadvantaged individuals/groups in coordination with the relevant NGOs (if any) (for example, for physically disabled people, organizing the meeting/event with the help of Solidarity Association of Physically Disabled),
- The timing of the consultation events should be arranged in a way that the working stakeholders can be able to participate. For those who cannot participated even though the timing is arranged, brochures, an active web page, social media, face-to-face individual meetings etc. could be organized.

Throughout all phases of the Project, the comments gathered through all means of stakeholder engagement activities, such as the website, grievance mechanism, and during the public and/or individual meetings will be subjected to an evaluation and review by the relevant responsible staff, e.g., GM contact person (GMCP), Public Relation Assistant to be assigned by the Project Management Unit (PMU).

The contractor and VASKİ officials will be in regular contact. When necessary, a face-to-face meeting will be held, and the contractor and VASKİ will meet periodically (monthly).

The comments will be evaluated and reviewed by both within the PMU and the relevant responsible staff of the contractor(s) depending on its content.

If the request or comment cannot be met by the suggested resolution method, which is offered by the comment holder or request holder to resolve the grievance, alternative solutions will be sought (see *Chapter 7 for more details*). As a result of the evaluations, a decision will be made, and the final decision will be communicated to the stakeholder(s) who has given the comment or request with the timeline of the actions regarding the comment/request, together with the justifications, if it could not be met within a reasonable time interval. If the comment is not anonymous, the final decision will be communicated to the stakeholder(s) through the communication channel(s) which is preferred by the stakeholder(s). Moreover, a Request Closing Form (see *Annex-C*) should be filled out and signed by the stakeholder(s).

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the SEP and grievance mechanism.

During the construction phase, voice announcements will be made by VASKİ and/or Contractors for the road restrictions, water cuts and other infrastructure service limitations two (2) days in advance. Environmental and social performance indicators will be shared with stakeholders on a monthly basis via the website of VASKİ, which is given as:

- Official Website: <https://vaski.gov.tr/>

Important stages of the Project, such as the start and completion of the construction activities, changes in the project design and commissioning, will be communicated to the stakeholders as much as possible through local media channels.

According to the Environmental and Social Management Framework prepared for VASKİ one consultation meeting with affected groups and local NGOs identified during the stakeholder identification phase should be undertaken, following the finalization of ESMP.

Stakeholder Engagement Plan (SEP) has been prepared in order to identify all stakeholders and their interest in the Project and to establish an effective communication with stakeholders and to define procedures and principles to improve participation. This Plan aims to create long-term relations between the Project and local communities based on mutual trust and transparency. By implementation of the SEP, stakeholders will be able to access the information about the Project, its investments, installation

works and operation activities in a timely manner. Data will be fully understandable for the targeted groups and access to consultation locations is available for all.

This SEP also aims to ensure vulnerable groups have been identified and these groups have been included in ongoing consultation and engagement process and, to ensure that all relevant parties have been engaged and no group has been excluded. In this content, this SEP aims to be a useful tool for management of communication between the Project and its stakeholders.



## 5 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

The departments within the VASKİ are divided into the areas of responsibility of three (3) different deputy managers. Only Human Resources and Training Department, Legal Consultancy and Inspection Board are directly reporting to VASKİ General Manager. Hierarchically above the General Manager are the General Assembly and the Management Board. The organizational chart of VASKİ is presented in **Hata! B aşvuru kaynağı bulunamadı..**

### 5.1 Resources

VASKİ holds ultimate responsibility for the environmental and social performance of the overall Project, including the performance of its contractors and any other contractors. A Project Management Unit (PMU) will be established to carry out operational and administrative tasks. The PMU staff will be the VASKİ's own staff.

The PMU will be primarily responsible for coordinating stakeholder engagement activities with the Contractors as outlined in this SEP. The collection of grievances, questions and feedback will be the direct responsibility of the GM contact person (GMCP) of the PMU and the Contractors' E&S Specialist.

The resources to be provided by VASKİ are given below:

- A project-specific area on the VASKİ's official website,
- An electronic database for grievance records,
- Stakeholder engagement records,
- Printed documents (manuals, brochures, posters, etc.) to be used in accordance with SEP requirements.

The contact information of the responsible personnel has not been available yet. Therefore, contact details such as phone number, address, e-mail address, title, etc. will be given in this section of the SEP to be updated.

Adequate budget will be allocated for communication with stakeholders and grievance resolution mechanism. The budget is included in the project budget.

### 5.2 Management Functions and Responsibilities

The VASKİ/PMU will be the main responsible party for the coordination, implementation and monitoring and reporting of the SEP's implementation and coordination with the contractors. Detailed roles and responsibilities for the stakeholder engagement of the Project are given in Table 5-1.

Table 5-1. Roles and Responsibilities for Social Engagement Framework

Institution	Roles and Responsibilities
ILBANK Project Management Unit (PMU)	<ul style="list-style-type: none"><li>• Incorporating all stakeholder engagement activities which will be undertaken by ILBANK into the environmental and social management systems,</li><li>• Developing an internal system to communicate the progress and results of stakeholder engagement to senior management and employees,</li><li>• Accelerating and monitoring the formation of PIUs to ensure proper implementation of the processes related to the grievance mechanism and stakeholder engagement issues,</li></ul>

Institution	Roles and Responsibilities
	<ul style="list-style-type: none"> <li>Coordinating the parties for proper implementation of the processes regarding the grievance mechanism and stakeholder engagement issues.</li> </ul>
VASKİ Project Implementation Unit (PIU)	<ul style="list-style-type: none"> <li>Implementation of this SEP,</li> <li>Planning and implementation of SEP activities in close collaboration with the ILBANK PMU,</li> <li>Informing VASKİ's SEP related activities to management board of the ILBANK,</li> <li>Outreach to PAPs/stakeholders for site specific project issues</li> <li>Regional and provincial level outreach,</li> <li>Reporting on implementation of SEP activities to ILBANK PMU,</li> <li>Executing defined grievance mechanism in the SEP properly and informing ILBANK PMU about the overall implementation status.</li> </ul>
GM Focal Point & GM Contact Person (GMCP)	<ul style="list-style-type: none"> <li>Acting as the focal point for the GM in the PIU,</li> <li>Keeping records and following up on grievances related to the project,</li> <li>Managing and coordinating the solution process of project-related grievances,</li> <li>Inspecting grievance records for relevant non-compliance issues or recurring issues with stakeholder engagement and other Project activities,</li> <li>Coordinating and monitoring GM contacts at the contractor level,</li> <li>Collecting project-related grievances from all different GM levels,</li> <li>Informing the PIU and management about the solution process</li> <li>Preparing compiled GM reports related to the project</li> <li>Monitoring the grievance records of contractors and the resolution process of the grievances and reporting them to the PIU in monthly progress reports</li> <li>Maintaining contact with the PIU in order to respond to grievances/find solutions</li> </ul>
E&S Consultant (MGS)	<ul style="list-style-type: none"> <li>Providing necessary information to the Project Owner,</li> <li>Realizing the disclosure and public participation (ESMP introduction) meeting to be held for the public and NGOs,</li> <li>Finalizing this the SEP as per the concerns/opinions of the stakeholders of the Project</li> <li>Organizing and conducting a workshop to the Project Owner on ESMP expectations and commitments, which covers project related environmental and social impacts and risks, and corresponding measures applied to avoid, reduce, and mitigate the risks and potential adverse impacts.</li> </ul>
Supervision Consultant	<ul style="list-style-type: none"> <li>Ensuring that the project adheres to the methodology and other requirements, which are mentioned in E&amp;S Documents (ESMP and SEP) during implementation of sub-projects,</li> <li>Monitoring the contractors' recording and resolution of grievances, and reporting these to VASKİ PIU in their monthly progress reports,</li> <li>Maintaining contact with the PIU GM Focal Point for the follow up of the grievances,</li> <li>Contacting with VASKİ PIU GM Focal Point for the follow up of the grievances.</li> </ul>

Institution	Roles and Responsibilities
Community Engagement Officers (Contractor)	<ul style="list-style-type: none"> <li>• Monitoring the contractors' recording and resolution of grievances, and reporting</li> <li>• these to the PIUs in their monthly progress reports,</li> <li>• Maintaining contact with the PIU GM Focal Point for the follow up of the</li> <li>• grievances,</li> <li>• Organizing and carrying out the Stakeholder Engagement/Consultation Meetings and related events regarding public information sharing,</li> <li>• Informing ILBANK PMU and VASKİ of any issues related to their engagement with stakeholders,</li> <li>• Informing local communities of any environmental and social issues (e.g., noise, vibration, water quality monitoring, community health and safety, etc.),</li> <li>• Developing and implementing a grievance mechanism both for the E&amp;S performance of the project and for their workforce including sub-contractors, prior to the start of works in compliance with VASKİ PIU's GM requirements.</li> </ul>



## 6 Grievance Mechanism

Managing, avoiding, minimizing and effective handling of grievances is an integral part of a sound stakeholder engagement strategy. Experience indicates that significant number of grievances arise from misunderstandings and that such grievances can be avoided or reduced through proactive and consistent engagement with communities. Engagement also helps anticipate and review community concerns to prevent them from escalating to grievances. For this reason, the following Grievance Mechanism (GM) as per WB will be implemented by VASKİ/PIU throughout the lifetime of the Project including pre-construction, construction, and operation phases.

GM will enable receiving comments/ grievances in Turkish and Kurdish, there is no need for another languages use in the developed GM, since almost Turkish is used for everyone.

The grievance channels used for applications will be available in Turkish. GM forms and consultation records will be kept in Turkish, however, mukhtars will provide interpreters for people who do not speak Turkish and speak Kurdish at consultation meetings and in the grievance mechanism. In case of need of other languages, translator will be provided.



Figure 6-1 Grievance Redress Mechanism Flowchart of Project Related Grievances

**Submission of grievances and requests at the subproject level:** PIUs at the municipal level will establish GMs, with multiple channels for submitting grievance and requests, as listed below:

- Web site: <https://www.vaski.gov.tr/tr/iletisim>
- E-mail: [info@vaski.gov.tr](mailto:info@vaski.gov.tr)
- Phone number: +90 432 217 17 43 and +90 432 217 17 44 and +90 432 217 17 45
- Hot Line: Alo 185
- Fax number: +90 312 (TBD)

Address for Official Letter / Petition: Halil Ağa Mah. İpekyolu Bulvarı. No: 86/A İpekyolu/VAN

On the website of VASKİ, there is a Contact (İletişim) page, the mechanism through which the grievances/request related to VASKİ's activities are communicated and resolution process is followed (see Figure 6-2). In addition, many parts of the home page of VASKİ's website include information on social media accounts and telephone numbers where grievances can be submitted (such as Alo 185 hotline).



Figure 6-2. Homepage of VASKİ Website

In the Contact Page, there is location information showing the address of VASKİ, telephone, fax, e-mail information. The contact page is presented in Figure 6-3.

