

Stakeholder Engagement Plan

Solar4Kosovo II / Solar District Heating Kosovo

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Acronyms and abbreviations

DH	District heating
EBRD	European Bank for Reconstruction and Development
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standards
FC	Financial Cooperation
GIIP	Good International Industry Practice
IFC	International Finance Corporation
ILO	International Labour Organisation
KfW	Kreditanstalt für Wiederaufbau (German Development Bank)
LRP	Livelihood Restoration Plan
MESPI	Ministry of Environment, Spatial Planning and Infrastructure of Kosovo
NEET	Youth not in employment, education or training
NGO	Non-Government Organisation
PAH	Project Affected Households

PAP	Project-affected Person
PIU	Project Implementation Unit at TERMOKOS
RAE	Roma, Ashkali and Egyptian Community
SDG	Sustainable Development Goals
SEF	Stakeholder Engagement Framework
SEP	Stakeholder Engagement Plan
SIBS	Social Impact Baseline Study

Glossary & Definitions

Comment Form - A paper form through which stakeholders can submit written comments, views and opinions. Comment forms are distributed at public consultation meetings.

Consultation- The process of sharing information, ideas and concerns in a two-way dialogue between project proponents and stakeholders, allowing stakeholders to express their views and for these to be considered in the decisions about project planning and implementation.

Cogeneration Plant (CHP plant)—also known as combined heat and power (CHP), distributed generation, or recycled energy—is the simultaneous production of two or more forms of energy from a single fuel source. Cogeneration power plants often operate at 50 to 70 percent higher efficiency rates than single-generation facilities. A CHP plant at Kosovo B power plant is existing in Obiliq.

Disclosure - The process of publishing and making available information in various ways (such as on the internet/ social media, in paper form or in press announcements).

Engagement- General term for activity including both disclosure and consultation.

Grievance Formal complaint by individuals, groups, business and organisations who feel that they have been or may be negatively affected by Project-related activities¹.

Grievance Procedure - Process of recording and addressing grievances so that they can be tracked through to a resolution.

Other Interested Parties The term refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups.

Project-Affected Parties (PAP) The term includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices,

¹ <https://www.kfw-entwicklungsbank.de/International-financing/KfW-Development-Bank/Service/Complaints/>

well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities.

Stakeholders- are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Stakeholders may include locally affected communities or individuals and their formal and informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses.²

Stakeholder³ refers to individuals or groups / institutions who:

- a) are affected or likely to be affected by the project (project-affected parties); and
- b) may have an interest in the project (other interested parties).

Stakeholder engagement⁴ - is the continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It considers the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges. Engagement begins as early as possible in project preparation because early identification of and consultation with affected and interested parties allows stakeholders views and concerns to be considered in the project design, implementation, and operation. As such Stakeholder Engagement is also key aspect of the ESIA development process. A transparent engagement between the PIU and project stakeholders is an essential element of good international practice and at the same time can improve the environmental and social sustainability of the project, enhance project acceptance, and make a significant contribution to successful future project design and implementation.

Stakeholder Engagement Plan (SEP) is a planning document describing the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and Borrower, distinguishing between project-affected parties and other interested parties. The SEP also describes the range and timing of information to be communicated to project-affected parties and other interested parties, as well as the type of information to be sought from them.

² <https://www.ifc.org/wps/wcm/connect/7048ede4-4155-4453-adb7-1c3cbe55df49/PartOne.pdf?MOD=AJPERES&CVID=jqeEYC2>

³ ESS10- GN4.3

⁴ ESS10- GN4.1.

1 Objectives and Scope of the Stakeholder Engagement Plan

This Stakeholder Engagement Plan (SEP) is prepared by TERMOKOS (with the support of CES environmental and social consultants) as the owner of the project and the recipient of funding through loans and grants from the German Government provided through KfW, as well as co-financing from EBRD.

This document is part of the disclosure package along with ESIA (Environmental and Social Impact Assessment) document and other social studies to be prepared as part of the process. This SEP describes the TERMOKOS approach in engaging with stakeholders from ESIA process till all the phases of the Project cycle.

TERMOKOS will also be supported by the Municipality of Pristina and the Municipality of Obiliq in order to clearly communicate to all interested parties, the stakeholder engagement program.

This SEP will be updated by TERMOKOS on a regular basis to reflect Project progress, in particular the planned works schedule. The SEP will be publicly disclosed in Albanian, English and Serbian languages on the following web sites

- TERMOKOS dedicated Solar4Kosovo website <https://TERMOKOS.org/category/solar-4-kosovo/>
- Municipality of Prishtina website (<https://prishtinaonline.com/>), and Digital Platform for Public Consultation of Municipality (<https://platformadigijitale.com/Prishtina/>)
- Municipality of Obiliq website (<https://kk.rks-gov.net/obiliq/>)

and available in hard copy in the premises of TERMOKOS (N.P. TERMOKOS Sh.A., Rr. 28 Nëntori nr.181, Prishtinë)

The objective of this SEP is to improve and facilitate Project-related decision-making and create opportunities for active involvement of all stakeholders in a timely and meaningful manner, and to provide possibilities for all stakeholders to express their opinions and concerns that may influence Project decisions. This document constitutes planned implementation of stakeholder engagement activities to inform the ESIA process and disclosure outcomes for the Solar4Kosovo II project, at the time of ESIA preparation.

Concrete objectives of the document include:

- Identify the key stakeholders and build and maintain a constructive relationship with them, in particular project-affected people.
- Create and ensure effective means for adequate engagement with project-affected people on issues that could potentially affect them so that their concerns are

addressed in a timely manner

- Ensure that all stakeholders have ways to access project information and environmental and social information and the opportunity to raise their questions and concerns.
- Ensure that interested stakeholders and project-affected people are informed that TERMOKOS has a system to respond to and manage any issues and grievances raised during the project activities and to inform them on the means and ways to be used in such instances. raise issues and grievances and be informed.

2 The Project

2.1 Brief Project Overview

Solar4Kosovo II / Solar District Heating Prishtina is a project of TERMOKOS Sh.A. (the Prishtina municipal district heating company) in Prishtina, Kosovo, for the provision of additional heat energy capacity to the district heating network of Prishtina produced on a solar thermal basis. The project aims to supply additional households, institutions and businesses to be connected to the TERMOKOS district heating network and to the overall goal to establish a more economic and reliable heat supply in Prishtina. The overall investment will enable TERMOKOS to supply at least an additional 65 GWh/a of heat energy to the city of Prishtina.

(For technical details of solar-thermal facility, please see paragraph 2.4) The Project shall be financed through loans and grants from the German Government provided through KfW, as well as co-financing from EBRD and an own contribution from the PEA. The PEA is supported in administrative and political matters by the Municipality of Prishtina.

2.2 Timing

The feasibility phase is ongoing while a design and planning phase will start by 2023, followed by the tendering and construction phase, while the commissioning might take place in mid-2026⁵. The primary operation period of the facility is calculated with 25 to 30 years.

2.3 Project's relevance for national Energy Policy framework

These established renewable power capacities are mentioned also in the framework of the National Development Strategy 2016-2021 adopted by the Kosovo Government in January 2016, comprising four priority measures for energy sector development, among which is also

⁵ According to Final Report, Feasibility Study: Big Solar DH Prishtina August 2022

the plan of building new and sustainable power generation capacities.

Furthermore, in the Energy Strategy of the Republic of Kosovo 2017-2026 is defined the strategic objective on the enhancement of existing thermal system capacities and construction of new capacities. The government is planning to implement the expansion of the TERMOKOS network in line with the existing master plan for expansion among which is the future plan of construction on solar energy facilities.

The commencement of implementation of Solar Energy measures will give a strong message to both citizens and IFIs that TERMOKOS is ready to conduct the fuel change by its own example and to encourage other sustainable energy initiatives in Kosovo and the Western Balkan region to conduct similarly.

2.4 Technical elements

The investment is envisaged to comprise the construction of solar collectors with an approximate surface of 70.000 m² and a pit storage with a capacity of approximately 400.000 m³ liquids.

Furthermore, an absorption heat pump (AHP) with an auxiliary heating component will increase the overall efficiency of the system.

The facility will be connected through underground pipelines (a) with the existing heat transmission pipeline from Kosovo B and (b) with the existing District Heating network in Prishtina.

- (a) The existing transmission pipeline between the Kosovo B Power Plant in Obiliq and the DH network of Prishtina will be connected through a branch pipeline “CHP Connection Pipe” of approximately 1.6 km length.
- (b) There will also be a direct Pipeline from the Solar Facility to the Prishtina City of approximately 4.2 km length.

Both pipeline routes consist of two parallel pipes each that are buried in approx. 3 meters depth underground. A usual diameter per pipe could be DN400.

2.5 Project location, situation, and context

The investment comprises the construction of a Solar Thermal Facility located on an unbuilt land plot near Shkabaj (Municipality of Obiliq) of approx. 25 ha.

