Termokos
Ngrohtorja e qytetit

Project Solar4Kosovo II

Land Acquisition and Compensation Guide for Project Affected Persons - Solar Thermal Collector Site

What is the Solar4Kosovo project?

The district heating company **Termokos** is implementing the **Prishtina Solar District Heating Project – Solar4Kosovo II**, with the support of international financial institutions[1]. The goal of the project is to provide cleaner, more sustainable heating to the city through solar thermal energy, at the same time addressing the city's increased energy demands.

The Project entails three major components:

- Construction of a DH plant which includes **solar thermal collector** (with pit thermal energy storage (PTES), absorption heat pump and axillary building and equipment) (Component 1) in the Municipality of Obiliq.
- Installation of **two new transmission pipelines** in Obiliq and Prishtina Municipality (Component 2), and
- Expansion of the **district heating network** to supply additional households (Component 3) in the City of Prishtina (map provided on page 5).

Important note: *This Guide pertains only to Component 1, while guides for the other two components will be prepared once the project is at a more advanced stage.*

Component 1 (solar thermal collector site) is located in north-eastern side of the Municipality of Obiliq, on a piece of public land where Termokos has usage rights. However, this land is currently being used for farming activities by **informal users**[2].

Why does this matter?

Building the solar thermal collector and PTES will inevitably affect the informal users who currently use this land for their agricultural activities, as they will need to cease their activities on this land plot indefinitely.

The project is committed to ensuring fair treatment and compensation for these affected individuals to help them sustain their livelihoods. To achieve this, Termokos has prepared a **Land Acquisition and Livelihood Restoration Plan** (LALRP) which outlines the expected process and the assistance measures which will be offered to these users.

The primary objectives are to minimise disruptions to livelihoods, support continuity of agricultural activities to the extent possible (either through providing access to alternative land or financial compensation), provide additional support and maintain transparency throughout the entire process.

Where can I find the LALRP document?

The **LALRP** (covering **Component 1** in detail) has been published on our website: www.termokos.org. It is also available in printed form in our office at the address given on page 3 of this leaflet. *The LALRP will be subsequently updated for Component 2 and 3.*

Is there a deadline to apply for any kind of compensation?

Yes. Termokos will first inform affected persons about the specific "cut-off date", which is a set deadline after which any new claims for compensation or assistance will not be considered. This will also be the final date beyond which anyone who starts using the area of the solar thermal collector site will not be eligible for support.

What will be offered to you as a compensation?

Two main compensation options will be offered to informal land users:

- **providing access to alternative agricultural land** or
- **cash compensation**.

Detailed information about each option is provided on the next page.

To determine which option is the most practical and beneficial for all parties, Termokos will work closely with an agricultural expert. This expert will assess the situation, provide recommendations, and ensure the compensation process meets the needs of those affected. The specific roles and responsibilities of the agricultural expert are also explained in detail below.

[1] Financing provided by Kreditanstalt für Wiederaufbau (KfW) and the European Bank for Reconstruction and Development (EBRD).
[2] Individuals who use land (or other assets) without official ownership or legal rights, whether formal or customary.

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Compensation options for informal land users for Component 1

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Option 1: Providing access to alternative agricultural land

This option aims to provide informal users with access to alternative land similar to the land currently used, allowing them to continue agricultural activities. The process will include:

1. **Assessing the current land**: The agricultural expert will carefully evaluate the current land to ensure a fair assessment, including:
   - calculating the value of crops that may be lost, including the current season's yield and estimated income from future harvests,
   - assessing the value of existing infrastructure on the land,
   - evaluating current crop types, soil quality, access routes etc.

2. **Identifying replacement land**: Termokos, with the help of the agricultural expert, will work to find new alternative land that is the same size or larger and has similar soil quality to the current land; is close by (ideally within 2 km) for easy access; and is available under a fair long-term lease agreement.

3. **Consultations with affected households**: Termokos and an agricultural expert will meet with each affected household to present the findings. Once agreed, the chosen option (if available and acceptable to the household) will be formalised through a written agreement.

4. **Providing compensation**: Termokos will support households through:
   - compensation at replacement cost for improvements to current land and any lost crops,
   - access to new alternative land under a long-term lease, with Termokos covering the first three years of lease costs, and
   - compensation for income losses during the transition period, based on the timeframe determined by the agricultural expert.