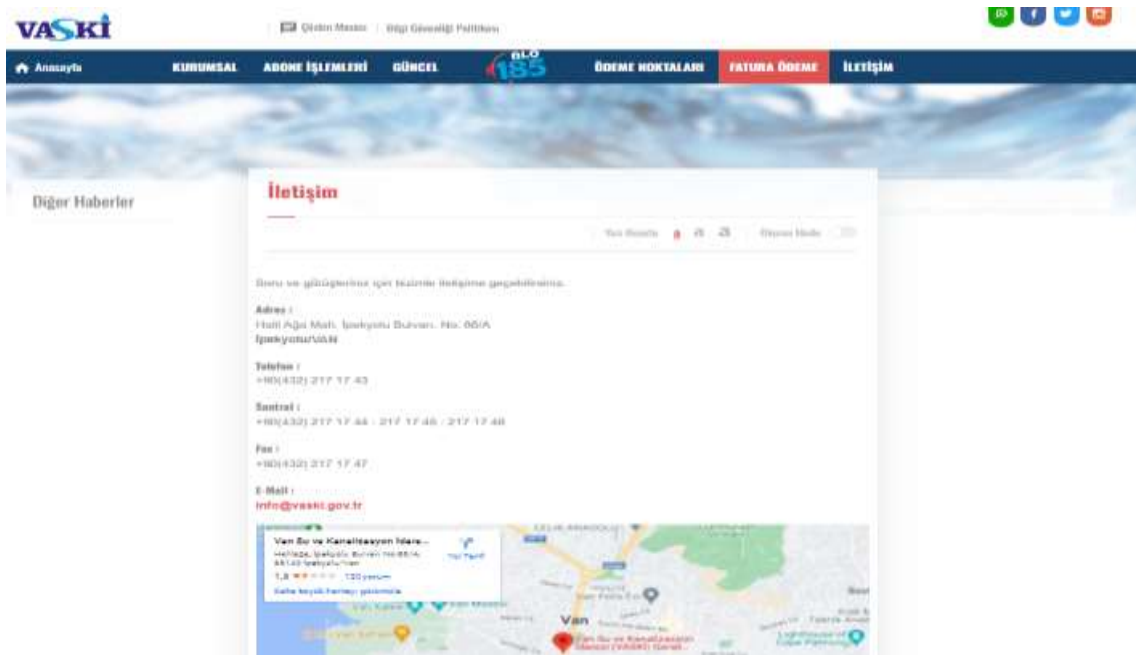


Figure 6-3. Contact Page on the website

VASKİ has two different complaint mechanism tools available in its online complaint database. These are "Solution Desk" (see <https://test.vaski.gov.tr/basvuru/cozum-masasi.aspx.html>) and "Service Audit System" (see <https://www.vaski.gov.tr/basvuru/hds.aspx>). Both of these two complaint mechanism tools have been created to solve the problems and grievances reported to the relevant units of VASKİ through the database in order to produce instant solutions to the problems related to the water network. There

is no anonymous option for both. A visual of the related database is given in Annex-S: Online Complaint Database Visuals

GM for employees (applicable for both VASKI staff and contractor and subcontractor employees) has been established in line with WB ESS2. Implementation of the GM for employees will be ensured throughout the financing life cycle of the subproject. The PIU asks contractors to develop and implement a grievance mechanism for the workforce, including subcontractors, prior to the start of work. Subcontractors will prepare workforce management procedures that will include a detailed description of the employee grievance mechanism.

Employees are informed about employee rights, basic occupational health and safety, and the complaint mechanism and operation at the time of their employment. An up-to-date list of contact points is provided in employee handbooks and/or bulletin boards. All processes related to the grievance mechanism are communicated in a language that employees can understand. When a dispute arises regarding employee rights, it is essential that the employee and his manager, who have the problem, meet informally and resolve the problem without using a complaint mechanism or legal means.

When employees detect a danger and risk regarding occupational health and safety for which no precautions are taken, they inform the employee representative, occupational safety specialist and/or occupational physician selected by the employees about this danger and risk. The employee representative conveys the details of the danger and risk to the occupational health and safety board, if any, and to the employer/employer's representative if there is none, and requests that it be evaluated. In the event that the problem is not resolved, all legal rights are reserved, by applying to the GM contact persons assigned at the contractor/sub-contractor level, through the complaint boxes located in the workplaces. Requests regarding employee rights and occupational health and safety are collected in complaint boxes placed in areas easily accessible to employees. Grievances and suggestions collected are carried out in accordance with the time limits specified in the basic process of the grievance mechanism.

After the applications are evaluated, in case the imminent, urgent, and vital danger continues, a notification can be made to the Ministry of Labor and Social Security Working Life Communication Center, ALO 170 line or directly to the Provincial Directorates of Labor and İŞKUR operating in the province. With the receipt of the requests, the workflow complaint mechanism is carried out in accordance with the workflow chart.

VASKI/PIU Team will be available to address grievances related to working conditions. VASKI/PIU Team will assess grievances and propose solutions for direct and contracted employees using this internal GM that will be easily accessible for all project employees. VASKI/PUB team will assess grievances and propose solutions for direct and contracted employees using this internal GM, which will be easily accessible for all project employees.

The VASKI/PIU Team will be informed about the guide<sup>6</sup> prepared by WB on the prevention of sexual exploitation and abuse and sexual harassment (SEA/SH) and Gender Based Violence (GBV) cases in projects financed by WB. Grievances about GBV and SEA/SH can create a culture of silence due to negative reactions by the society. Grievances of Sexual Exploitation and Abuse/Sexual Violence should be separated, and the relevant bodies should be reported. In the grievances of Sexual Exploitation and Abuse/Sexual Violence, attention should be paid to confidentiality and ethical filing information in order

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<sup>6</sup>WB Good Practice Note: Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works (2020). Received: <https://thedocs.worldbank.org/en/doc/6325115831653185860290022020/original/ESFGPNSEASHinmajorcivilworks.pdf>

to protect the victim and prevent the disclosure of confidential information and creation of a new victimization. In addition, authorities dealing with grievances should deal with such matters with confidentiality and an unbiased approach.

Grievances, requests, suggestions, and opinions of public will be recorded through the GM contact person (GMCP) to be assigned by VASKİ. All grievances are reviewed to be classified whether they are genuine and related to Project activities or not. If a complaint is not considered appropriate to investigate due to not being genuine or relevant to the Project activities, an explanation will be provided to the owner of the complaint on why it could not be pursued. Grievances received within the VASKİ are evaluated and forwarded to the relevant units. Eligible grievances are responded according to Project social and environmental requirements which are identified in ESMP and SEP. All grievances received through direct phone calls, e-mails, face-to-face meetings/ communications and Web Site are taken under registration and CLO will get contact with the complainant within ten (10) working days following registration in order to explain the project response process and the resolution to grievance. The development of the resolution may involve consultation with the person(s) involved. The requester will be informed about the methodology followed. Every request must be evaluated with the utmost care, diligence, fairness and impartiality.

The resolution proposals are communicated to the complainant by a second notification. If the proposed resolution is accepted by the complainant, VASKİ will address and take corrective actions to resolve the complaint within 15 working days.

The grievances collected regarding the Project should be recorded on the Request Forms provided in Annex A and then they should be registered in the Grievance Database (*see Annex-B*). Grievance registration forms will be sent to the relevant GM Team member (either Social Expert of the PMU Team or E&S Specialist of Contractor) on the same day (if possible, as soon as the complaint is received). Within two (2) working days after the complaint is received, a notification should be sent to the complainant by GMCP stating that the complaint has been received and being evaluated.

The process will be followed through the Grievance Database Form and Complaint Tracking-Monitoring Form (*see Annex-B and Annex-E*). The PIU Team will also have access to the grievance register to be created within the scope of the Project and will be constantly updated by the GMCP or PMU Social Expert. The Grievance Monitoring Table will include complainant/recommender information, date of receipt of complaint/suggestion, date and method of feedback to complainant, current status of complaint (open, under review, closed, rejected) and explanations of that current situation (like this one why it was rejected), closing/rejection and feedback dates. Grievances from contractors and subcontractors will be forwarded to GMCP by E&S Specialist of Contractor(s) and recorded by GMCP using grievance registration forms. On the same day, it will be opened to the access of PMU Team with the making data entry of the Grievance Register and Grievance Database.

Within this period, relevant responsible parties to manage the grievance will be in communication with the complainant at all times and all the communication will be recorded in the GM system through Consultation Forms (*see Annex-D*). After the completion of the implementation of the resolution, the grievance is closed. After the complaint is closed or eliminated, the complainant will be notified by third notification, and relevant records (Grievance Closure Form, Grievance Register, etc.) will be kept.

Grievances are closed within thirty (30) working days from day of application unless an alternative agreement is made with the Complainant. If grievances are not resolved within thirty (30) working days, mitigating circumstances are documented and reported.

After the complaint is resolved and the result is communicated to the complainant, GMCP to be appointed takes the necessary signatures and closes the complaint by filling out the Request Closing Form (see Annex-C).

If the resolution is not accepted, it will be reconsidered, and a revised resolution may be proposed. Ultimately, PIUs will be responsible for combining, monitoring and reporting the number of received, resolved and pending requests regarding the project. All these data will be compiled by the PIU to be reported at the end of each month.

If the PIU is unable to resolve issues that arise quickly, a long-term corrective action will be determined. The applicant will be informed about the proposed corrective action and the follow-up of this action after the request is accepted. Where the PIU is unable to resolve a specific issue raised through the grievance mechanism, or where the request does not require any action, it will provide a detailed explanation/justification as to why the issue was not addressed. The response will also include an explanation of how the applicant can proceed with the complaint if the outcome is not satisfactory.

### **Classification of Grievance**

The feedbacks and grievances will be classified based on their severity, frequency and more importantly sensitivity. Categories of grievances, descriptions and the responsible parties are presented below (see Table 6-1).

Table 6-1. Classification of Complaint

<b>Project Related Complaint</b>		
<b>Category</b>	<b>Description</b>	<b>Responsible Party</b>
<b>Level 1</b>	When an answer can be provided immediately and/or GMCP and PMU Team are already working on a resolution	<ul style="list-style-type: none"> <li>• GMCP</li> <li>• PIU Team</li> </ul>
<b>Level 2</b>	One off grievance that will not affect the project schedule or will not affect the reputation of ILBANK and the World Bank	<ul style="list-style-type: none"> <li>• GMCP</li> <li>• PIU Team</li> </ul>
<b>Level 3</b>	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of ILBANK and/or WB	<ul style="list-style-type: none"> <li>• GMCP</li> <li>• PIU Team</li> <li>• ILBANK PMU</li> <li>• External Expert (when required) appointed by World Bank</li> </ul>
<b>Worker Grievances</b>		
<b>Category</b>	<b>Description</b>	<b>Responsible Party</b>
<b>Level 1</b>	When an answer can be provided immediately and/or GMCP and VASKİ/Contractor Community Engagement Officers are already working on a resolution	<ul style="list-style-type: none"> <li>• E&amp;S Team</li> <li>• PIU Team</li> </ul>
<b>Level 2</b>	Repeated, extensive and high-profile grievances that may jeopardize the Project or the reputation of the Bank	<ul style="list-style-type: none"> <li>• E&amp;S Team</li> <li>• PIU Team</li> <li>• ILBANK PMU Team</li> <li>• External Expert (when required) appointed by World Bank</li> </ul>

\* Where possible, a third party and a representative of the complainants can be involved between the responsible parties to increase the likelihood of finding balanced and fair solutions to the satisfaction of all parties.

Each institution within the complaint groups is responsible for recording/following up their requests and their declarations by creating a central complaint database and giving each applicant a separate registration number. Apart from the means of Grievance Mechanism presented by the VASKİ as mentioned above, If any internal and external stakeholders and affected groups are not satisfied with

the solutions offered by the E&S Team or have requests for a higher-level explanation, grievances / requests / suggestions can be shared at the contact addresses given below.

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 relevant mechanism will be in place during the course of the Project.

**ILBANK includes several uptake channels for its GM.:**

- Web site: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- E-mail: [bilgiuidb@ilbank.gov.tr](mailto:bilgiuidb@ilbank.gov.tr) and [etikuidb@ilbank.gov.tr](mailto:etikuidb@ilbank.gov.tr)
- Phone number: +90 0312 508 79 79
- Fax number: +90 312 (TBD)
- Address for Official Letter / Petition: ILBANK Department of International Relations, GRM Team (letters must be marked as personal or confidential)– Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA

**Presidency's Communication Center:** The Presidency's Communication Centre (CİMER) has been providing a centralized complaint system for Turkish citizens, legal persons and foreigners. CİMER 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.