The plot also directly borders the residential area Hade-e-Re (New Hade) with single family houses under development related to a **World Bank supported resettlement project⁶** for the extension of an lignite open cast mine near the village of Hade (Obiliq Municipality). Furthermore, the plot is currently used for agricultural activities (grain production), and 6 graves have been established since 2018 at a small land plot designated for this according to the Hade-e-Re Urban regulation plan.

A corridor of three high-voltage power lines is passing the plot from southwest to northeast, dividing the collector field from the residential area. Along this HV corridor, also a routing of a 2x1 lane section of the Prishtina Inner ring road is planned by an EBRD project⁷.

In the north-western vicinity, outside of the project's footprint, the Gazimestan monument of the Serbian-Orthodox church stretches with its cultural protected zone. This area partly coincides with the Gazimestan Nature Reserve, which is also neighbouring to the religious monument of Bajraktars Tomb area in the north-eastern vicinity outside of footprint. The status of Gazimestan Nature Reserve is in the process of being reviewed by the public administration, due to the absence of protected species resp. its lack of uniqueness.

The underground pipelines mentioned above will be built (at least partially) on privately owned and agricultural land as well as along public roads and walkways through the suburban district of Arberia/Dragodan up to the 'Fadil Vokri' Sports Stadium near the Newborn monument in Prishtina, where the pipeline will feed into existing main DH artery.

District heating network extensions will most likely be done in the neighbourhoods of Tophane and Arberia North, according to a Master Plan for future extensions, but a decision has not yet been made.

Figure 1 Aerial picture of the Western part of Prishtina indicates the project footprint of the Solar Thermal facility (collectors in blue, pit storage in grey, slopes in white), the grid shaped roads of Hade-e-Re residential settlement under development and the provisional alignments of the two pipeline routes.

⁶ Kosovo - Lignite Power Technical Assistance Project : resettlement plan (Vol. 2) : Resettlement policy framework for land acquisition for the new mining field zone (English). Washington, D.C. : World Bank Group. <http://documents.worldbank.org/curated/en/148241468088161508/Resettlement-policy-framework-for-land-acquisition-for-the-new-mining-field-zone>

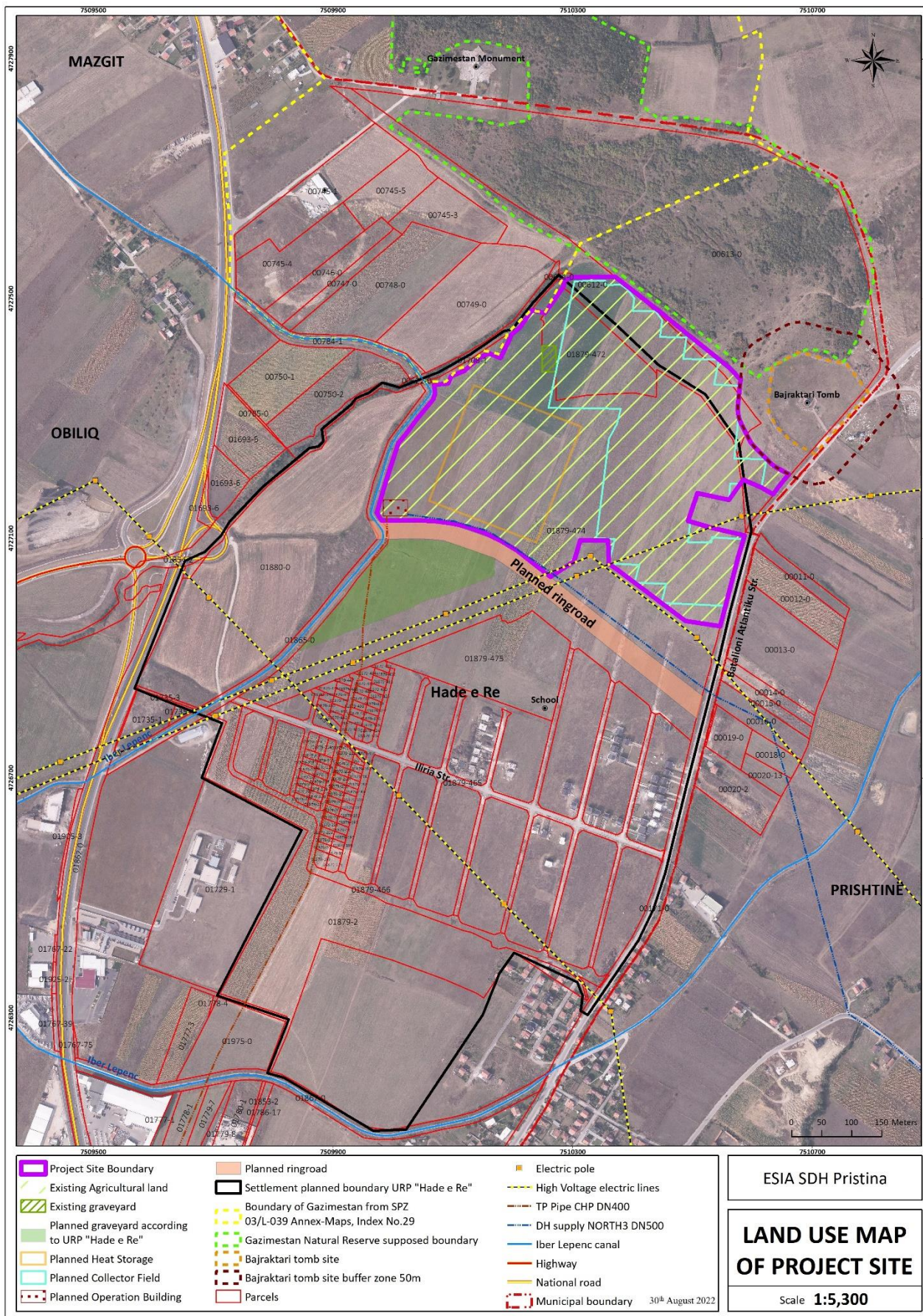
⁷ Pristina Inner Ring Road, EBRD - <https://www.ebrd.com/work-with-us/projects/psd/50938.html>

Figure 2 Map According to the technical feasibility study of July 2022, the footprint of the project area (purple line in Figure 1) is envisaged in the last agricultural areas between the Tyrbe e Bajraktari area and the new Hade e Re residential area. In the northern neighbourhood of the Solar4Kosovo project area lies the Gazimestan Monument area and the Bajraktar's tomb, which is not directly affected by the project footprint. The location of graves are shown as Existing cemetery.

Figure 1 - Map of Solar Plant site overview



Figure 2 - Map of Project site (status August 26th , 2022)



3 Regulatory Requirements for Stakeholder Engagement

To ensure that potentially negative environmental and social risks and impacts stemming from Project activities are minimized, and in order to strive to enhance benefits for local communities in the Project area, the project shall be conducted in accordance with the following Relevant Standards and Guidelines.

- Laws and regulations of the Republic of Kosovo;
- International laws including conventions and treaties adopted by the Republic of Kosovo and applicability to the Project;
- Sustainability Guidelines of the KfW Development Bank⁸ and therewith:
 - World Bank Environmental and Social Standards (ESS 1-6, 8, 10 for the ESIA/ESMP, ESS 5 for the LRP)⁹;
 - The General Environmental, Health and Safety (EHS) Guidelines of the World Bank Group,
 - EHS Guidelines for Electric Power Transmission and Distribution and any other sector specific EHS Guideline applicable to the project, such as e.g. on Gas Distribution Systems and/or Thermal Power;
 - Guidelines on Incorporating Human Rights Standards and Principles, Including Gender, in Programme Proposals for Bilateral German Technical and Financial Cooperation¹⁰;
 - The Fundamental Conventions of the International Labour Organization (ILO);
 - European Union (EU) frameworks on Environment Policy¹¹ and Social and Employment Policy.¹²
 - For land tenure issues, the Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests (VGGT)¹³;

Further details of these standards, applicable to this project are reflected in the draft ESIA document.

⁸ https://www.kfw-entwicklungsbank.de/PDF/Download-Center/PDF-Dokumente-Richtlinien/Nachhaltigkeitsrichtlinie_EN.pdf

⁹ <http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

¹⁰ http://www.bmz.de/en/zentrales_downloadarchiv/themen_und_schwerpunkte/menschenrechte/Leitfaden_PV_2013_en.pdf

¹¹ <https://www.europarl.europa.eu/factsheets/en/section/193/environment-policy>

¹² <https://www.europarl.europa.eu/factsheets/en/section/191/social-and-employment-policy>

¹³ <http://www.fao.org/docrep/016/i2801e/i2801e.pdf>

3.1 Kosovo National Legal Framework for Stakeholder Engagement

The following laws and administrative instructions. set forth the national requirements for public disclosure, communication and consultation actions.