5. Families will also be provided with:
   - **Agricultural and legal support**: Tailored advice from the agricultural expert on transitioning to new alternative land, including crop selection, land preparation, and yield improvement. Families will also receive guidance on accessing government subsidies, agricultural grants or financial aid programs, as well as legal support for understanding land use and leasing rights,
   - **Vocational training and employment assistance**: Termokos is also ready to assist unemployed family members to access vocational training programs, including guidance on applications and covering participation fees for one program. The families will also be informed about potential job openings at the solar thermal plant (though employment cannot be guaranteed).

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Option 2: Cash compensation

If providing alternative agricultural land is not feasible, Termokos will offer cash compensation to households for the loss of previously used agricultural land. The process includes:

1. **Assessing the current land and valuation of amount of cash compensation needed**: The agricultural expert will evaluate the current land as described under Option 1.

2. **Consultations with the affected household:** Termokos and the agricultural expert will meet with the households to present the findings and discuss compensation terms.

3. **Providing compensation**: Households will receive:
   - compensation at replacement cost for all lost crops and improvements made on the existing land,
   - a monetary amount to cover the lease costs of similar agricultural land for at least 3 years,
   - compensation for losses incurred during the transition period.

4. **Providing additional assistance**: For households leasing new land, additional support will include expert advice on crop selection, productivity techniques and income-enhancing strategies; help in identifying government subsidies, agricultural grants or financial aid programs; and legal support for understanding new leasing agreements.

   All households will be offered assistance by Termokos in accessing vocational training for unemployed family members, especially youth and women, including guidance on applications and covering participation fees for one program. The households will also be informed about potential job openings at the solar thermal plant (though employment cannot be guaranteed).

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What if you are unsatisfied or have a problem with the project?

If you are unsatisfied with any aspect of the project or Termokos' assistance, you can lodge a grievance. For this purpose, Termokos has established a **mechanism to address any grievances** for Project activities. Some examples of grievances include:

- being unsatisfied with how the options are presented/explained to you,
- disagreement with how the agricultural expert has assessed the land you are currently using,
- being unsatisfied with compensation options,
- being unsatisfied with how regularly communication is occurring.

How can you submit a grievance?

Anyone can submit a grievance to Termokos (contact information given below), in one of the following ways:

a) **verbally** (in person or by phone),
b) **in writing** by filling the attached project grievance form (see last page) or other preferred form and send it by personal delivery, post or e-mail below.

All submissions are free of charge and can be done anonymously, if you choose to do so. All grievances can be submitted to:

Termokos Sh.A. – Project Implementation Unit

Address: Rr. 28 Nëntori nr. 181, 10000

Prishtina, Republic of Kosovo

Phone: +383 46 966 150

E-mail: info@termokos.org;

solar4kosova@termokos.org

Where can I find more details about grievances?

For more information about the grievance mechanism, please visit our website at www.termokos.org.

How will Termokos deal with my grievance?

Termokos has established a **Project Implementation Unit** (PIU) with two dedicated stakeholder engagement experts. When the PIU receives a grievance, this will be the process of handling it:

1. All grievances will be documented in a grievance registry.
2. You will receive an acknowledgment of your grievance within 7 calendar days (if not anonymously submitted).
3. The PIU will make every effort to resolve your grievance promptly and will provide a response within 15 calendar days from the date of acknowledgment.
4. You will be informed of the resolution through your preferred contact method. If you submitted your grievance anonymously, the response will be posted on Termokos' website.
5. If the issue cannot be resolved by Termokos, it will be escalated to the PIU Committee for further review.
6. The Committee will act as second-tier resolution mechanism for grievances and will resolve the issue within 30 calendar days of grievance acknowledgement.
7. The two PIU stakeholder engagement experts will ensure you are informed of the Committee's decision.
8. The PIU will also provide a grievance close-out form to confirm your satisfaction with the resolution.

And what if I am still dissatisfied?

If you remain dissatisfied with the resolution of your complaint, you can seek legal remedies through Kosovo's judicial system or the EBRD's Independent Project Accountability Mechanism (IPAM).