- [www.cimer.gov.tr](http://www.cimer.gov.tr)
- Call Centre (hotline): 150
- Phone number: +90 312 525 55 55
- Fax number: +90 0312 473 64 94
- Address for Official Letter/Petition: Republic of Türkiye, Directorate of Communications Kızıllırmak 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.

**Foreigners Communication Center:** The Foreigners Communication Center (YİMER) has been providing a centralized complaint system for foreigners. YİMER 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.

- [www.yimer.gov.tr](http://www.yimer.gov.tr)
- Call Centre (hotline): 157
- Phone number: +90 312 5157 11 22
- Fax number: +90 0312 920 06 09
- Address for Official Letter/Petition: 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 MONITORING AND REPORTING

VASKİ will monitor the Project throughout its lifetime considering the stakeholder engagement process. The approved SEP will be reviewed biannually and updated if required according to the project improvements and the unexpected public 33reactions. The GM established by the VASKİ will be used effectively and the statistical summary of the outputs of GM will be reported to İLBANK together with all the requests received, resolved and unresolved, Grievance Register, Grievance Monitoring Table and Environmental and Social Monitoring Reports (ESMRs) on a monthly basis. With monthly reporting, total number of grievances, monthly number of grievances, distribution of grievances by subject, gender, grievances answered within 7 days, grievances resolved within 30 days, list etc. is necessary.

Stakeholder engagement and grievance mechanism will be submitted in a dedicated section in ESMRs, together with Grievance Register.

As part of project progress reports, the GM and its performance will need to be reported regularly to the Bank. Statistics of grievances should be reported to the WB on a quarterly basis in project progress reports.

A set of Key Performance Indicators (KPIs) will also be monitored and regularly integrated by the project into the project progress report, including the following parameters:

- I. Number of all grievances received in a reporting period,
- ii. Distribution of requests received within a reporting period (gender, province, type, etc.),
- iii. Number and percentage of resolutions within the prescribed timeline, and
- iv. Number of grievances open for more than 30 days for the reasons explained.

### Reporting of Grievances

Demand records.

- Monthly by the Contractor/Sub-contractor to the relevant VASKİ,
- Monthly by the Consultant Firm and the Contractor/Sub-contractor to the relevant VASKİ and PIU GM Contact Person,
- Monthly PIU GM Contact Person by VASKİ must be sent. The VASKİ's GM contact person will submit monthly reports on the GM to the PIU. The contractor GM contact person will submit monthly reports to the construction consultant firm. The Construction Consultant Firm GM contact person will submit monthly reports to the VASKİ and PIU. The PIU will submit monthly reports to the Ministry on the Grievance Record Table (Annex-F) containing up-to-date information on the following regarding the GM and Ministry will submit quarterly reports to the World Bank:

- Status of GM implementation (procedures, education, public awareness campaigns, budgeting, etc.),
- Numerical data on the number of requests received (applications, suggestions, grievances, requests, positive feedback) and the number of resolved grievances,
- Qualitative data on type of requests and responses, issues provided and unresolved grievances, Level of satisfaction by action taken (response),
- Any corrective action taken.

The VASKİ will submit to the PIU a Grievances Record Table as an annex to the GM and the Monthly Reports containing up-to-date information on the following subjects on a monthly basis:

- Status of GM implementation (procedures, education, public awareness campaigns, budgeting, etc.),
- Numerical data on the number of requests received (applications, suggestions, grievances, requests, positive feedback) and the number of resolved grievances,
- Qualitative data on type of requests and responses, issues provided and unresolved grievances, level of satisfaction by action taken (response),
- Any corrective action taken.

The contractor/sub-contractor shall submit an annex to the consultant firm, VASKİ, a Grievance Record Table and monthly reports containing up-to-date information on the following subjects:

- Status of GM implementation (procedures, education, public awareness campaigns, budgeting, etc.),
- Numerical data on the number of requests received (applications, suggestions, grievances, requests, positive feedback) and the number of resolved grievances,
- Type of grievances and responses, qualitative data on problems provided and unresolved grievances, level of satisfaction by action taken (response),
- Any corrective action taken.

The Consultant Firm will submit an annex to the VASKİ and PMU a Complaint Record Table and Monthly Reports containing up-to-date information on the following subjects:

- Status of GM implementation (procedures, education, public awareness campaigns, budgeting, etc.),
- Numerical data on the number of requests received (applications, suggestions, grievances, requests, positive feedback) and the number of resolved grievances,
- Type of grievances and responses, qualitative data on problems provided and unresolved grievances, level of satisfaction by action taken (response),
- Any corrective action taken.

Table 7-1 proposes a comprehensive set of indicators related to SEP performance that should be documented in ESMRs. Moreover, the monitoring of the grievances will be performed by means of Grievance Monitoring Table presented in Annex-E.



Table 7-1. Key Performance Indicators

Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
Pre-construction	Assigning of VASKI PIU team members	Assignment letters of those personnel	Monthly	E&S Consultant  Supervision Consultant  VASKI	Following the appointment period of VASKI PIU team members
	Organizing Stakeholder engagement activities to introduce the project documents such as ESMP, SEP, Grievance Mechanism, etc.	Stakeholder engagement documents (notification documentation, attendance sheets, photographs, minutes of meeting, PPM presentation, type of stakeholder engagement activities, number and type of participant stakeholders etc.)			Increase in the number of activities carried out, Increase in the number of participants, Increase in the number of different types of stakeholders (as group or person) will be followed
	Establishing a new Grievance Mechanism for the Project, or making adjustments to the existing Grievance System specific to the Project	Existing Grievance Database (Project-specific) working efficiently			Decrease in number of grievances received, Increase in grievance closeout rate (closed grievances /total number of grievances), Decrease in time of grievance closeout, Zero grievances not closed out within the target timeframe will be followed
Land Preparation, Construction and Operation	Gathering and collecting of the grievances, requests, and suggestions (C/R/S)	Grievance Database (project-specific), grievance register	Monthly	E&S Consultant Supervision Consultant  VASKI	Collection of grievances, requests and suggestions will be tracked and monitored.
	Number and percentage of grievances/requests/suggestions	Grievance Database (project-specific) <ul style="list-style-type: none"> <li>Number and percentage of grievances/ requests/suggestions (c/r/s) received and resolved (resolved/received)</li> <li>Number of unresolved (c/r/s) (with explanation as to why they could not be resolved)</li> </ul>			Number and percentage of grievances/requests/suggestions will be tracked and monitored.



Project Phase	Indicator	Method of Verification	Assessment Frequency	Responsible party	Target
		<p>and percentage (unresolved/received)</p> <ul style="list-style-type: none"> <li>number of (c/r/s) not evaluated (with an explanation of why they were not evaluated) and percentage (not evaluated/received)</li> <li>Types of grievances</li> <li>Average Grievance Closeout Time</li> </ul>			
	General subjects which the grievances, requests and suggestions are related to	<p>Grievance Database (project-specific)</p> <ul style="list-style-type: none"> <li>Percentages of the complaint, request and suggestion subjects (e.g. 15% of the grievances are related to water outage hours, 35% of the requests are related to quick repair of the deteriorated roads, etc.)</li> </ul>	Monthly	<p>E&amp;S Consultant</p> <p>Supervision Consultant</p> <p>VASKİ</p>	General issues related to grievances, requests and suggestions will be followed.
	Raising awareness and conducting informative events within the project scope	<p>Documents (minutes of meetings, photographs, brochures, leaflets, attendance sheets, etc.)</p>			Informative events will be organized to raise awareness within the scope of the project.

## 7.1 Summary of How SEP Implementation will be Monitored and Reported

It is in the responsibility of the VASKİ to ensure that the SEP is fully integrated into and implemented in all project activities. It will be ensured that all stakeholders will be consulted and can use the GM during project life. On the other hand, the SEP shall form a part of any tender documentation for physical works within the scope of the Project.

As part of the requirements of WB ESF, the draft SEP is to be publicly disclosed when draft ESMP and draft SEP are cleared for public disclosure and approved by ILBANK and the disclosure will be in the responsibility of the Project Executers and consultant firm, VASKİ will ensure that SEP is disclosed as hard copy and, on their website, (<https://VASKI.gov.tr/>). Likewise, several copies of all prepared environmental and social documents will be available locally at the VASKİ General Directorate Office, places easily accessible to affected groups as Mukhtars offices, local NGOs operated in Van Province Edremit District.

The SEP is a dynamic document and will be reviewed, updated, and approved by ILBANK as necessary (e.g., change in the design of the Project components, according to the Environmental and Social Monitoring Reports (ESMRs), requests/grievances of the stakeholders regarding the implementation of SEP, elimination of nonconformities, etc.) throughout the implementation of the Project. For each updated version of the SEP, VASKİ will be responsible for disclosure through the communication channels.

The PIU and E&S Team will organize monthly and quarterly meetings to collect, register and address the grievances optionally. Ad hoc meetings can be called to address any immediate responses and actions.

The GM will be monitored by the Supervision Consultant that will be selected via tender process to be launched by VASKİ and approved by ILBANK. The Supervision Consultant will be supervising the PIU Team and it will be responsible to monitor and evaluate the effectiveness of the mechanism whether the system is implemented in line with the principles set out in this SEP.

The PIU team members will be reporting monthly with the Supervision Consultant concerning problems encountered during handling of the grievances. The mechanism will be revised three (3) months after the initial set-up through consultation with the ILBANK, PIU and E&S Team and also complainants whose applications have been closed or still on-going, if necessary.

When ILBANK detects any problems in the implementation of the ESMP and SEP, ILBANK will inform the PIU Team and agree on the steps to be taken to resolve these problems. In particular, in case of any important environmental or social problems, the PIU Team will notify ILBANK in three (3) working days and ILBANK will immediately forward this information to WB.

## 7.2 Reporting Back to Stakeholder Groups

PIU Team will register and report the feedback received from communities, local authorities, landowners, other companies, NGOs, media, academic institutions and other interest groups on a systematic basis through an effective consultation and grievance mechanism to ILBANK.

The PIU Team will provide a statistical and qualitative analysis of feedback and grievances as well as their outcomes on a monthly basis to the Supervision Consultant who will review it and disseminate it to the ILBANK PMU. In addition, the relevant grievances and their actual status will be reported in ESMRs. The reports will only include information regarding the complaint as much as necessary, and any

personal information on the individuals having used the GM will remain confidential and will never be shared in these reports.


A summary of the implementation of the stakeholder engagement activities will be provided to the public on a quarterly basis through the official website of the VASKİ (<https://vaski.gov.tr/>) to show that the stakeholder engagement activities and processes are being implemented. The summary will be published after removing identifying information on individuals to protect their identities in accordance with the Law on the Protection of Personal Data.

If necessary, VASKİ will work with a consultant in order to implement social and environmental monitoring activities. The Supervision Consultant will monitor and report to VASKİ whether the environmental and social issues specified in the SEP and ESMP documents are implemented throughout the life of the Project.

# ANNEXES



## Annex-A: Grievance Form


	<b>Van General Directorate of Water and Sewerage Administration (VASKI)</b> <b>32 MW Solar Power Plant (SPP-II) Project</b>
	<b>GRIEVANCE FORM</b>
<b>Application No.</b>	
<b>Name Surname* (Anonymous applications are also accepted. If you wish to submit your application anonymously, please tick below how you would like to be contacted. The feedbacks regarding the measures to be taken for anonymous grievances will be shared publicly, even if they cannot be communicated directly to the person who submitted the complaint.)</b>	
Please indicate how you would like to be contacted (mail, phone, e-mail)	
<b>Province/District</b>	
<b>Related VASKI Name</b>	
<b>Date</b>	
<b>Complaint Category</b>	
1. About the assets/properties/settlements affected by the project	
2. About infrastructure	
3. About the decrease or complete disappearance of income	
4. About environmental issues (ex. Noise, pollution, waste management)	
5. About employment	

6. About traffic, transportation and other risks	
7. Occupational health and Safety	
8. Employee Rights	
9. Other (If confidential, please call Project Management Unit (PMU) directly):	
<b>Description of Complaint:</b> What is the problem? When and where did the problem occur? What is the result of the problem?	
<b>What do you expect to happen for the problem to be resolved?</b>	
<b>Date:</b>	<b>Signature:</b>
Note: Although it is not obligatory to give a name and address, it should be noted that there may be some problems in the feedback process regarding the complaint due to lack of information.	