- The **Constitution of Republic of Kosovo** guarantees Kosovo citizens the right to be involved in decision making on the issues that have to deal with the environment where they live.
 - Article 41 of this Constitution gives the rights to the citizen to access the public documentation, except on those which are limited by law, due to privacy, business secrets, or classified security information.
 - **Article No. 68 on Public information and consultation** specifies that except for mandatory public meeting twice a year, Municipalities are obliged to inform the citizens on any important public plans or programs, as regulated by the statute of the municipality.
 - In addition, **Article 69**, any person or organization of interest in the municipality has the right to present a petition to the municipal assembly for any matter related to the responsibilities and powers of the municipality.
 - Based on the article 124 of the Constitution, the Municipalities are granted with a high degree of local self-government and encourage and ensure active participation of all citizens in the decision-making process of municipal bodies.
- **Law No. 03/L-215 on Access to Public Documents** guarantees the right of every natural and legal person to have access, without discrimination on any grounds, following a prior application, to official documents maintained, drawn or received by the public institutions. The grounds for limited access are translated from Art. 4 of the Constitution.
- **Law No. 06 / L-082 on Personal Data Protection** defines the rights, responsibilities, principles and punitive measures related to the protection of personal data and privacy of the individual. This law defines the responsibilities of the institution responsible for overseeing the legitimacy of data processing and access to public documents.
- **Kosovo: Law No. 02/L-37 on the Use of Languages-** Regulates the use of official languages, as well as languages of communities whose mother tongue is not an official language in Kosovo institutions and other public organizations and enterprises. Grants equal status to Albanian and Serbian as the official languages of Kosovo. Provides the right of all communities in Kosovo to preserve, maintain and promote their linguistic identity.

The following engagement activities are required regarding Environmental Impact Assessments:

- **Law No. 03/L-025 on Environmental Protection** provides the obligation of the central and local institutions and all other authorized organizations to regularly, timely and objectively inform the public on the environmental status, environmental quality and emission, warning measures, and pollution which may pose threat to human life and health. It also ensures the participation of the public in the decision-making processes.
- **Law No. 03/L-214 on Environmental Impact Assessment** regulates the Environmental Impact Assessment (EIA) procedure, including the obligation of authorities to hold public hearings for projects that require an EIA. EIA Law requires that Environmental Impact Assessment Report be subject to public debate, and that the results of these consultations have to be taken into consideration in reaching the decision on the environmental consent.
 - As regards the organisation of a **public hearing** according to Article 20 of Law No. 03/L-214 on EIA, the Project Proponent has to inform the interested stakeholders about the organising of a public debate after the notification for a public hearing is received from MESPI. The public event has to be held within twenty (20) to thirty (30) days after the applicant, the environmental authorities and the public concerned, have been informed.¹⁷
 - **Amendments to an EIA study** - According to article 21 of Law No. 03/L-214 on EIA, within ten (10) days from the conclusion of the public debate, MESPI shall review the remarks and opinions which emerged from the public debate. The ministry may request the applicant to change or complete designated elements of the submitted EIA report. In case of non-compliance, MESPI has the right to suspend the review procedure.
- **The Administrative Instruction of MESP No. 16/2015 on information, public participation and interested parties in the environmental impact assessment procedures**, sets the methods for notifying the interested public and enabling their participation throughout the EIA process.
- The Administrative Instruction of the Ministry for Local Government Administration (MLGA) No. 06/2018 on minimum standards of public consultation in municipalities aims to promote and ensure participation of the citizens and other interested parties by the local authorities at the local level of the policy making and decision-making

¹⁷ A public disclosure or hearing regarding the cultural heritage is not required by law, as the project site does not interfere with the Gazimestan (and Bajraktari Tomb's) Specific protective zone boundaries.

process to promote municipal transparency as well as on development of sustainable policies of the general interest.

- The Administrative Instruction (MLGA) No. 04/2018 on the transparency in municipalities aims to strengthen the transparency of municipal bodies to inform, publish normative acts, decisions and documents issued by municipal bodies which are in interest of citizens and other stakeholders as well as the increase of the participation of decision making.

3.2 International standards on Stakeholder engagement applicable to the Project

Stakeholder engagement is governed by the following international laws, which are further described in the following table (*Table 1*):

- KfW Development Bank Sustainability Guidelines (February 2022)- Section 4.9 on Stakeholder Engagement and Grievance Management in FC-measures¹⁹.
- The World Bank's Environmental and Social Framework (ESF) ²⁰ came into effect on October 1st, 2018 and include 10 Environmental and Social Standards (ESS) that constitute the Environmental and Social Protection Guidelines.
- EBRD Performance Requirements (PRs) are set out in the EBRD's Environmental and Social Policy 2019

¹⁹

²⁰ www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards²⁰

Table 1 - International Laws on Stakeholder engagement applicable to the Project

Topic	KfW Development Bank Sustainability Guidelines	The World Bank's Environmental and Social Framework (ESF)	EBRD Performance Requirements (PRs)
Stakeholder Engagement	4.9.1. Stakeholder Engagement e.g., in form of public hearings, are to be scheduled for the scoping phase of the ESIA process and for the presentation of the draft ESIA report, in order to consult with the affected persons and/or their community representatives, stakeholders, cooperatives or non-governmental organisations (NGOs). The executing agency is required to conduct a meaningful participation and consultation process that allows affected people and interested stakeholders to express their views and concerns on project risks, impacts and the proposed mitigation measures. At the same time, the process shall also enable the executing agency to take these views into account and react. For the sake of transparency, the executing agency is required to disclose relevant information and a non-technical summary on the environmental and social assessment of the FC-measure via appropriate media channels at an accessible location and in a timely,	The Environmental and Social Standard No 10 (ESS10) deals with "Stakeholder Engagement and Information Disclosure. The provisions of this Standard are to be read in conjunction with other applicable ESSs. The specific requirements are highlighted below: - Borrowers will commence with stakeholder engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design and shall maintain such engagement throughout the Project cycle. 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	EBRD's PR 10²¹: Information Disclosure and Stakeholder Engagement recognizes the importance of an open and transparent engagement between the client, its workers, worker representatives, local communities and persons affected by the project and, where appropriate, other project stakeholders as an essential element of good international practice and corporate citizenship. Such engagement is also a way of improving the environmental, social and overall sustainability of projects. In particular, effective community engagement, appropriate to the nature and scale of the project, promotes sound and sustainable environmental and social performance, and can lead to improved financial, social and environmental outcomes, together with enhanced community benefits. In summary, the following system of stakeholder engagement is applicable to the Project: Stakeholder engagement will involve the following elements: stakeholder identification and analysis, stakeholder engagement planning, disclosure of information, meaningful consultation, implementation of a grievance mechanism, and

²¹ <https://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

Topic	KfW Development Bank Sustainability Guidelines	The World Bank's Environmental and Social Framework (ESF)	EBRD Performance Requirements (PRs)
	culturally appropriate manner. The whole process shall be comprehensive and be implemented throughout all phases of the FC-measure.	manipulation, interference, coercion, discrimination and intimidation. - The process of stakeholder engagement will involve the following: (i) stakeholder identification and analysis; (ii) planning on ways to engage; (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 a stakeholder engagement log as 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 considered, or the reasons why it was not." - As early as possible in the Project, before appraisal, the Borrower will develop and disclose a Stakeholder Engagement Plan proportionate to the nature and scale of the activity and/or investment and its potential risks. The SEP is a living document; potential	ongoing reporting to relevant stakeholders. - The client will conduct stakeholder engagement on the basis of providing stakeholders with access to timely, relevant, understandable and accessible information, in a meaningful, effective, inclusive and culturally appropriate manner and free from manipulation, interference, coercion, intimidation and retaliation. - Stakeholder engagement will begin as early as possible in the project development and will continue throughout the project life cycle. - The nature and frequency of stakeholder engagement at all phases of the project development will be proportionate to the nature and scale of the project, its potential adverse environmental or social risks and impacts and the level of stakeholder interest. - The client will comply with the applicable requirements of national law with respect to public information and consultation, including those laws implementing host country obligations under public international law. - The client will ensure that appropriate environmental and social information is disclosed, and meaningful consultation is held with the project's stakeholders

Topic	KfW Development Bank Sustainability Guidelines	The World Bank's Environmental and Social Framework (ESF)	EBRD Performance Requirements (PRs)
		changes are driven by any changes in the Project during its implementation. Should the project incur significant changes, such updates will be reflected in the SEP and the document will be redisclosed	and where appropriate, feedback provided through the consultation is taken into consideration; and The client will define clear roles, responsibilities, and authority as well as designate specific personnel for the implementation and monitoring of stakeholder engagement activities.
Grievance	4.9.2. The executing agency is to establish a grievance process for the FC-measure for receiving and dealing with concerns and complaints of employees and members of the affected public. The procedure should be culturally appropriate and proportional to the FC-measure. Grievances and their processing and resolution are to be documented and form part of the reporting to KfW Development Bank.	According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.	PR10. The client will ensure that grievances from stakeholders are responded to and managed appropriately.

3.3 National legal adherence to pertinent international standards on Stakeholder engagement

The following table illustrates in a gap analysis how Kosovo laws adhere to the pertinent international standards that apply to this project on Stakeholder engagement.