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Project grievance form

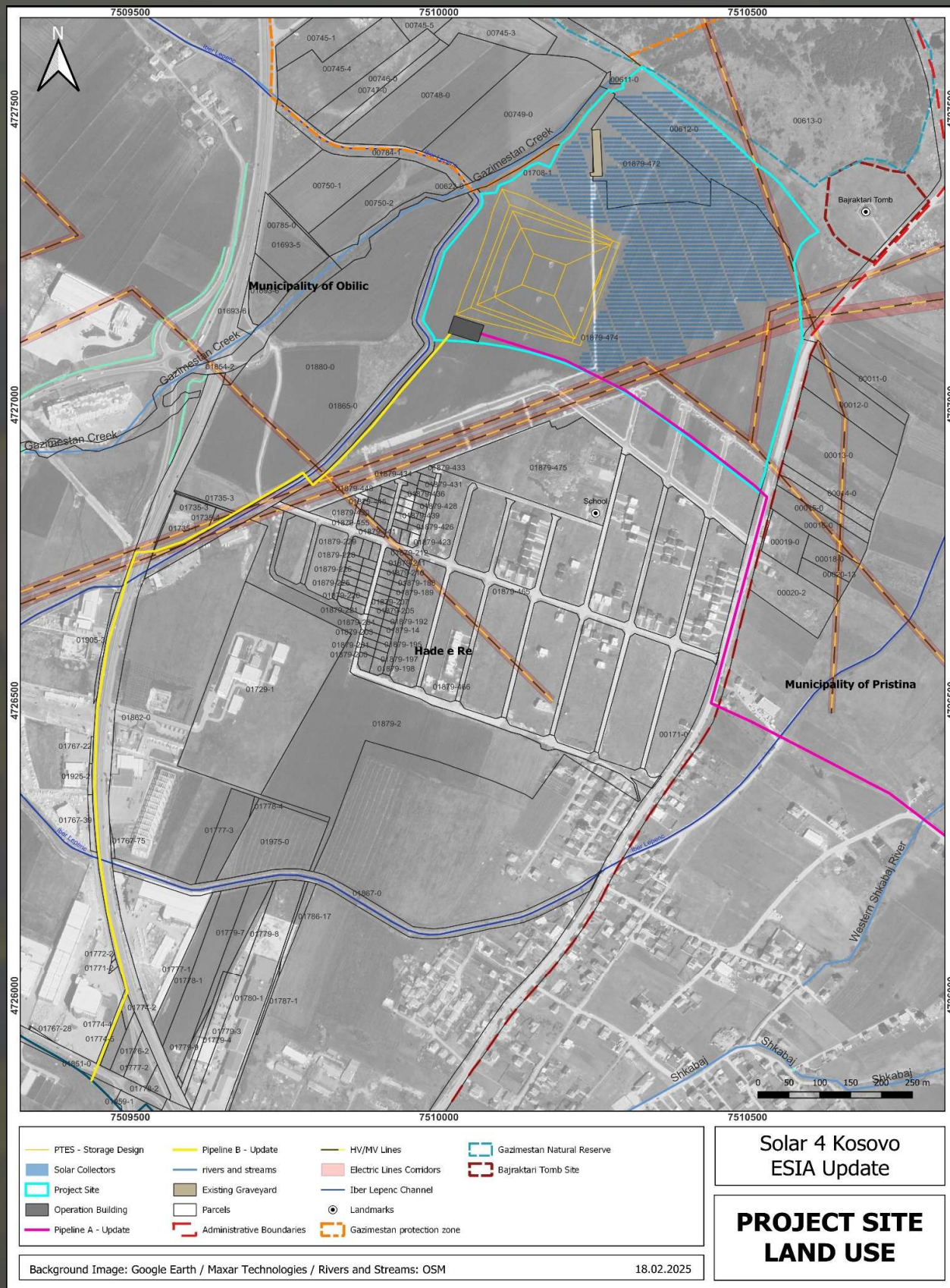
Reference Number (to be filled in by PIU)	
Full name (optional) ▪ I wish to raise mygrievance anonymously. ▪ I request not to disclose my identity without my consent.	
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	▪ **By Post:** *Please provide mailing address:* _____ _____ ▪ **By telephone** _____ ▪ **By E-mail**
Preferred language of communication	▪ **Albanian** ▪ **Serbian** ▪ **Other:** _____

Description of Incident for Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?

Date of incident/ Grievance	
	▪ **One-time incident/grievance (date _____)** ▪ **Happened more than once (how many times?_____)** ▪ **On-going (currently experiencing problem)**

What would you like to see happen?

Contact information for enquiries and grievances: ***Subject:*** *Solar 4 Kosovo II* **Attention:** TERMOKOS Sh.A.Rr. 28 Nëntori nr. 181, 10000 Prishtina, Republic of Kosovo solar4kosova@termokos.org phone: +383 46 966 150	Signature:_____ Date: _____



Solar 4 Kosovo
ESIA Update

PROJECT SITE LAND USE

Map of the solar thermal plant site for the Solar4Kosovo II project, subject to design changes for Pipeline B, as the route has not been finalised yet.

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