## Annex-C: Grievance Closeout Form

	<b>Van General Directorate of Water and Sewerage Administration (VASKİ) 32 MW Solar Power Plant (SPP-II) Project</b>
	<b>GRIEVANCE CLOSEOUT FORM</b>
<b>Complaint Closing Number:</b>	
<b>Identification of immediate action to be taken:</b>	
<b>Long-term action (if necessary):</b>	
<b>Is compensation necessary?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>SOLUTION PROCESS AND CONTROL OF THE DECISION</b>	
<b>Stages of the Resolution Process</b>	<b>End Date and Responsible Institution</b>
1.	
2.	
3.	
4.	
5.	

### COMPENSATION AND FINAL STAGES

This part will be filled in and signed by the complainant after she/he receives the compensation fee and her/his complaint is resolved.

Notes:

*[Name-Surname and Signature]*


Date: \_\_\_ / \_\_\_ / \_\_\_\_

The complainant:


Representative of the Responsible Institution/Company

*[Title-Name-Surname and Signature]*

## Annex-D: Sample Form for the Key Informant Meetings

	<b>Van General Directorate of Water and Sewerage Administration (VASKİ)</b> <b>32 MW Solar Power Plant (SPP-II) Project</b>			
<b>CONSULTATION FORM</b>				
Person Filling the Form:	Date:			
Interview Agenda:	Reference No:			
<b>1. INTERVIEW INFORMATION</b>				
Name Surname:	Form of Communication			
Turkish ID Number:	Phone / Free line <input type="checkbox"/>			
Phone:	Face to face <input type="checkbox"/>			
Address:	Website / E-mail <input type="checkbox"/>			
E-Mail:	Other (Explain) <input type="checkbox"/>			
<b>Stakeholder Type</b>				
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"/>
<b>2. INTERVIEW DETAILS</b>				
Questions about the project:				
Project concerns/feedback:				
Responses to the views expressed above:				

## Annex-E: Public Consultation Form

 Public Consultation Form	Stakeholder (Name-Surname) (Institution/Position)	Date	Place	Opinions and Suggestions	Signature
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

## Annex-F: Grievance Tracking-Monitoring Form

Complaint Register Number	How Complaint is Received (Grievance Form, Community Meeting, Telephone)	Level of Grievance (Contractor, Provincial Directorates Level, PIU Level, A1o181-Ministerial Level)	Date of Complaint Received	Date of feedback on Complaint Received	Location of Complaint Received	Name of Person Receiving Grievance	Complainant Information *For anonymous applications this is empty but means of communication (either email or phone) needs to be agreed with complainant so PIU can respond				Project Component Related to Complaint	Grievance Category (renovation related, environmental issues, restriction to access, damage, complaint about a worker, accident etc.)	Grievance Category (if grievance is related to a confidential/sensitive issue ie. harassment, bullying, fraud the person receiving the grievance should direct this to national referral systems immediately and record that this has been directed. All details of the complainant of the sensitive case should be kept strictly confidential and logged in a separate spreadsheet locked with a passcode which only the GM focal point can access)	Complaint Summary	Grievance Status (open, closed or pending)	Action Taken				Supporting Documents for Grievance Closeout (if any, if a damage took place or any accident caused on user then all necessary documents should be recorded)	
							Name/Surname	ID Number	Telephone/e-mail	Village-District						Gender	Responsible Person/Department	Responsible Person	Action Planned		Due Date of the Addressing the Grievance
1																					
2																					
3																					
4																					
5																					
6																					
7																					
8																					
9																					

## Annex-G: Institutional Survey



Sosyal Etki Değerlendirme Çalışması / KURUM GÖRÜŞMELERİ

### GENEL BİLGİ

1. Kurum/Kuruluş adı:	
2. Görüşme yapılan kişinin adı:	
3. Telefon:	

4. Proje hakkındaki bilgi düzeyinizi nasıl değerlendirirsiniz?

5. Projenin yapılacak çalışmalar ile ilgili hangi kanaldan bilgi alıyorsunuz?

6. Proje ve kurum/kuruluşunuz arasındaki iş birliği ne kadar etkili ve verimli?

7. Proje ile kurum/kuruluşunuz arasındaki iş birliği/koordinasyonun daha etkili ve verimli olabilmesi için önerileriniz nelerdir?

8. Aşağıdaki ifadelere katılım seviyenizi belirtiniz.

9. Projenin olumlu etkileri:

OSB	..... ..... .....
İlçe	..... ..... .....
İl	..... ..... .....

1/2

57



Türkiye

10. Projenin olumsuz etkileri:

OSB

İlçe

İl

Türkiye

11. Bölgeyi ne gibi sosyal sorumluluk projeleri destekleyebilir?

12. Hangi Sivil Toplum Kuruluşlarını ve devlet organlarını paydaş katılım sürecine dâhil etmeyi önerirsiniz?

## Annex-H: Details of Interviews

Interviewee / Title	Remarks from the Interviews
Mukhtar of Gölkaşı Neighborhood	<ul style="list-style-type: none"> <li>• The population of Gölkaşı neighbourhood is approximately 3600. Approximately 280 households live in the neighbourhood.</li> <li>• In the last 5 years, the population of the neighbourhood has increased due to the birth rate being higher than the death rate.</li> <li>• The majority of the neighbourhood population consists of young middle-aged population between the ages of 26-40.</li> <li>• There is a primary school, a secondary school and 2 high schools in the neighbourhood.</li> <li>• The majority of the neighbourhood population graduated from secondary school. Then comes the high school graduate population.</li> <li>• Most of the households living in the neighbourhood have the problem of lack of drinking water. Drinking water is not pressurised and is frequently interrupted.</li> <li>• The majority of the neighbourhood population earns their living by working as construction equipment and bucket operators. The number of people who make a living by being a contractor is also quite high.</li> <li>• The neighbourhood has approximately 3 million square metres of pasture land. The Project Area is far from the pasture of Gölkaşı Neighbourhood.</li> <li>• Approximately 50 households in the neighbourhood earn a living by carrying out animal husbandry activities. Approximately 40 households grow clover to feed their animals on their own land. Apart from 40 households that grow fodder for their own animals, there is no one engaged in agricultural activities in the neighbourhood.</li> <li>• Approximately 1000 small cattle and 30 cattle are raised in the neighbourhood. Small cattle breeders herd their animals in pastures.</li> <li>• There are the following services in the neighbourhood; <ul style="list-style-type: none"> <li>➤ Health Centre</li> <li>➤ Mosque</li> <li>➤ Condolence House</li> <li>➤ Minibus line.</li> </ul> </li> <li>• The approximate number of PAPs living in the neighbourhood is as follows: <ul style="list-style-type: none"> <li>➤ Households living with the help of philanthropists or the state (2-3 households),</li> <li>➤ Unemployed individual (30 people),</li> <li>➤ Individuals migrating seasonally from the neighbourhood to earn a living (40 people - to work in construction),</li> <li>➤ Households with physically disabled members (7 households),</li> <li>➤ Female headed households (20 households).</li> </ul> </li> </ul>

Interviewee / Title	Remarks from the Interviews
	<ul style="list-style-type: none"> <li>• The neighbourhood mukhtar and residents are informed about the Project. State authorities in the neighbourhood held a meeting and provided information about the Project.</li> <li>• It is thought that the Project will contribute to local development.</li> <li>• No negative impact is expected from the Project.</li> <li>• It is requested that the Project will provide employment to local people. It is stated that 3 people from the neighbourhood are employed in VASKİ.</li> <li>• No complaint has been made.</li> </ul>
Mukhtar of Bakımlı Neighborhood	<ul style="list-style-type: none"> <li>• The population of Bakımlı neighbourhood is approximately 4200. Approximately 600 households live in the neighbourhood.</li> <li>• In the last 5 years, the population of the neighbourhood has decreased due to unemployment. The neighbourhood gives migration.</li> <li>• The majority of the neighbourhood population consists of young middle-aged population between the ages of 26-40.</li> <li>• There are 2 primary schools, 2 secondary schools and 1 high school in the neighbourhood.</li> <li>• The majority of the neighbourhood population graduated from secondary school. Then comes the population of primary school graduates. There are more than 500 residents in the neighbourhood who have never been to school.</li> <li>• Many of the households living in the neighbourhood have the problem of lack of drinking water. Drinking water is not pressurised and is frequently interrupted.</li> <li>• The neighbourhood also has a transportation road problem. It is stated that the 5 km in-neighbourhood access road needs asphalt.</li> <li>• The majority of the neighbourhood population makes a living by carrying out animal husbandry activities. The total land area of the neighbourhood is approximately 2 million square metres. 1.250.000 acres of this is pasture land. The Project Area occupies approximately 30% of the pasture land.</li> <li>• More than 100 households in the neighbourhood make a living by carrying out animal husbandry activities. Approximately 500 households grow barley, wheat and alfalfa on their own land to feed their animals or for household consumption.</li> <li>• There are also many households in the neighbourhood who make a living as tradesmen and seasonal construction workers.</li> <li>• The average income per household in the neighbourhood is approximately 15.000 TL.</li> <li>• Approximately 5000 ovine and 400 bovine animals are raised in the neighbourhood. Small cattle breeders graze their animals in pastures.</li> <li>• Livestock farmers and mukhtars interviewed stated that the pasture area on which the Project Area is located is not used for grazing activities as it is an infertile and arid land. Therefore, no livelihood loss is foreseen due to the Project.</li> </ul>



Interviewee / Title	Remarks from the Interviews
	<ul style="list-style-type: none"> <li>• Approximately 50 households in the neighbourhood collect various local herbs from the pastures in spring to use in cheese making. It is consumed within the household.</li> <li>• There are the following services in the neighbourhood; <ul style="list-style-type: none"> <li>➤ Health Centre</li> <li>➤ Mosque</li> <li>➤ Condolence House</li> <li>➤ Minibus line.</li> </ul> </li> <li>• The approximate number of PAPs living in the neighbourhood is as follows: <ul style="list-style-type: none"> <li>➤ Households making a living with the help of philanthropists or the state (20 households),</li> <li>➤ Unemployed persons (more than 500 persons),</li> <li>➤ Individuals migrating seasonally from the neighbourhood to earn a living (400 people - for construction work),</li> <li>➤ Households with physically disabled members (15 households),</li> <li>➤ Over 70 years of age living alone (2 persons),</li> <li>➤ Female headed households (10 households).</li> </ul> </li> <li>• The neighbourhood mukhtar and residents are informed about the Project. Public Participation Meeting was held in the neighbourhood by VASKI within the scope of National EIA Process. The majority of the residents of the neighbourhood stated that they are against the realisation of the Project. It is thought that the construction activities of the Project may cause damages such as dust, noise and damage to roads.</li> <li>• Since the Project is the 3rd SPP Project to be carried out in the pasture of the neighbourhood, the risk of restricting the use of pasture may cause a cumulative livelihood risk. Since no grazing activities are carried out on the Project Area, it will be sufficient to questioning the Project stakeholders on whether the pasture access roads are limited in the periods and methods specified in the "Stakeholder Engagement Program". There is no need to develop any livelihood restoration program.</li> </ul>
Mukhtar of Kıyıcak Neighborhood	<ul style="list-style-type: none"> <li>• Approximately 130 households reside in Kıyıcak neighbourhood. Approximately 70% of the neighbourhood population is composed of civil servants living in the lodgings in the neighbourhood. The number of farmers living in the neighbourhood is quite low. Residents of the neighbourhood generally work in seasonal construction works.</li> <li>• There are no refugees in the neighbourhood.</li> <li>• Almost half of the residents of the neighbourhood migrate as seasonal workers in the summer months.</li> <li>• The majority of the neighbourhood population is young middle age group between 26-40 years old.</li> <li>• There is a primary school and a secondary school in the neighbourhood.</li> </ul>