Table 2 - Gap analysis

Topic	Gaps	Measures of the project
Stakeholder Engagement	SEP elaboration is not foreseen in any Kosovo law. Additionally, there is a time gap for public consultation.	Preparation of SEP and continuous update according to the donor standards.
Grievance	According to Kosovo Laws, there is no requirement to	Establishment of the Grievance mechanisms and

	have grievance redress mechanism on all project phases.	procedures as detailed in this SEP.
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4 Stakeholder Engagement Plan

4.1 Stakeholder Identification

The objective of stakeholder identification is to establish which organizations and individuals may be directly or indirectly affected (positively and negatively) or have an interest in the Project. The first and important step in the stakeholder engagement process is the identification of stakeholders, who they are, their groupings and sub-groupings. Stakeholder identification will be an ongoing process throughout the life of the project, requiring regular monitoring, review and updates.

However, within the broader framework of the project activities to be undertaken, the following categories of stakeholders can be identified:

- a) **Project-Affected Parties** – those who are affected or likely to be affected by the project
- b) **Other Interested Parties** – those who may have an interest in the project and its components
- c) **Project Beneficiary stakeholders.**

The initial stakeholders identified (without categorization) include among others:
(Those are depicted in Figure 3 below)

- Municipality of Pristina,
- Municipality of Obiliq
- Representation of Urban Neighbourhoods of Tophane & Arberia (in Pristina)
- Ministry of Environment, Spatial Planning and Infrastructure of Kosovo (MESPI)
- Implementation and Monitoring Council for Special Protective Zones, Kosovo (regarding the Gazimestan Special Protective Zone statutory members of the IMC are the Serbian-Orthodox church, the EU Delegation, the Government of Kosovo)
- The representatives of the Muslim Community
- Homeowners, Grave owners (in Hade e Re area of Obiliq)
- Landowners, Formal Farmers, Informal Farmers (in Hade e Re area of Obiliq),
- Homeowners/tenants in new District heating supply areas of Prishtina
- Public institutions and agencies (AMMK, PCCH, etc)
- Business along pipeline routes
- Infrastructure Managers (KOSTT, Ibër-Lepenc Co., Road administration)
- NGOs

The potential vulnerable groups identified include among others communities, children, elderly, women, unemployed and ethnic minorities residing in vicinity of the project. More details are provided in ESIA (section 12.5. Socio- Economic baseline) Locations of community settlements to be affected by the project, both directly and indirectly, cover two municipalities (Obiliq and Prishtina), and three adjacent settlements situated within a 1-2 km radius from the proposed project site: Hade-e-Re, Mazgit, and Shkabaj villages. Out of the three settlements, Hade-e-Re is classified as the area which will be directly affected by the Project, whereas the two other villages will likely be impacted by the project only indirectly

- Ethnic minorities (REA)
- Serbian-orthodox community

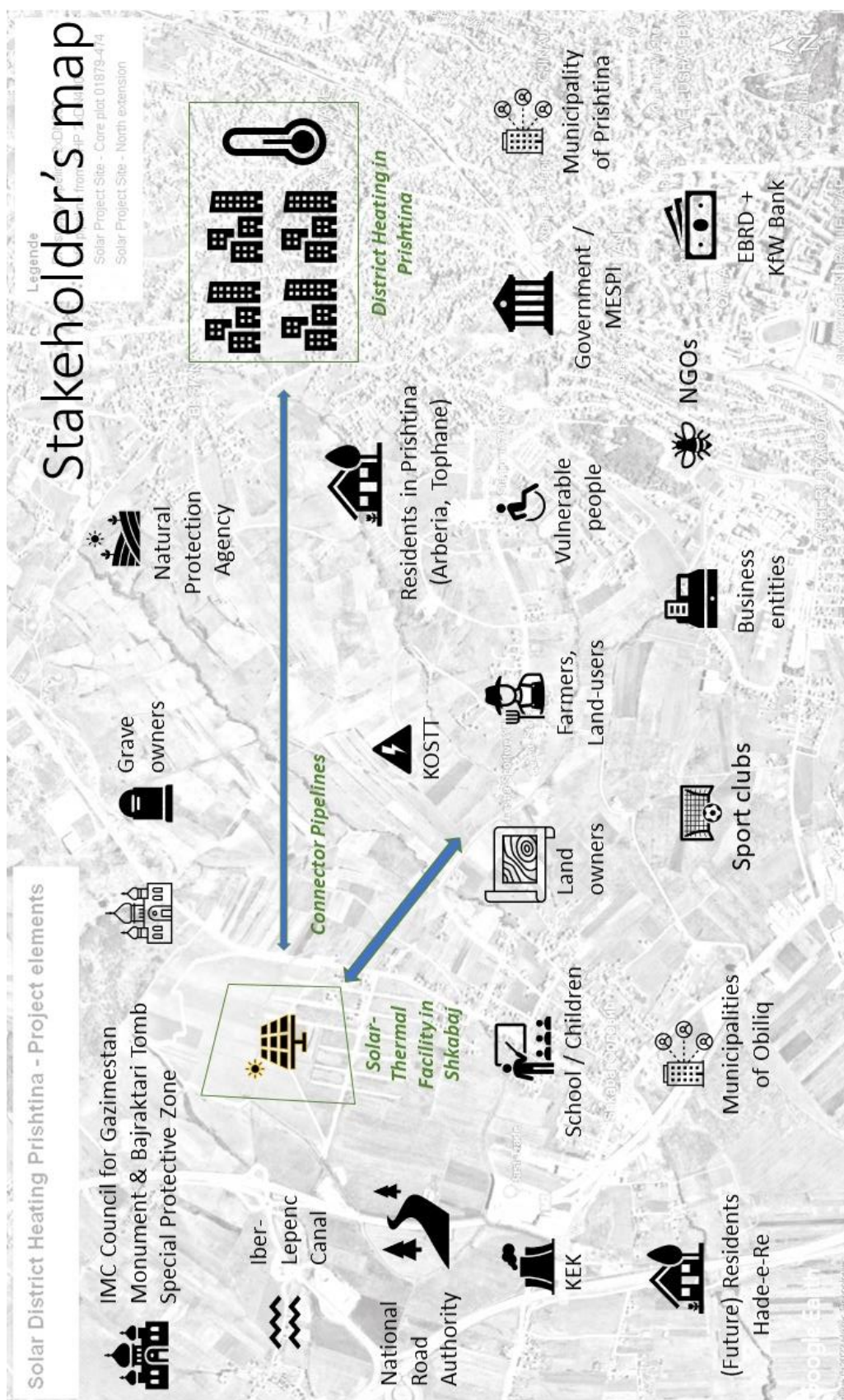


Figure 3 - Initial stakeholders' map (Status 8th August 2022)

The identification and initial categorisation of Stakeholders for the Project has been done in several ways including:

- Drawing on the local knowledge of in-country and international environmental and social consultants;
- Feedback from consultations held with key stakeholders;
- Desktop research; and
- Observations made during field visits to local areas in the Project area.

Table 3 below provides summary information regarding the three broad categories of stakeholders during ESIA preparation and according to the map of the project.

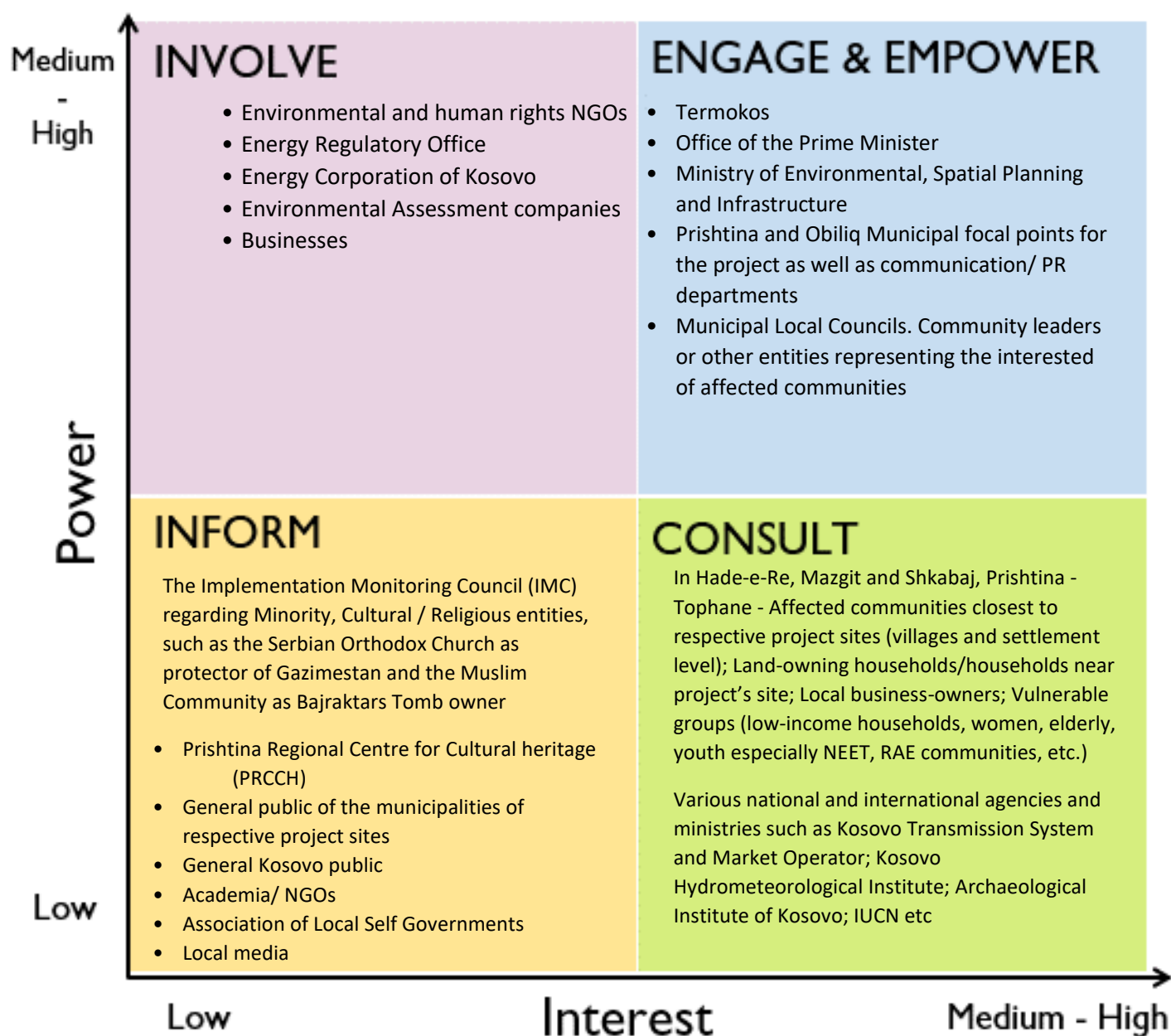
Table 3 - Stakeholders during project preparation and ESIA

Area	Stakeholder groups	Description
Obiliq and Pristina municipality and areas of Shkabaj, Hade-e-Re, Mazgit, Arberia/Dragodan, Tophane,	Project-Affected Persons (PAPs)	Local population from the affected municipalities: Landowners, land users and users of natural resources Vulnerable groups- RAE communities and other ethnic minorities, women, NEET youth, others who might be identified during project implementation Communities around the Project site and along Pipeline's routing in Obiliq and Prishtina in the areas on and around the project site (Hade-e-Re, Shkabaj; Mazgit) as well as along the alignment of the CHP connector pipelines as well as the DH connector pipelines Who could be affected by traffic, noise or visual impact. Level of the impact and mitigation measures in each phase of the project are described in ESIA report
Republic of Kosovo Region of Prishtina Municipality of Prishtina Municipality of Obiliq	Other Project-Affected stakeholders	Public Institutions and Agencies at central and local level Authorities that have been or will be informed and consulted as part of the ESIA process. Engagement with various government departments responsible for topics such as environment, culture, transportation, safety, archaeology and natural resources as on-going process throughout the EIA, ESIA Engagement to receiving information and / or issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation (as part of ESIA scoping) Local Communities may be affected by impacts related to traffic, noise, and environmental changes. They may also be able to benefit through employment and business opportunities. NGOs (including local, national and international NGOs, as well as other community or religious-based organisations) and Academia may be interested in a diverse set of issues, ranging from interest in

<i>Area</i>	<i>Stakeholder groups</i>	<i>Description</i>
		the protection of the Gazimestan Natural habitat, to Cultural / Religious assets, to potential impacts on environmental issues. NGOs are often interested in reviewing and commenting on EIA and ESIA documents, particularly in regard to the identification of environmental and social impacts and the ways that these impacts will be mitigated and managed Media - Journalists and other representatives of the media are often interested in ensuring that clear and transparent information about the Project is communicated to the population. Interested in general Project information including updates on the ESIA process
Prishtina agglomeration	Project beneficiary stakeholders These are individuals or groups who will directly or indirectly benefit from the Project.	These benefits include direct access to solar thermal district heating supply (either for residential/commercial or public use) in Prishtina. A heating supply for further clients in the project site vicinity might be added to the project. The general public will also benefit from the project through overall improved reliability of national heating / power supply and through reduction of GHG emissions and indirectly improved air quality. Other project beneficiary stakeholders include TERMOKOS (company and employees). This might include new jobs for technical operation, maintenance of facility as well overall business administration (due to new clients). Businesses and companies involved in the project or subproject components (planning, design, construction, operation phases). Municipality of Prishtina and Obiliq being indirect beneficiaries See also description on the Social impact baseline study section 5.4.3.

Figure 4 represents the key stakeholders identified during ESIA process, according to their power and interest for the overall Solar4Kosovo II project.

Figure 4 - Stakeholder's matrix according to their power and interest for the overall Solar4Kosovo II project



5 Stakeholder Engagement Programme

5.1 Communication Strategy to guide stakeholder engagement according to key stakeholders

The Table 4 below provides a detailed Communication Strategy to guide stakeholder engagement according to key stakeholders, Communication objectives, Communication and engagement methods and Indicative Timing of Engagements/Consultations.

Table 4 - Stakeholder Engagement and Communication Strategy Plans

No	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
1	TERMOKOS/ Project Implementation Unit (is the main internal stakeholder / beneficiary of the project and thus the central point of communication and stakeholder engagement)	Considering its central role, the PIU will towards external stakeholders - ensure a successful project implementation and as such all the engagement requires from the early phase of the project. - Provide timely information about the planned Project activities and engagement methods/ means and timeframe to all stakeholders. - Ensure establishment and implementation of Grievance mechanism and be responsible for all Monitoring and Reporting processes	External Stakeholders – Tools – SEP, Grievance documents, draft and final ESIA documents to be disclosed, reporting documents, Fact sheets, public notices, media briefs, presentations, Information & Communication through - Website, social media, Correspondence, Site Visits, One-to-one and public stakeholder / community meetings, workshops, mailing lists Internal – Documents, reports, policies, One to one and department meetings, Correspondence & records, Site visits Information from representatives in the field/on site regarding the following: human resources policy; internal grievance mechanism; health and safety procedures; codes of conduct; Implementation of ESIA, ESMP, LRP SEP measures; SEP grievance mechanism	November 2021 – September 2022- During ESIA supported by consultancy team Throughout Project implementation (all project phases by PIU/ PIU)

No	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
		Towards internal stakeholders (TERMOKOS PIU, Consultant team, KfW - Inform group on: Internal capacities and plans for establishing capacities for all Project requirements in particular regarding SEP Implementation and all measures outlines in ESMP Human resources policy, Grievance mechanism, health and safety procedures, codes of conduct, KfW/ WB ESS standards and EBRD's PRs.		
2	1. Local population from the affected municipalities & Communities with direct access to solar heating power supply (Beneficiary Serviced with central heating system- Prishtina South & Prospective beneficiaries - Will be connected to the central heating system- Prishtina Tophane) 2. Community along Pipeline's routing in Obiliq and Prishtina 3. Local population next to the solar plant and the pit storage envisaged to be built on an undeveloped plot next to motorway M2 between Pristina and Obiliq. Nearby the site are	Information on the nature of the Project, duration of the Project, potential impacts on the environment, social and economy, Preparation for socio economic surveys/census in affected villages and to identify/inform strategy for surveys. Opportunities for the community to be actively involved in the preparation or implementation of the Project. Mechanisms for grievances and complaints.	Informing through various announcements) (i.e. website, social media, printed brochures/ leaflets Direct information through the Municipalities of Prishtina and Obiliq. Direct information via a contact person or person responsible for the implementation of the SEP. Public meetings in municipal centres or villages Existing community structures (e.g. Village Counsels and Representatives) will be used in the methods of engagement. Sampling surveys/ Individual meetings/ online engagements with directly affected households during socio-economic surveys/census. Communication through bulletin boards (placed in appropriate places in communities) and posting project information/notices there.	1) Initially through social impact baseline surveys (April- May 2022), 1-4) Information and Consultation meetings conducted in July 2022 and in later stages Information about the Project (e.g. ESIA, SEP, Grievance form) published on TERMOKOS website and other social media Throughout Project implementation/

No	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
	both the Gazimestan monument of Serbian orthodox minority and the Bajraktars tomb. Hade-e-Re population- Recently resettled, or in the process of being resettled from other Obiliq villages, to the residential site to the South of the Project site. Formal and informal land users / farmers		Consultation to be undertaken and information generally prepared in Albanian and other local languages as needed	
3	Vulnerable groups: • RAE communities and other ethnic minorities • women • NEET youth • others who might be identified during project implementation	Vulnerable and marginalised groups will be added as identified through the socio-economic survey/census and LRP process The purpose is to apply targeted engagement methods for potentially vulnerable and marginalised groups so they have access to Project information and can participate in the engagement process. Purpose is to ensure such groups are not disproportionately affected by the Project and specific assistance measures can be identified and applied if needed. Informing the vulnerable groups on planned project activities and investments	Methods will be refined for this group following socio-economic surveys Culturally appropriate mechanisms and approaches to engage with women/ RAE/ Minorities in the villages who may not wish to attend public meetings PIU will seek the support and advice of the local municipalities who engage with these communities, NGOs and elected Village representatives and (as far as possible) utilise existing engagements methods and channels with these groups such as women's focus groups, RAE focus groups. • Information published on Bulletin boards • Press releases in targeted media of the ethnic minorities	A key mechanism for engagement with vulnerable groups/people in is the socio-economic survey/census in May / June 2022