Interviewee / Title	Remarks from the Interviews
	<ul style="list-style-type: none"> <li>• The majority of the neighbourhood population graduated from secondary school. There are approximately 60 university graduates.</li> <li>• The mains water infrastructure in the neighbourhood is quite inadequate and there is no natural gas infrastructure.</li> <li>• Approximately 300 ovine and 200 bovine animals are grazed in the neighbourhood.</li> <li>• The pasture of the neighbourhood is outside the Project Area. Farmers residing in Kiyıcak neighbourhood graze their animals in the pastures of their own neighbourhood.</li> <li>• There are the following services in the neighbourhood; <ul style="list-style-type: none"> <li>➤ Health Centre</li> <li>➤ Mosque</li> <li>➤ Condolence House</li> <li>➤ Minibus line.</li> </ul> </li> <li>• The approximate number of PAPs living in the neighbourhood is as follows: <ul style="list-style-type: none"> <li>➤ Households living with the help of philanthropists or the state (2-3 households),</li> <li>➤ Individuals migrating seasonally from the neighbourhood to earn a living (200 people - to work in construction),</li> <li>➤ Households with physically disabled members (5 households),</li> <li>➤ Female headed households (10 households).</li> </ul> </li> <li>• No negative expectations, grievances or concerns were mentioned in favour of the Project.</li> <li>• The Muhtar has information about the Project.</li> <li>• It is thought that the Project will contribute to local development.</li> <li>• No negative impact is expected from the Project.</li> <li>• No complaint has been made.</li> </ul>
<p>Van Provincial Directorate of Agriculture and Forestry</p> <p>&amp;</p> <p>Van Provincial Directorate of</p>	<ul style="list-style-type: none"> <li>• Van Provincial Directorate of Agriculture and Forestry has limited communication with VASKİ. The Public Participation Meeting organised within the scope of the national EIA process of the Project was not attended.</li> <li>• The benefits of the project such as employment for local people and support for local development were emphasised.</li> <li>• A number of grievances about the Project were received by the local community. One of the main grievances is the concern about the restriction of pasture utilisation.</li> <li>• It was stated that the Project should be explained to the local people in more detail.</li> <li>• Local people are requested to provide farmers with shade, fodder and seed support for their animals.</li> </ul>

Interviewee / Title	Remarks from the Interviews
Agriculture and Forestry Meadow Pasture and Forage Crops Branch Directorate	
Farmers carrying out animal husbandry activities in pastures	<ul style="list-style-type: none"> <li>• Interviews were conducted with 9 farmers carrying out animal husbandry activities in Bakımlı, Kıyıcak and Gölkaşı neighbourhoods.</li> <li>• The farmers stated that the pastures of the neighbourhood were restricted due to other projects. The pasture area where the project is located is stony. For this reason, it is stated that animal grazing activities are not carried out in the Project Area. However, the Project Area is a transit route used by farmers for grazing animals. For this reason, there is a concern that the Project may adversely affect animal husbandry activities.</li> <li>• Farmers have started to buy animal feed in recent years due to the occupation of pastures by other projects. Farmers request VASKİ to support them with animal feed.</li> <li>• Stakeholder engagement activities and communication channels between VASKİ and farmers are so limited.</li> <li>• Farmers demand VASKİ to visit them.</li> <li>• It is stated that the drinking water network provided by VASKİ to the neighbourhoods is insufficient.</li> </ul>
VASKİ Employees	<ul style="list-style-type: none"> <li>• Within the scope of Internal Stakeholder Interviews, 3 blue collar and 2 white collar employees employed within the scope of the Project were interviewed.</li> <li>• While 3 of the employees have been employed in VASKİ for more than 8 years, 2 of them are contracted employees.</li> <li>• Contracted employees, contracted employees are local.</li> <li>• Contracted employees stated that their contracts will end as of January and that they would like to continue to be employed by VASKİ.</li> <li>• VASKİ employees work between 08:00-16:00 on weekdays. They work half day on Saturday and Sunday is their day off.</li> <li>• Contracted employees, on the other hand, work in a shift pattern where they work 24 hours and then have 72 hours off.</li> <li>• While contracted employees provide transportation to the workplace with their own means, shuttle service is provided for employees employed within VASKİ.</li> <li>• They prepare their own lunches with the cash allowance provided by VASKİ.</li> <li>• They find their salaries insufficient. Apart from their salaries, they receive family allowance, child allowance and holiday bonuses as fringe benefits.</li> </ul>

Interviewee / Title	Remarks from the Interviews
	<ul style="list-style-type: none"><li>• When they have any complaint, request or suggestion, they can verbally inform their senior managers and receive easy feedback. The locations of the Wish and Complaint Boxes are known, but this method is not preferred.</li><li>• OHS measures are sufficient, necessary precautions are taken.</li></ul>





## 7 Bin Yıllık Tarihi İlçeye Ziyaretçi Akını

Doğu Anadolu Bölgesi'nin en eski yerleşim yerlerinden biri olan Başgöze'nin 7 bin yıllık tarihi için geçmişi sahne yapıyor. 7 bin yıllık tarihi geçmişi sahne olan ve başgöze ilçesi medeniyetleri için sahneyi yapan Palu ilçesi, diğer parçaları yanarda, Palu Kalesi gibi birçok tarihi eserleriyle ziyaretçileri bekliyor. Başgöze ilçesi medeniyetlerinden olan başgöze Palu har. yıl 200 ton altın üretimi yapıyor. Başgöze ilçesi Palu Kalesi, Çiğdem Paşa Köyü, Köpek Çanı ve Üzü Çarşısı ziyaret etmek için birçok kişi turistler ve yerli vatandaşlar için geliyor. Başgöze ilçesi Palu Kalesi, Çiğdem Paşa Köyü, Köpek Çanı ve Üzü Çarşısı ziyaret etmek için birçok kişi turistler ve yerli vatandaşlar için geliyor. Başgöze ilçesi Palu Kalesi, Çiğdem Paşa Köyü, Köpek Çanı ve Üzü Çarşısı ziyaret etmek için birçok kişi turistler ve yerli vatandaşlar için geliyor.

## Vişad Başkanı Işık'tan Van TSO Seçimi İle İlgili Açıklama

**SEHRİVAN HABER: SEHRİVAN ALI DÖNÜCÜ**

Van İl Adamları Derneği (Vişad) Başkanı Ayhan Işık, kente haklı basın sorumlularıyla bir araya gelerek, Van Ticaret ve Sanayi Odası başkanlığına adaylığını açıkladığı ve Van İl Adamları Derneği'nin (Vişad) Başkanı Ayhan Işık'tan Van TSO Seçimi ile ilgili açıklama yapıldığını belirtti. İhtisastan önceki Van TSO Başkanı Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti. Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti. Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti.

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"SEÇİM BİZİ DERİNDEN ÖZMÜŞTÜR"

Van İl Adamları Derneği (Vişad) Başkanı Ayhan Işık, kente haklı basın sorumlularıyla bir araya gelerek, Van Ticaret ve Sanayi Odası başkanlığına adaylığını açıkladığı ve Van İl Adamları Derneği'nin (Vişad) Başkanı Ayhan Işık'tan Van TSO Seçimi ile ilgili açıklama yapıldığını belirtti. İhtisastan önceki Van TSO Başkanı Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti. Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti.

### "SEÇİM SONRASI TAŞIZ OYLATLAR YAŞANDI"

Van İl Adamları Derneği (Vişad) Başkanı Ayhan Işık, kente haklı basın sorumlularıyla bir araya gelerek, Van Ticaret ve Sanayi Odası başkanlığına adaylığını açıkladığı ve Van İl Adamları Derneği'nin (Vişad) Başkanı Ayhan Işık'tan Van TSO Seçimi ile ilgili açıklama yapıldığını belirtti. İhtisastan önceki Van TSO Başkanı Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti. Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti.

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## 25 YILDIR GEÇİMİNİ ÜRETİĞİ MUMLardan SAĞLIYOR

Van İl Adamları Derneği (Vişad) Başkanı Ayhan Işık, kente haklı basın sorumlularıyla bir araya gelerek, Van Ticaret ve Sanayi Odası başkanlığına adaylığını açıkladığı ve Van İl Adamları Derneği'nin (Vişad) Başkanı Ayhan Işık'tan Van TSO Seçimi ile ilgili açıklama yapıldığını belirtti. İhtisastan önceki Van TSO Başkanı Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti. Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti.

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### T.C. VAN 3. ASLİYE HUKUK MAHKEMESİNDEN

ESAS NO : 2022/390 KARAR NO : 2022/113 Davacı: MÜCAHEDİ TOPRAN Davatlı: MÜCAHEDİ TOPRAN Mahkeme: VAN İL VE İLÇE YERLİ YERİTİM MAHKEMESİ Karar Tarihi: 2022/11/13

Van İl Adamları Derneği (Vişad) Başkanı Ayhan Işık, kente haklı basın sorumlularıyla bir araya gelerek, Van Ticaret ve Sanayi Odası başkanlığına adaylığını açıkladığı ve Van İl Adamları Derneği'nin (Vişad) Başkanı Ayhan Işık'tan Van TSO Seçimi ile ilgili açıklama yapıldığını belirtti. İhtisastan önceki Van TSO Başkanı Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti. Işık, Van TSO Başkanı olarak görev yapmaya hazır olduğunu belirtti.

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**DUYURU**  
**ÇED Sürecine**  
**Halkın Katılımı Toplantısı**

Van Su ve Kanalizasyon İdaresi Genel Müdürlüğü tarafından Van İl, İlçesi Mahallesi, Bakırli Mahallesi, Dağ mevki, 800 numaralı parsel üzerinde "Güneş Enerji Santrali (22,88 MW/90,3 MW)" projesinin ÇED süreci kapsamında; ÇED komisyonu için ÇED Bilgi Dosyası hazırlanmıştır (ÇED) Yürürlüğüne ilişkin; Maddesi gereğince aşağıdaki şekilde tarih ve saate belirlendiği ilgili halkla bilgilendirme, görüş ve önerilerini almak için "Halkla Bilgilendirme ve Sözlü Katılım Toplantısı" yapılmıştır.

Halkla bilgilendirme toplantısı:

<b>Toplantı Yeri</b>	Bakırli Mahallesi (Çiğdem) Taziye Civi
<b>Toplantı Yerinin Adresi</b>	Bakırli Mah. Sıhı Yolu Cad. No: 08er Çarşı Yanı, 50060VAN
<b>Toplantı Tarihi</b>	07/12/2022
<b>Toplantı Saati</b>	10:00
<b>Proje Sahibi</b>	Van Su ve Kanalizasyon Menajeri Genel Müdürlüğü
<b>Tel</b>	0 (032) 217 17 43
<b>Faks</b>	0 (032) 217 17 45
<b>ÇED Raporunun Hazırlayan Kuruluş</b>	PROÇED Çevre Değerlendirme Mühürsahibi/İşleten ve Sor. Sorumlusu
<b>Tel</b>	(032) 433 54 34
<b>Faks</b>	(032) 302 01 78

Bilgi için: [www.ik.gov.tr](http://www.ik.gov.tr) | Sayı: 1736229



## Annex-J: PPM Photos







## Annex-K: EIA Positive Decision



T.C.  
ÇEVRE, ŞEHİRCİLİK VE İKLİM DEĞİŞİKLİĞİ BAKANLIĞI  
Çevresel Etki Değerlendirmesi, İzin ve Denetim Genel Müdürlüğü

Sayı : E-48331039-220.01-6395142

10.05.2023

Konu : Güneş Enerji Santrali (62,88 MWm/50,3  
MWe- 120,57 Ha) Projesi ÇED Olumlu  
Kararı

### DAĞITIM YERLERİNE

Van İli, Edremit İlçesi, Bakımlı Mahallesi, Dağ Mevkii 890 Numaralı Parsel sınırları içerisinde, Van Su ve Kanalizasyon İdaresi Genel Müdürlüğü tarafından yapılması planlanan Güneş Enerji Santrali (62,88 MWm/50,3 MWe- 120,57 Ha) projesi ile ilgili olarak Bakanlığımıza Çevrimiçi ÇED süreci Yönetim Sisteminden sunulan ÇED Raporu, İnceleme Değerlendirme Komisyonu tarafından incelenmiş ve değerlendirilmiştir.

Güneş Enerji Santrali (62,88 MWm/50,3 MWe- 120,57 Ha) projesi hakkında 29.07.2022 tarih ve 31907 sayılı Resmi Gazete'de yayımlanarak yürürlüğe giren ÇED Yönetmeliği'nin (Geçici 1. Maddesi kapsamında) 14. maddesi gereğince Bakanlığımızca "Çevresel Etki Değerlendirmesi Olumlu" Kararı verilmiş olup, Van Valiliği (Çevre, Şehircilik ve İklim Değişikliği İl Müdürlüğü) tarafından kararın halka duyurulması gerekmektedir.

Söz konusu projeye ait Nihai ÇED Raporu ve eklerinde belirtilen hususlar ile 2872 sayılı Çevre Kanununa istinaden yürürlüğe giren yönetmeliklerin ilgili hükümlerine uyulması, mer'i mevzuat uyarınca ilgili kurum/kuruluşlardan gerekli izinlerin alınması, projede yapılacak Yönetmeliğe tabi değişikliklerin de Bakanlığımıza veya Van Valiliği (Çevre, Şehircilik ve İklim Değişikliği İl Müdürlüğü)'ne iletilmesi gerekmektedir.

Bununla birlikte, bahse konu proje ile ilgili olarak proje sahibi tarafından, 29.07.2022 tarih ve 31907 sayılı Resmi Gazete'de yayımlanarak yürürlüğe giren ÇED Yönetmeliğinin 18. Maddesi 4. Fıkrasında yer alan hüküm kapsamında, ÇED Olumlu Karar tarihinden itibaren 3'er (üç) aylık periyotlarda yatırımın; inşaat öncesine ve inşaat dönemine ilişkin kaydedilen gelişmeleri içeren Proje İlerleme Raporu'nun Bakanlığımıza sunulması gerekmektedir.

Bilgilerinizi ve gereğini arz/rica ederim.

Ömer ALBAYRAK  
Bakan a.  
Çevresel Etki Değerlendirmesi,  
İzin ve Denetim Genel Müdürü V.

Ek: ÇED Olumlu Belgesi

**Bu belge, güvenli elektronik imza ile imzalanmıştır.**

Doğrulama Kodu: 9933835D-2261-4160-92CB-C902470A4B8A  
Mustafa Kemal Mahallesi 2082. Caddesi No:52 Çankaya / Ankara  
Telefon No: (0312) 410 10 00 Faks:(0312) 419 21 92  
KEP Adresi : [cevre@sehircilikbakanligi@is01.ksp.tr](mailto:cevre@sehircilikbakanligi@is01.ksp.tr)

Doğrulama Adresi: <https://www.turkiye.gov.tr>

Bilgi için: Yazar KELEKÇİ  
Mühendis  
Telefon No:(312)410 17 70



1 / 2

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Dağıtım:

Gereği:

ENERJİ VE TABİİ KAYNAKLAR  
BAKANLIĞINA (Maden ve Petrol İşleri Genel  
Müdürlüğü)  
MEKANSAL PLANLAMA GENEL  
MÜDÜRLÜĞÜNE  
TABİAT VARLIKLARINI KORUMA GENEL  
MÜDÜRLÜĞÜNE  
TARIM VE ORMAN BAKANLIĞINA (Orman  
Genel Müdürlüğü)  
TARIM VE ORMAN BAKANLIĞINA (Doğa  
Koruma Ve Milli Parklar Genel Müdürlüğü)  
TARIM VE ORMAN BAKANLIĞINA (Devlet Su  
İşleri Genel Müdürlüğü)  
ULAŞTIRMA VE ALTYAPI BAKANLIĞINA  
(Karayolları Genel Müdürlüğü)  
VAN BÜYÜKŞEHİR BELEDİYE  
BAŞKANLIĞINA  
KÜLTÜR VE TURİZM BAKANLIĞINA (Van  
Kültür Varlıklarını Koruma Bölge Kurulu  
Müdürlüğü)  
VAN VALİLİĞİNE (Çevre, Şehircilik ve İklim  
Değişikliği İl Müdürlüğü)  
VAN VALİLİĞİNE (İl Tarım ve Orman  
Müdürlüğü)  
VAN VALİLİĞİNE (İl Afet ve Acil Durum  
Müdürlüğü)  
VAN VALİLİĞİNE (Yatırım İzleme ve  
Koordinasyon Başkanlığı)  
VAN SU VE KANALİZASYON İDARESİ GENEL  
MÜDÜRLÜĞÜNE (Ek)  
PROÇED ÇEVRE DAN. MÜH. İNŞ. SAN. VE  
TİC. LTD. ŞTİ. NE  
(Mansuroğlu Mahallesi Ankara Caddesi Bayraklı  
Tower No:81 K:21 D:151 İZMİR)

Bilgi:

ÇED İZLEME VE ÇEVRE DENETİMİ DAİRESİ  
BAŞKANLIĞINA  
ÇEVRE YETERLİK HİZMETLERİ DAİRESİ  
BAŞKANLIĞINA  
ENERJİ PİYASASI DÜZENLEME KURUMU  
BAŞKANLIĞINA

Bu belge, güvenli elektronik imza ile imzalanmıştır.

Doğrulama Kodu: 9933835D-1261-4160-92CB-C902470A4B8A  
Mustafa Kemal Mahallesi 2082. Cadde No:52 Çankaya / Ankara  
Telefon No: (0312) 410 10 00 Faks:(0312) 419 21 92  
KEP Adresi : [cevresesahircilikbakanligi@is01.kep.tr](mailto:cevresesahircilikbakanligi@is01.kep.tr)

Doğrulama Adresi: <https://www.turkiye.gov.tr>

Bilgi için: Yaşar KELEKÇİ  
Mühendis  
Telefon No:(312) 410 17 70





T.C.  
ÇEVRE, ŞEHİRCİLİK VE İKLİM DEĞİŞİKLİĞİ BAKANLIĞI  
(Çevresel Etki Değerlendirmesi, İnan ve Enerji ve Enerji Genel Müdürlüğü)



## ÇED OLUMLU BELGESİ


29.07.2022 tarih ve 31907 sayılı Resmî Gazete’de yayımlanarak yürürlüğe geçen Çevresel Etki Değerlendirmesi Yönetmeliği’nin 14. maddesi gereğince; “GÜNEŞ ENERJİ SANTRALI (62,88 MWm/50,3 MWc-120,57 ha)” projesi hakkında “Çevresel Etki Değerlendirmesi Olumlu” kararı verilmiştir.

  
Özgür ALBAĞRAK  
Bakanlık  
Genel Müdürü V.

Karar Tarihi : 10.05.2023  
Karar No : 7094  
Proje Sahibi : VAN SU VE KANALİZASYON İDARESİ GENEL MÜDÜRLÜĞÜ  
Proje Yeri : Van İl, Edremit İlçesi, Bakımlı Mahallesi, Dağ Mevki 890 Numaralı Parsel  
Kapasite : (62,88 MWm/50,3 MWc-120,57 ha)

# Annex-L: SCM Announcements on Local and National Newspapers and VASKİ Official Website

## Announcement of VASKİ Official Website

Ana Sayfa Kurumsal Abone İşlemleri Güncel Yayınlarımız İletişim

20.03.2024

### Halkın Katılımı Toplantı Duyurusu

Türkiye Kamu ve Belediye Yenilenebilir Enerji Projesi kapsamında Dünya Bankası tarafından finanse edilerek İlbank A.Ş. aracılığıyla yürütülecek olan "32 MW Güneş Enerjisi Santrali-II" Projesinin Van Su ve Kanalizasyon İdaresi (VASKİ) tarafından yapılması ve işletilmesi planlanmaktadır. Söz konusu proje için aşağıda belirtilen tarih ve saatte faaliyete ilgili Halkı bilgilendirmek, görüş ve önerilerini almak için "Halkın Katılımı Toplantısı" yapılacaktır. Halkımıza saygı ile duyurulur.

**TOPLANTI**

**Toplantı Yeri:** Van İl Tarım ve Orman Müdürlüğü Toplantı Salonu.

**Toplantı Yerinin Adresi:** Tarım ve Orman İl Müdürlüğü Abdurrahman Gazi Mah. İskele Cad. Çalı Durağı Tuşba/VAN

**Toplantı Tarihi:** 01.04.2024 Toplantı Saati: 13:00

**PROJE SAHİBİ**

**Van Su ve Kanalizasyon İdaresi Genel Müdürlüğü (VASKİ)**

**Yel:** ALD 165

**Faks:** +90 432 217 17 44 | +90 432 217 17 45 | +90 432 217 17 46

**Web:** <https://www.vaski.gov.tr/>

**e-posta:** [info@vaski.gov.tr](mailto:info@vaski.gov.tr)

**Çevresel ve Sosyal Yönetim Planlarını Hazırlayan Kuruluş**

MGS Proje Müşavirlik Mühendislik Ticaret Ltd. Şti.

**Yel:** +90 (312) 479 84 00 (pbx)

**Faks:** +90 (312) 479 84 99

**Web:** [www.mgsmuhendislik.com](http://www.mgsmuhendislik.com)

**e-posta:** [mgs@mgs mühendislik.com](mailto:mgs@mgs mühendislik.com)

Duyuru Metni

#### Duyurular

- Halkın Katılımı Toplantı Duyurusu
- İlimiz Edremit İlçesi Bakımlı Mahallesi'nde Yapılması Planlanan VASKİ Genel Müdürlüğü 32 MW Güneş Enerji Santrali Projesi Hakkında
- ZORUNLU SU KESİNTİSİ DUYURUSU
- ZORUNLU SU KESİNTİSİ DUYURUSU
- ZORUNLU SU KESİNTİSİ
- VASKİ - ZORUNLU SU KESİNTİSİ DUYURUSU
- VASKİ KIRSALDA GÜNEŞ ENERJİSİ İLE ÇALIŞAN KLORLAMA SİSTEMİNE GEÇİYOR
- ZORUNLU SU KESİNTİSİ DUYURUSU

#### Güncel

- Haberler
- Duyurular
- Bosında Vaski
- Su Kesintileri

VAN'DA ETKİLİ OLAN YAĞIŞLARLA BARAJLARDAKİ DOLULUK ARTTI

Van'ın kuzey kesiminde etkili olan yağışlarla geçen yıl kuraklıktan etkilenen barajların ve hidroelektrik tesislerinin su seviyeleri arttı. Van'ın Güçlüova İlçe sınırlarında (YTC) Su Dönerim Fırtınası Örgütüne Başkan Dr. Mustafa Aksoy, suyun yetersiz kullanılmasını önlemek amacıyla kurulan tesislerde gerçekleştirilen bu çalışmaya yerel yönetimler ile birlikte yerel yönetimlerin de katılımıyla çalışmaların devam ettiğini söyledi. Aksoy, barajların su seviyelerinin artmasıyla birlikte suyun yetersiz kullanılmasını önlemek amacıyla kurulan tesislerde gerçekleştirilen bu çalışmaya yerel yönetimlerin de katılımıyla çalışmaların devam ettiğini söyledi.