No	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
		Providing timely information on the need for adapting to the temporary and new conditions of life resulting from (sub-) project's activities Social Inclusion of vulnerable groups in the project's affected area		
4	Ministry of Environment, Spatial Planning and Infrastructure of Kosovo	Receive and consult on relevant information for the ESIA baseline and ESIA preparation and other necessary approvals/opinions. Such as Consent for land utilization Land plot splitting approval Environmental Consent Declaration on the Environmental and Social Impact Assessment Statement from the Agency of Environmental Protection of Kosovo Permit on Construction Conditions Occupancy Certificate Final Decision on Expropriation Successful realization of the project Achieving compliance with KfW 's / International requirements	Official correspondence. Direct meetings. On the spot visits Public hearings/meetings.	Regularly throughout Project implementation
5	Local Governments (Municipality of Prishtina and Obiliq)	Planning and implementation of the Project. Including agreements on land use, project area, connector pipelines etc.	Official correspondence & regular update meetings. Invite municipality representatives to Public Meeting and keep them updated on meetings with community members, landowners; companies,	During ESIA baseline, ESIA disclosure, surveys; Throughout Project implementation

No	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
		Discussing and agreeing on best methods for community engagement as part of SEP and surveys Facilitating -Public consultations. Support with socio-economic surveys and engagements with local communities, including vulnerable and marginalised groups	vulnerable groups etc. Communication through the bulletin boards (placed in the Municipality centres and certain villages and public areas).	
6	The Implementation Monitoring Council (IMC).	Composition of IMC: 1) MESPI, 2) Ministry of Culture, 3) EU Delegation, 4) OSCE and 5) Serbian Orthodox Church To inform accordingly the statutory members of the IMC, especially the Serbian-Orthodox church as well as representatives of the Muslim Community, regarding the Gazimestan Special Protected Zone boundaries with project footprint.	Formal correspondence and meetings	Based on clarification of project boundaries/ footprint from feasibility study (August)
7	Other relevant government authorities, ministries, agencies and public institutions	• Consultations with relevant government authorities concerning Project activities (data providers and data validation) in the framework of ESIA process • Reporting based on national legislation requirements • Ensure efficient participation of all stakeholders throughout Project	• Individual consultation meetings • Public consultation. Disclosure of documents and feedback as relevant • Media/press releases, Briefs • Direct communication (meetings and exchange of email and official correspondence)	During ESIA baseline, and Disclosure As necessary in the next phases of the project

No	Identified stakeholder	Purpose of the communication	Communication and engagement methods	Indicative Timing of Engagements/Consultations
	Ministry of Internal Affairs	- Consent on traffic management plan from Kosovo Police - Consent from the Emergency Management Agency	Direct communication (meetings and exchange of email and official correspondence regarding consent)	During construction phase
	Ministry for the Kosovo Security Forces	Consent on Mine Action Centre Conditions	Direct communication (meetings and exchange of email and official correspondence regarding consent)	Procedure that might be required before or during the start of construction works regarding un-blasted ammunition
	Archaeological Institute of Kosovo	Archaeological consent	Direct communication (meetings and exchange of email and official correspondence regarding consent)	During ESIA
8	Interested non-governmental organisations (NGOs) and Civil Society Organizations (CSOs) Note: Any organisations interested in the Project can send their contact details to the PIU to be included in the <i>Table of NGOs</i> provided in Appendix 5 of this SEF and notified directly about Project events.	- Providing timely information, communication and consultations to fit project activities to the needs of local communities, marginalised and vulnerable groups and the local environment. - Informing national and local NGOs of Project activities and receiving feedback on disclosed documents	- Public consultation meetings, and individual consultation meetings as necessary - Direct email communication - Media/ press releases/ social media - Information about the Project (e.g. ESIA, SEP & LRP disclosed documents)	- During project presentation - During ESIA baseline, ESIA Disclosure - Throughout Project implementation.

5.1.1 Communication strategy during Construction Phase

During the construction phase the objective will be to ensure mitigation and information on the project's impacts on community health and safety, management of possible contractors, management of the grievance system, and mitigation of construction-related problems such as noise and traffic.

Termokos will supervise and ensure that any Contractor will prepare a Community Relations and Information with a clear procedure for interacting with stakeholders and collecting feedback on and suggestions for construction-related issues. Feedback about the building activities, such as design recommendations or accessibility concerns, will be handled according to this procedure and will be monitored by Termokos.

Table 5- Construction Phase Stakeholder Engagement Activities

No	Identified stakeholder	Purpose of the communication/ activity	Communication and engagement methods
1	All affected areas / communities and Interested parties	Information Disclosure on: • Purpose and the type of the construction activity • Early warning of the start date, schedule, and duration of construction • Potential effects and health and safety measures/mechanisms	Contact person available on site during works, and their contact details prominently displayed at the entrance to the site(s) Warnings signs to be placed prior to start of the construction activity, including a direct contact number of the construction supervisor Regular site visits, Annual Environmental and Social Monitoring Reports Grievance Mechanism and suggestion boxes located at the construction sites Banners posted in public buildings, areas and construction sites Project Web-site Municipality web site
2	All affected areas / communities and Interested parties; Local Authorities, Public service institutions, local businesses	• Notification of any disruptions to transportation. • Announcement of construction activity, road closures, transport/pedestrian accessibility, etc. • Notification of public entities in charge of providing services so that they are aware of heavy traffic or construction zones. • Information on any activities likely to cause disturbance locally such as construction noise and vibration	Information banners located at the construction sites Placing traffic signs and warnings regarding the construction activities, including a direct contact number of the construction supervisor Use of social media to reach targeted areas Use of local media such as radio, TV, newspapers etc Banners to present construction schedule, road closures and measures to be considered Public and private buildings, construction sites and municipal buildings Grievance Mechanism – feedback / complaint boxes Monitoring noise/ traffic and addressing related grievance cases through collecting feedback from the complainant/s
3	All affected project areas, Interested parties and Project Workers	Feedback and grievance mechanism for Termokos (EHS) and Contractors (sub-contractors) • Training on Grievance Procedure • Grievance Resolution Process (including in	Advertisement on the Grievance Mechanism through Project's web-site, Project banners, leaflets Direct phone calls, emails, and face-to-face meetings, site visits.

No	Identified stakeholder	Purpose of the communication/ activity	Communication and engagement methods
		response to safety, construction or contractor issues) • Provide training on the Contractor's policies (employees and contractors) on respectful and appropriate behaviours with communities • Ensure that contractors have grievance mechanisms in place	
4	All affected areas	• To be ensured by Termokos and Contract/procurement /HR teams of the Contractor/s • Recruitment and Procurement practices and plans, • Employment of Local Workers • Occupational Health and Safety • Recruitment policies of employees from affected areas including vulnerable groups • Procurement of supplies and services	Website of Termokos, Contractor, Municipalities Contacts with local employment offices Newspaper Banner / leaflets in the affected areas
5	All affected areas / communities	• Develop, implement and keep informed local communities on: • Grievance Mechanisms • Community health and safety plan • Local procurement plan • Traffic management plan	Termokos & Contractor's website, mass media, local noticeboards in the affected areas and premises of municipalities.

5.1.2 Communication strategy during Operations Phase

The operation phase stakeholder engagement is intended to inform the public about potential operational effects and ensure the TERMOKOS/ PEA's ability for successful SEP implementation.

Table 6-Operation Phase Stakeholder Engagement Activities

No	Identified stakeholder	Purpose of the communication/ activity	Communication and engagement methods
1	All affected areas / communities and Interested stakeholders	• Update and implement • SEP , Grievance mechanism, Environment, Health and Safety Plan • Develop and publish Annual Environmental and Social Monitoring Report	Disclosure of the updated documents to be shared via website/ social media, and hard copies to be available in municipal offices and Termokos office. SEP updated Grievance reports Contact of responsible persons Monitoring reports

5.2 Specific tasks under ESIA preparation

TERMOKOS intends to provide all relevant information to the public. All interested and affected stakeholders/parties will be able to find the following documents on the TERMOKOS website (<https://TERMOKOS.org>). A specific website section should be created for this project.

As soon as ready, the following documents will be made available in Albanian, Serbian and English language, as follows:

- Non-Technical Summary (NTS) of ESIA;
- Stakeholder Engagement Plan (SEP) including Grievance Mechanism;
- Environmental and Social Impact Assessment (draft and final);
- Environmental and Social Management Plan (ESMP).

Hard copies of these documents will be made available for insight at working hours at the Premises of TERMOKOS Sh.A. (Rr. 28 Nëntori, 181, Prishtina).

TERMOKOS has opened a specific project website section for the Project and will involve respective Municipalities (Prishtina and Obiliq) use the following channels for regular and direct communication with stakeholders:

- Official project website of TERMOKOS <https://TERMOKOS.org/category/solar-4-kosovo/>
- Telephone, mail, fax or e-mail inquiries to the Public Information Office within TERMOKOS info@TERMOKOS.org; and dedicated email solar4kosova@TERMOKOS.org
- Direct website for public inquiries - <https://TERMOKOS.org/kontakti/>
- TERMOKOS Public relations office (Ms Afërdita Uka-Fejzullahu, Email: aferdita.uka@TERMOKOS.org);
- Share with
 - Official website of the Municipality of Prishtina, - <https://prishtinaonline.com/>
 - Official website of the Municipality of Obiliq, <https://kk.rks-gov.net/obiliq/>

Public announcements will be also communicated to the media (local radio and television stations, daily newspapers) as well as when relevant to community places/ boards.

All available Project information and documents will be disclosed to the public at least 10 days in advance of the meetings. If necessary (e.g. if Gender disparities in local decision-making and citizen engagement are obvious), separate meetings will be held to ensure that the stakeholder engagement according to the process is gender responsive and also takes into

consideration requirements of the vulnerable groups to be identified.

Public/ community meetings will be aimed at providing information to the public and to PAPs about the planned project components. Participants will be able to present their opinions and remarks with regard to the Project, as well as suggest possible solutions of the issues raised. The conclusions of the meeting will be agreed during the meeting and recorded. For this purpose, a format presented in the **Appendix 4** will be used. All justified comments and proposals will be considered and appropriately addressed. The PIU will publish a summary report of all relevant issues raised, including explanations for inclusion or exclusion of proposals.

5.3 Previous stakeholder engagement and consultation activities

The consultation activities undertaken during the early ESIA phase (Inception Phase November 2021-May 2022) focussed on the identification of PIU's capacities to conduct the Stakeholder engagement process as well as in obtaining essential design information on the planned project and on the project area for the Environmental and Social Baseline.

Table 5 below provides a summary of consultation and individual engagement activities undertaken during this phase.

Table 7 - Stakeholder engagement activities during ESIA phase (November 2021- May 2022)

Date	Type of Engagement/ consultation	Stakeholder	Place	Purpose of engagement/ consultation
18/05/2022	Consultation	Municipality of Prishtina, Directorate of Cadastre	Premises of Municipality of Prishtina	Inform Municipality on ESIA procedure Find solution for disclosure of cadastral data along preliminary pipeline alignment Request for single contact point for S4K project inside Municipal Administration (Vice Mayor ?) Inform on status of MoU between Prishtina and Obiliq municipalities.
04/05/2022	Meeting	Edona Gashi-Durguti, Director of the Prishtina Regional centre for cultural heritage (PRCCH).	PRCCH premisses	The purpose of the meeting was twofold: 1. inform PRCCH on project outputs and foreseen activities and see if there is a need for them to be informed and/or involved on regular basis on project activities; 2. get any relevant input needed for completion of the ESIA baseline and proposed measures to mitigate any possible effects on cultural heritage monuments.
22/04/2022	Announcement to the public on	General Public	Through TERMOKOS	Announcement of Surveys through website /brochure information of wider public on

Date	Type of Engagement/ consultation	Stakeholder	Place	Purpose of engagement/ consultation
	start of the socio – economic survey process		website Posters in public buildings	socio-economic survey https://termokos.org/2022/04/22/njoftim-per-mbledhjen-e-te-dhenave-baze-socio-ekonomike/ in 3 languages (EN, AL, RS),
21/03/2022 22/03/2022	Meetings	TERMOKOS, MESPI, Municipality of Obiliq, Ring Road Project team, Municipality of Prishtina, ESIA consultancy team	Municipality of Obiliq	Discuss issues of ongoing construction works conflicting with the project area. Discuss the issues of project land ownership and possible affected persons / institutions such as owners of parcel near the Tomb, discussion on removing the existing Hade-e-Re cemetery (6 of them, but also those that may be developed in the future) and search for new location for them and the mosque; discuss plans and responsibilities to organise a public debate with Hade e Re citizens to inform them about new decision.
15/03/2022	Meeting	TERMOKOS, MESPI, Municipality of Obiliq, Municipality of Prishtina, ESIA consultancy team	Municipality of Obiliq	Brief description of the purpose and technical characteristics of the project. Discuss some issues between the parties which would enable the development of the study for the project "Solar4Kosovo II / Solar central heating". Discuss project parcel ownerships between MESPI and 2 Municipalities.
14/03/2022	Engagement	PAP-Resident / Resettled person	Hade-e-Re, northernmost homeowner opposite to Sports Cage	Gain support for installation and security of 3 dust sample cups
15/23/25 Feb 2022	Correspondence/ Letters	TERMOKOS to Municipalities of Prishtina and Obiliq		Request for cadastral information for project site and pipelines
08/02/2022	Meeting	Nature Protection Institute	Nature Protection Institute	Receiving information on status of Gazimestani Protected Area (IUCN Category I)
19/01/2022	Meeting	MESPI: Afrim Murati, Yllka Gashi ESIA Consultants' Team : Lumnije Gashi-Shabani and Sadije Deliu	MESPI	Meeting with Expropriation Department to obtain information on the Hade-e-Re Urban Regulation Plan
09/11/2021	Engagement	PAP-Agricultural Land-user in project site	Mazgit	Has approved the performance of geotechnical drillings and trial pit excavations through signature
09/11/2021	Engagement	PAP-Agricultural Land-user in project site (wheat)	Mazgit	

5.4 Other SEP activities ongoing and planned during ESIA period in 2022

In terms of stakeholder engagement, the ongoing and planned from May 2022 until September 2022 are summarised in *Table 6*.

Table 8 - Stakeholder engagement - Overview of ongoing and planned activities

Phase	Objective of engagement	Activities ²²	Information to be shared and means	Expected Outputs	Planned timeframe
Stakeholder Engagement during ESIA baseline	Aims to agree on the aspects and impacts that will be addressed and analysed in the ESIA study Stakeholders are informed and consulted about the design and location of the project, and to understand the views and concerns of stakeholders about the Project Stakeholders are consulted to validate relevant environmental, socio-economic and cultural heritage data. Stakeholders are also consulted also on the best ways to be engaged during ESIA and reflected in the SEP document. Stakeholders can comment on the ESIA baseline and Mitigation and Management measures for Impacts and Risks, and	Through different forms: Meetings with stakeholders and unified group meetings with all interested groups Due to ongoing coronavirus safety concerns, consultation modalities are adapted to use more social media ways of exchange of communication such as email, online meetings tools Microsoft Teams Meeting, Zoom, etc and when appropriate face to face meetings	By TERMOKOS and supported by consultant team ❖ ESIA baseline ❖ Non-technical summary ❖ SEF disclosed through TERMOKOS website https://TERMOKOS.org and printed copies to be sent to stakeholders identified as being potentially affected by or have an interest in the Project. An announcement to be made in Albanian and if needed in Serbian and Turkish language) to local and national newspapers to let the public know where they could access the report and how they could provide comments.	Opinion of the concerned parties in environmental and social aspects to be addressed by the project proponent and if there is a need to address additional aspects Stakeholders provided with an opportunity to give their views about plans for future engagement activities, including any preferences for methods, materials and schedule.	Project brief and SEP – April 2022 Project info sessions in Prishtina (July 2022) Obiliq (after MoU is signed) ESIA Baseline and Non-technical summary disclosed for 30 days in Q4 2022

²² Further details (communication and engagement methods per stakeholder group) are to be reported in the next SEP update.

Phase	Objective of engagement	Activities ²²	Information to be shared and means	Expected Outputs	Planned timeframe
	provide inputs into documents				
Stakeholder engagement during the Social Impact Baseline Study (SIBS)	1. Internal stakeholders are informed and consulted on the design and main components of the study and will be given the opportunity to share their views, concerns, and inputs. 2. Project PAPs, affected communities, and the general public are informed on the purpose, importance, nature, and timeline of the survey(s). 3. Internal stakeholders are timely informed on the main findings of the study.	1. Finalized surveys are shared with internal stakeholders (particularly TERMOKOS, Obiliq, and Pristina municipalities, etc.) and they are asked to provide their comments/inputs within a specific timeframe. 2. Public announcement of the study: Two weeks prior to the start of fieldwork, survey announcements shall be made public via various channels and venues. 3. Meeting with internal stakeholders where key study findings will be shared and presented.	1. Surveys are shared with internal stakeholders via e-mail. Stakeholders are given 7 working days to review and submit any comments with regards to survey content. If deemed feasible, a meeting could also be organized to discuss and finalize any changes that might come up during the review period. 2. Public survey announcements shall include at least the following information: Name and contact information of the organization conducting the survey (i.e. TERMOKOS); Confidentiality information and how the data collected will be used; Duration of the survey; A brief description of the purpose and importance of the study; Instructions on how the survey will be conducted and when. Information disclosure tools to be used include: • Distribution of printed informative materials such as leaflets, brochures, and fact sheets, adapted to local language and literacy level • Posters and/or notice boards placed in visible and easily accessible places frequented by the local public, including highly frequented streets, local administration buildings, shops, schools, cultural and sports centres, post offices, parks, etc. • Key information disclosed in the official	1. Stakeholders are provided with the opportunity to review and propose any changes to the surveys before they are publicly announced and before fieldwork commences. 2. PAPs and the general population are informed on the purpose, importance, and nature of the survey and they understand why their participation is important. 3. Stakeholders are timely informed on the survey findings and how such findings will be further utilized for project-related purposes.	April 2022 – Two weeks prior to initiation of the field work stakeholder is commenced May 2022 – Survey data collection June 2022 – Survey is completed July 2022- September 2022 Report to be compiled