Barajların su seviyeleri arttı. Van genelinde etkili olan yağışların barajların su seviyelerini arttırdığı ve hidroelektrik tesislerinin su seviyelerini arttırdığı belirtildi. Van'ın Güçlüova İlçe sınırlarında (YTC) Su Dönerim Fırtınası Örgütüne Başkan Dr. Mustafa Aksoy, suyun yetersiz kullanılmasını önlemek amacıyla kurulan tesislerde gerçekleştirilen bu çalışmaya yerel yönetimlerin de katılımıyla çalışmaların devam ettiğini söyledi.



Dr. Mustafa Aksoy, suyun yetersiz kullanılmasını önlemek amacıyla kurulan tesislerde gerçekleştirilen bu çalışmaya yerel yönetimlerin de katılımıyla çalışmaların devam ettiğini söyledi. Van'ın Güçlüova İlçe sınırlarında (YTC) Su Dönerim Fırtınası Örgütüne Başkan Dr. Mustafa Aksoy, suyun yetersiz kullanılmasını önlemek amacıyla kurulan tesislerde gerçekleştirilen bu çalışmaya yerel yönetimlerin de katılımıyla çalışmaların devam ettiğini söyledi.

Van'ın Gürünar Belediyesi

BAHARI BİNLERCE FİDAN DAĞITIMI İLE KARŞILADI

Maras Gürünar Belediyesi tarafından 4 bin civarında, 3 bin kültür ve 1 bin çim fidanlar dağıtımına başlandı. Daha önceki günlerde yapılan çalışmaların devam ettiği Gürünar için her yıl binlerce fidan dağıtımına başlanıyor. Maras Gürünar Belediyesi, bu yıl da binlerce fidan dağıtımına başlandı. Maras Gürünar Belediyesi, bu yıl da binlerce fidan dağıtımına başlandı.

Maras Gürünar Belediyesi tarafından 4 bin civarında, 3 bin kültür ve 1 bin çim fidanlar dağıtımına başlandı. Daha önceki günlerde yapılan çalışmaların devam ettiği Gürünar için her yıl binlerce fidan dağıtımına başlanıyor. Maras Gürünar Belediyesi, bu yıl da binlerce fidan dağıtımına başlandı.



GÖNÜLLÜLER AFAD'IN ARAMA KURTARMA EĞİTİMLERİYLE OLASI AFETLERE HAZIRLANIYOR

AFAD Çarşın İlçe sınırlarında (AFAD) Barajların ve Hidroelektrik Tesislerinin Su Dönerim Fırtınası Örgütüne Başkan Dr. Mustafa Aksoy, suyun yetersiz kullanılmasını önlemek amacıyla kurulan tesislerde gerçekleştirilen bu çalışmaya yerel yönetimlerin de katılımıyla çalışmaların devam ettiğini söyledi.

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Vanspor'un maçını TFF 2. Lig'de oynayacakları

MAÇIN YAYINLANACAĞI KANAL BELLİ OLDU!

Vanspor'un maçını TFF 2. Lig'de oynayacakları kanalı belli oldu. Vanspor'un maçını TFF 2. Lig'de oynayacakları kanalı belli oldu.

Vanspor'un maçını TFF 2. Lig'de oynayacakları kanalı belli oldu. Vanspor'un maçını TFF 2. Lig'de oynayacakları kanalı belli oldu.

Vanspor'un maçını TFF 2. Lig'de oynayacakları kanalı belli oldu. Vanspor'un maçını TFF 2. Lig'de oynayacakları kanalı belli oldu.

Vanspor'un maçını TFF 2. Lig'de oynayacakları kanalı belli oldu. Vanspor'un maçını TFF 2. Lig'de oynayacakları kanalı belli oldu.



DUYURU

Halkın Kanımı Tezhlantısı. Türkiye Barış ve Demokrasi Partisi'nin (TBKP) Van İlçe Başkanı Dr. Mustafa Aksoy, suyun yetersiz kullanılmasını önlemek amacıyla kurulan tesislerde gerçekleştirilen bu çalışmaya yerel yönetimlerin de katılımıyla çalışmaların devam ettiğini söyledi.





## Annex-M: Project Information Brochure Distributed at SCM

**Paydaş Katılımı ve Şikâyet Mekanizması**

Ayrıca, Proje kapsamında bir Paydaş Katılımı Planı hazırlanarak Etkilenen Topluklara düzenli bilgilendirme/raporlama yapılması sağlanacaktır. Edremit halkının ve diğer Proje paydaşlarının hem inşaat hem de işletme aşamasında Proje ile ilgili endişelerini, görüşlerini, şikâyetlerini ve önerilerini almak adına bir Şikâyet Mekanizması kurulacaktır. Bu mekanizma aracılığı ile iletilen görüş/istek/öneri/şikâyetler hızlı ve hassas bir şekilde ele alınacaktır. Şikâyet Mekanizmasının uygulanmasından sorumlu kurum VASKİ olacaktır. Broşürde verilen iletişim kanalları da ayrıca kullanılabilir.


**Cumhurbaşkanlığı İletişim Merkezi**  
www.cimer.gov.tr  
Telefon: +90 312 525 55 55

**Yabancılar İletişim Merkezi**  
Telefon Numarası: +90 312 5157 11 22

Resmi Yazı/Dilekçe için Adres: Türkiye Cumhuriyeti Göç İdaresi Genel Müdürlüğü, Çamlıca Mahallesi 122. Sokak No: 4 Yenimahalle/ANKARA.

**KAMU ve BELEDİYE YENİLENEBİLİR ENERJİ (KABYEP) PROJESİ NEDİR?**

Türkiye Kamu ve Belediye Yenilenebilir Enerji Projesi (KABYEP), merkezi hükümet binaları ve belediyelere odaklanarak kamu sektöründe Yenilenebilir Enerji (YE) kullanımının yaygınlaştırılması için Türkiye Hükümetini desteklemeyi amaçlamaktadır. Proje, kamu tesislerinde dağıtılmış YE pazarının genişletilmesine katkıda bulunacak, ülkenin iklim azaltım taahhüdünü yerine getirmek ve enerji güvenliğini artırmak için sürdürülebilir enerji çözümlerini kullanma konusunda kamu sektöründe liderlik gösterilmesine yardımcı olacaktır.



**VAN İLİ**  
**EDREMIT İLÇESİ**  
**Paydaş Katılım Toplantıları**  
**Van Su ve Kanalizasyon İdaresi**  
Tel: +90(432) 217 17 43  
<https://vaski.gov.tr/>  
Mail: [info@vaski.gov.tr](mailto:info@vaski.gov.tr)

**İLLER BANKASI A.Ş.**  
Şikâyet/dilek/öneri telefon hattı: 0(312) 508 79 79  
Web sitesi: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararası>  
E-mail: [bilgiuidb@ilbank.gov.tr](mailto:bilgiuidb@ilbank.gov.tr)

Açık Adres: İLBANK Genel Müdürlüğü Uluslararası İlişkiler Dairesi Başkanlığı, Emniyet Mahallesi Hipodrom Caddesi No:9/21 Yenimahalle/ANKARA

**TÜRKİYE KAMU ve BELEDİYE YENİLENEBİLİR ENERJİ PROJESİ**


**VAN SU ve KANALİZASYON İDARESİ 32 MW GÜNEŞ ENERJİ SANTRALİ PROJESİ**

**BİLGİLENDİRME BROŞÜRÜ**

**Toplantı Yeri**  
Van İl Tarım ve Orman Müdürlüğü Toplantı Salonu

**Toplantı Saati**  
13.00

**NİSAN 2024**



### Projenin Tanımı

Van Su ve Kanalizasyon İdaresi Genel Müdürlüğü tarafından Van ili, Edremit ilçesi, Bakırlı mahallesi, Dağ mevkii, 890 numaralı parselde "VASKİ 32 MWe Güneş Enerjisi Santrali Projesi" (Proje) gerçekleştirilmesi planlanmaktadır. Projenin gerçekleştirileceği alanın parsel numarası 890'dır. Bu parsel ikiye ayrılmıştır. İlk aşamada faaliyetler 926 parsel numarasında başlayacaktır. Bu Proje ile 545 Wp monokristal güneş paneli tipi Fotovoltaik Güneş Enerjisi Panellerinden oluşan Güneş Enerji Santrali kurulumu gerçekleştirilecektir. VASKİ 32 MWe GES, VEDAŞ tarafından verilen izinler doğrultusunda 2162 metre uzaklıkta bulunan ENĞİL TM'ye bağlanacaktır.

### Proje Finansmanı

Kamu ve Belediye Yenilenebilir Enerji Projesi (KABYEP), kamuda yenilenebilir enerjinin kullanılmasını desteklemek amacıyla Dünya Bankası (DB) tarafından finanse edilecektir. İller Bankası A.Ş. (İLBANK) Finansal Aracı (FA) olarak görev yapacaktır.

KABYEP kapsamında tanımlanan kamu kuruluşlarının önerilen alt proje yatırımları, danışmanlık hizmetleri tarafından üstlenilen Çevresel ve Sosyal Değerlendirme çalışmalarına tabi tutulur. Gerekli çalışmalar kapsamında Van İli Edremit ilçesi VASKİ 32 MWe GES Projesi için Çevresel ve Sosyal Yönetim Planı (ÇSYP) hazırlanmıştır.

VASKİ önerilen projenin sahibi olacaktır. VASKİ, tüm sistemin işletilmesi, onarımı ve bakımından sorumlu olacaktır.

### Projenin Amacı ve Faydaları

Bu proje ile VASKİ'nin toplam elektrik tüketiminin % 77'si karşılanacaktır. Yıllık 70.732 MWh üretimle ekonomiye katkıda bulunmanın yanı sıra, güneş enerjisi gibi yenilenebilir temiz bir enerji kaynağı sayesinde 43.839 ton karbon emisyonunu engelleyecektir. Üretilen enerji ölçeklendirilirse, yaklaşık olarak 29.000 hane için elektrik tüketimine eşdeğerdir.



İnşaat faaliyetlerinin ne zaman başlayacağı, ne kadar süreceği ve inşaat ve işletme aşamalarında kaç kişinin istihdam edileceği Projenin ilerleyen süreçlerinde netlik kazanacaktır.



### Çevresel ve Sosyal Etkiler

Projenin inşaat ve işletme aşamalarında çevresel etkilerin olması beklenmektedir. Projenin muhtemel etkileri genellikle yerel ölçekte, düşük ile orta büyüklükte fakat kısa vadeli olacaktır. Projenin inşaat aşamasındaki en önemli etkiler ÇSYP'de detaylı olarak verilmiştir.

Beklenen etkilerin yönetimi için bir Çevresel ve Sosyal Yönetim Planı (ÇSYP) geliştirilmiştir. Bu planda uygulanacak izleme ve denetim faaliyetleri de tanımlanmıştır. Buna göre, projenin inşaat ve işletme aşamasında; arazi kullanımı, toprak ve jeoloji, hava kalitesi, gürültü, su kaynakları ve atıksu yönetimi, atık yönetimi, biyolojik çevre ve tabiat varlıkları, kültürel miras, iklim değişikliği, trafik yönetimi, çalışma, istihdam ve İSG uygulamaları, toplum sağlığı ve güvenliği, paydaş katılım faaliyetleri konularında ÇSYP'de belirlenen şartlara uygun olarak yönetilecektir.

Proje kapsamında hazırlanan ÇSYP ve PKP VASKİ resmi internet sitesinde yayımlanmıştır (<https://www.vaski.gov.tr/duyurular>). Bu ÇSYP'nin uygulamasından sorumlu ana kurum, projenin inşaatından ve işletme aşamalarından da sorumlu olan VASKİ'dir.

### Çevresel ve Sosyal Etkileri Azaltma ve İzleme Planı

Proje kapsamında inşaat öncesi, inşaat aşaması ve işletme aşamaları için biyoçeşitlilik, kültürel miras, trafik, iş gücü ve akını, toplum sağlığı ve güvenliği, iş sağlığı ve güvenliği, paydaş katılım faaliyetleri, arazi kullanımı, doğal afetler, su kaynakları, atık ve atıksu, hava kalitesi, gürültü konularında etki azaltma önlemleri; kültürel mirasın korunması, trafik, çalışma koşulları, İSG tedbirleri ve acil müdahale yöntemleri, paydaşlarla iletişim, toprak kirliliği, doğal afetlere maruziyet, su kaynakları üzerindeki etkiler, atıksu, emisyon oluşumları, atık yönetimi, habitat kaybı, flora ve fauna, savunmasız gruplar, yüklenici yönetimi gibi konularda da izleme önlemleri belirlenmiş olup söz konusu önlemler ve izleme planı Proje için hazırlanmış ÇSYP'de detayları ile açıklanmıştır.

VASKİ

İLBANK  
TÜRKİYE'NİN YAPICI GÜCÜ

MGS



## Annex-N: Power Point Presentation of SCM

1

TÜRKİYE KAMU ve BELEDİYE YENİLENEBİLİR ENERJİ PROJESİ  
(KABYEP)  
VASKİ 32 MWe Güneş Enerji Santrali Projesi  
**BİLGİLENDİRME SUNUMU**  
Nisan 2024

2

BİLGİLENDİRME SUNUMUNUN AMACI NEDİR?

- Proje aracı kimdir? Proje uygulayıcısı kimdir? Proje finansörü kimdir?
- Projenin beklenen faydaları nelerdir?
- Çevresel ve Sosyal Çılgımlar nedir?
  - Olası çevresel ve sosyal etkiler
  - İçli azaltıcı önlemler ve ybnetim stratejileri
- Paydaş Kabulü: Sürece nasıl dahil edilebiliriz?
- Sorular ve cevaplar (Proje ile ilgili soru, beklenti, görüş ve öneriler)

3

PROJE ARACI KİMDİR?  
PROJE UYGULAYICISI KİMDİR?  
PROJE FİNANSÖRÜ KİMDİR?

4

PROJE DANIŞMANLARI

5

PROJENİN AMACI VE FAYDALARI

KABYEP'in Amacı:

Türkiye Kamu ve Belediye Yenilenebilir Enerji Projesi (KABYEP), merkezi hükümet binaları ve belediyelere aktatılarak kamu sektöründe Yenilenebilir Enerji (YE) kullanımının yaygınlaştırılması için Türkiye Hükümetini desteklemeyi amaçlamaktadır. Proje, kamu tesislerinde dağıtılmış YE pazarının geliştirilmesine katkıda bulunacak, ülkenin iklim azaltım taahhüdünü yerine getirmek ve enerji güvenliğini artırmak için sürdürülebilir enerji çözümlerini kullanma konusunda kamu sektöründe liderlik göstermesine yardımcı olacaktır.

6

Alt Projenin Amacı:

Bu proje ile VASKİ'nin toplam elektrik tüketiminin % 77'si karşılanacaktır. Yıllık 70.732 MWh üretimle ekonomiye katkıda bulunmanın yanı sıra, güneş enerjisi gibi yenilenebilir temiz bir enerji kaynağı sayesinde 43.839 ton karbon emisyonunu engelleyecektir. Üretilen enerji ölçeklendirilirse, yaklaşık olarak 29.000 hane için elektrik tüketimine eşdeğerdir.

77

VASKİ

İLBANK  
TÜRKİYE'NİN YAPICI GÜCÜ

MCS

### PROJENİN YERİ

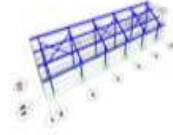


7

### PROJE ÖZELLİKLERİ

#### Teknik Özellikler:

- Proje ile 545 Wp monokristal güneş paneli (1p Fotovoltaik Güneş Enerjisi Panellerinden oluşan Güneş Enerji Santrali) kurulumu gerçekleştirilecektir.
- Proje Ana Bileşenleri: 545 wp gücünde 69.888 panel, 250 kw gücünde 128 inverter, 2.500 kva gücünde 13 adet transformator, 1600 kva gücünde 2 adet transformator, 15 dağıtım paneli, 2 dağıtım merkezidir.



8

### PROJE ÖZELLİKLERİ

#### Elektrik İletim Hattı (EİH):

- VASKİ 32 MW'e GES VEDAŞ tarafından verilen izinler doğrultusunda 2162 m uzaklıkta bulunan ENGLİL TM'ye bağlanacaktır. EİH güzergahı boyunca herhangi bir özel arazi bulunmamaktadır.
- Hattın kamu arazisinden geçmesi için ön izinler alınmıştır.
- EİH'nin tamamının yer altına alınması planlanmaktadır.



9

#### Proje Alanına Erişim Yolları:



10

#### İş Gücü Yönetimi:

- İnşaat ve montaj faaliyetleri sırasında 40, işletme sırasında 6 personel istihdam edilecektir.
- Konaklama ihtiyacının olması durumunda Van Büyükşehir Belediyesi Konukevi kullanılacaktır.
- Alt projeye özgü Paydaş Katılım Planında açıklandığı ve İLBANK'ın Şikayet Politikası ile uyumlu olduğu şekilde çalışanlar için bir Şikayet Mekanizması oluşturulacak ve alt proje düzeyinde uygulanacaktır.



11

### ÇEVRESEL VE SOSYAL ETKİ DEĞERLENDİRMESİ

#### ÇŞYP çalışmalarının amacı:

- Projenin çevresel ve sosyal risklerini ve etkilerini belirlemek ve değerlendirmek
- Etkilenen Topluluklara ve çevreye yönelik riskleri ve etkileri telafi etmek/dengelemek için bir azaltma hiyerarşisi benimsemek
- Etkili ve verimli bir şikayet mekanizması ve paydaş iletişimi oluşturmak



12

## ÇEVRESEL VE SOSYAL ÇALIŞMALARIN KAPSAMI



13

## PROJENİN AŞAMALARI

### ŞİMDİYE KADAR YAPILAN ÇALIŞIMLAR

#### • Çevresel ve Sosyal Danışmanlık Hizmeti

- Hava Kalitesi ve Çevresel Gürültü ölçümleri
- Saha Çalışmaları
- Kültürel Miras Çalışmaları
- Proje için inşaat ve işletme dönemlerinde oluşabilecek etkilerin belirlenmesi ve etkilerin azaltılmasına yönelik çalışmalar; ÇSYP'nin hazırlanması
- Biyoçeşitlilik Çalışmaları
- Sosyo-ekonomik yapının belirlenmesine yönelik anket çalışmaları
- Payday Katılım Planı hazırlanması ve Şikayet Mekanizmasının kurulması iletilmesi.

### BUNDAN SONRA YAPILACAKLAR

- Toplantıda ortaya çıkan görüş ve öneriler ile Dünya Bankası ve İLBAK'ın görüşleri ile yorumlarla oluşturulan ÇSYP'nin nihai hale getirilmesi
- Proje için inşaat ve işletme faaliyetlerinin hazırlanması, izlenmesi ve raporlanması amacıyla ilgili çalışmaların yapılması
- ÇSYP'nin Dünya Bankası'na sunulmasıyla ilgili yapılacak işlemler



14

## ÇEVRESEL VE SOSYAL ÇALIŞMALARIN KAPSAMI



15

## TOPRAK ORTAMI



16

## SU VE ATIKSU YONETİMİ



17

## KARASAL BİYOÇEŞİTLİLİK



18







## Annex-O: Photos of SCM



## Annex-P: Participant List of SCM

No	Türkiye Kamu ve Belediye Yenilenebilir Enerji Projesi VASKİ 32 MW GES Projesi İmza Listesi (İSİM ve SOYİSİM)	UNVAN	İMZA
1	Pelin Deniz YAZGITEKİ	MGS / En. mdr. Yrd	
2	Faruk Akar	MGS / Sorumlulu	
3	Hilal AYDIN	MGS / Çevre Mühendisi	
4	Ehmet KAVAK	VASKİ / İnşaat Sorumlusu	
5	Selim FATHI	VASKİ / İnşaat Sorumlusu	
6	Alihan AKAN	VASKİ / İnşaat Sorumlusu	
7	Mehmet Can	VASKİ / İnşaat Sorumlusu	
8	Osman Seyit Çaldıran	VASKİ / Müh.	
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## Annex-R: Transcription of the Question & Answer Session of the SCM

In this sub-section, the opinions, requests and questions of the participants and the relevant answers received during the Stakeholder Consultation Meeting have been presented. The details are as follows:

### Question 1:

**Selim Şahin, Head of Plan Project Investment and Construction Department, VASKİ:** How long will the monitoring activities continue, will the monitoring activities cease once operational?

### Answer 1:

**Hilal Aydın, Environmental Engineer, MGS:** Starting from the construction phase of the Project, monitoring reports based on daily observations, if necessary, will be made weekly and monthly and monitoring activities will continue throughout the life of the Project. The issue is addressed in the Environmental Monitoring Table in the ESMP.

### Question 2:

**Technical Staff VASKİ Treatment Plants Department:** What measures will be taken for community health and safety in the Project area?

### Answer 2:

**Hilal Aydın, Environmental Engineer, MGS:** The project area will be surrounded by wire fences and the area will be continuously monitored by cameras. An administrative building will be established in the Project area and security personnel will be employed. In addition, signs indicating the Project area will be placed on the access roads and necessary traffic trainings will be provided to drivers on the use of the Project route.

### Question 3:

**Technical Staff VASKİ Treatment Plants Department:** Is the region selected as the project area suitable in terms of efficiency?

### Answer 3:

**Osman Özdamar, Energy Engineer of VASKİ:** Project generation data was calculated using EMRA, global sunshine duration and PV SYST program. Van region ranks first in Türkiye in the ranking of the most suitable region for solar energy with its sunshine duration.

### Question 4:

**Selim Şahin, Head of Plan Project Investment and Construction Department, VASKİ:** Is the region selected as the project area suitable in terms of efficiency?

### Answer 4:

**Hilal Aydın, Environmental Engineer, MGS:** Priority is given to stakeholder neighborhoods as the World Bank is moving forward with the objective of creating employment in the areas where the project takes place.

**Furkan Aksu, Sociologist, MGS:** You are also expected to inform the mukhtars when employment is to be provided.

**Question 5:**

**Technical Staff VASKİ Treatment Plants Department:** There is an efficiency rate you mentioned, will this rate decrease in the winter season?

**Answer 5:**

**Osman Özdamar, Energy Engineer of VASKİ:** Of course, the values will be different between winter and summer, but the ratio in question is an average value. Therefore, snow will not accumulate on the panels anyway.

## Annex-S: Online Complaint Database Visuals

**Bildirim Detay Paneli**

**Öngörülen Süre**  
19 gün 00:00:00

**Çözüldüğü Süre**  
21:57:17

**Toplam Süre**  
2 gün 00:13:30

**Bildirim Puanı**  
%100

**Bildirim Detay**

**İşlem Tipi: Vatandaş Bildirimi**

**İşlem Tipi: Transfer**

**Sorgulama Paneli**

**Bildirim Ön İzleme Paneli**

**Bildirim Kayıt Paneli**

**Bildirim Transfer Paneli**