Phase	Objective of engagement	Activities ²²	Information to be shared and means	Expected Outputs	Planned timeframe
			websites of Prishtina and Obiliq Municipalities, relevant Ministries, and TERMOKOS - Media announcements via printed, radio, and national TV ads - Social media posts (Facebook, Instagram, YouTube pages of Prishtina and Obiliq Municipalities, relevant Ministries, and TERMOKOS) - Face-to-face information sessions with selected communities - Word-of-mouth communication facilitated by relevant NGOs and community networks 3. A presentation with key survey findings shall be prepared and presented in an internal stakeholder meeting.		
Engagement on the ESIA Report	Consultation is undertaken on the study to disclose its results and provide the concerned parties with the opportunity to be reassured those points indicated in the ESIA baseline meetings have been addressed in the study.	unified meeting is held (hearing session). The meeting is attended by representatives of all concerned parties, and as a minimum those who have participated in the baseline meetings & consultation Disclosure of ESIA Report for review and comment Public announcement of ESIA Report disclosure and comment period -	By TERMOKOS and supported by consultant team Draft ESIA the results of the study and Presentation of the mitigation measures will be presented SEF / SEP document updated In Albanian, and English (if relevant in Serbian and Turkish)	Opinion of the concerned parties in environmental and social aspects to be addressed by the project proponent and if there is a need to address additional aspects Identify the potential actions to be taken to finalize the study	Disclosure for 30 days in Q4 2022

Phase	Objective of engagement	Activities ²²	Information to be shared and means	Expected Outputs	Planned timeframe
		Meetings with stakeholders, including community meetings where relevant Gather stakeholder input on the ESIA and planned mitigation and enhancement measures Respond to all comments received			

5.4.1 Public information activities completed

Based on SEP document, the following activities were performed:

- S4K Website launched by TERMOKOS based on Consultant's advice on 29th March (<https://termokos.org/category/solar-4-kosovo/>)
- Short non-technical Project description for website published in Termokos website <https://termokos.org/2020/01/24/viti-2019-me-si-suksesshmi-ne-historine-e-termokos-it/>
- Information brochure regarding SBS as well as notifying and informing on public Grievances /Inquiry form drafted and published on website and social media on 22th April (see Figure 5 and section 5.4.3.)
- Media news and Social media information shared regarding project in various media:
 - <https://termokos.org/2022/03/25/krijohen-parakushtet-per-realizimin-e-projektit-per-energji-ne-solare/>
 - <https://termokos.org/2019/11/12/shqyrtohen-mundesite-per-aplikimin-e-ngrohjes-solare-per-prishtinasit-2/>
 - <https://termokos.org/2022/05/10/shperndahen-broshurat-informuese/>
 - <https://prishtinainsight.com/kosovo-hails-solar-energy-project-as-potential-game-changer/>
 - <https://balkangreenenergynews.com/prishtina-district-heating-company-to-build-70-mw-solar-thermal-plant/>
 - <https://www.districtenergy.org/blogs/district-energy/2022/03/30/prishtinas-district-heating-company-to-build-70-mw>
 - <https://renewablesnow.com/news/ebd-mulls-225-mln-euro-loan-to-kosovo-for-solar-heating-project-784030/>
 - <https://termokos.org/2020/01/24/viti-2019-me-si-suksesshmi-ne-historine-e-termokos-it/>
- Two public meetings on ESIA and SEP information held on 21 and 22 July (see section 5.4.2. on ESIA below and Appendix 10.6 -ESIA/ SEP consultation Meetings of 21- 22 July 2022)

5.4.2 ESIA Report

The ESIA baseline report includes communication and consultation activities related to the Terms of Reference, assessment of options, preparation of a gap analysis regarding national legislative and regulatory framework versus donor and international standards (as described in Chapter 2 of this document)²³ (as the basis for the ESIA Report). These activities are described in detail in ESIA report as well on the table 4 above.

- **Official letter sent on 19 August 2022 to the Secretariat of the Implementation and Monitoring Council for Special Protective Zones, Kosovo** (for the statutory members of the IMC, especially the Serbian-Orthodox church as well as representatives of the Muslim Community, regarding the Gazimestan Special Protected Zone) providing an overview of the project and project footprint as well as cordially invite the IMC to establish a long-term communication line with TERMOKOS Sh.A (*Copies of this letter are provided in Appendix 10.7*)

The ESIA Reporting process includes disclosure and consultation related to this Report, in accordance with the standards and guidelines of financing institutions and local standards. Other relevant environmental and social information will be made publicly available after approving the Draft ESIA report.

5.4.2.1 Public meetings for ESIA preparation

On 21 and 22 July 2022, two public meetings were held respectively 21 July at School Dituria, Shkabaj with 18 participants representing areas of Shkabaj, Hade e Re, Arberia and on 22 July at “Meto Bajraktari School” with 9 participants from Tophane / Prishtina areas.

These public meeting were held with the interested residents in the affected areas and the general public led by NP TERMOKOS Sh.A. and supported by ESIA consultants as part of the development of the Environmental and Social Impact Assessment.

The following topics were presented and discussed according to the invitation and agenda shared with participants:

- Information on the Solar-Thermal Project (Solar4Kosovo), impacted areas, benefits in short and long terms for the residents, key characteristics of the project (while feasibility study report was still under finalization)- Mr. Naim Bytyqi, Termokos
- Environmental and Social Impact Assessment process and initial considerations – Mr. Andrian Vaso, and Ms. Lumnije Gashi, (CES IS)
- Social issues, Livelihood Restoration Plan and Stakeholder Engagement and communication Plan – Ms. Eldisa Zhebo and Mr. and Vigan Behluli (CES IS)

²³ Chapter 2 - Regulatory Requirements for Stakeholder Engagement

- Questions, comments and information from the public

Detailed notes of these meetings, including recordings for question and answers and clarifications for participants as well as list of participants, photos and other supporting documents are provided in details on *Appendix 10.6 -ESIA/ SEP consultation Meetings of 21-22 July 2022*)

5.4.3 Social impact baseline study -SIBS

The objective of the Social impact baseline study is to identify the project impacts on the living conditions of the PIU residents and commercial clients (businesses). The baseline study provides empirical information regarding the socio-economic background of project beneficiaries, as well as those that will benefit upon project implementation and households that will not have any benefit from the project (i.e. non-beneficiary group). The baseline study provides socio-economic characteristic data from beneficiary and non-beneficiary households, including energy expenditures and consumption behaviour as well as the opinion, attitude and affordability of District Heating utilization of residents and businesses at the time of survey (2022). This allows to compare the 2022 results of the survey with similar surveys in the future after the project has been implemented. and enables for socio-analytical studies on changes of opinion/attitude/awareness towards DH supply among the respondents. The baseline study also serves to estimate the socio-economic and community Health & Safety impacts in advance and to design a PIU/TERMOKOS management strategy/plan identified and recognized by the survey participants after the project has been implemented.

In terms of Stakeholder communication - the official announcement to the public for the start of the SBS was made through the Termokos website on April 22, 2022

Solar4Kosovo Website: <https://TERMOKOS.org/category/solar-4-kosovo/>

Facebook: <https://www.facebook.com/NgrohtorjaTERMOKOS/>.

The same notices (informative brochures) have been printed and placed in the municipality buildings of Prishtina and Obiliq, in the schools of Shkabaj and Hade e Re, areas as well as in several places within the neighbourhood/location of Hade e Re (Figure 5 below). Announcement included key information with regards to the purpose, importance, nature, and duration of the survey disclosed with project affected persons (PAPs) and the general population in the project study area. All printed materials were made available in English, Albanian and Serbian languages.

<https://termokos.org/2022/05/10/shperndahen-broshurat-informuese/>

<https://termokos.org/2022/04/22/njoftim-per-mbledhjen-e-te-dhenave-baze-socio-ekonomike/>

Figure 5 - Copy of notification for start-up of the SBS in English language (back side, front side)

Solar4Kosovo II / Solar District Heating Kosovo	Contact More information about the project and submission of form can be found below	
Our Investment TERMOKOS Sh.A., the Municipal District Heating Company in Prishtine, Kosovo, is intending to invest in an environmentally friendly facility to produce 55 GWh/a additional heat energy capacity for the existing district heating network of Prishtine. Through this investment, the district heating network can be extended and new customers will be connected, whereas all existing customers will profit from a more economic and more reliable heat supply. The investment comprises the construction of a Solar Thermal Facility located on an unbuild land plot near Shkabaj (Municipality of Obiliq) of approx. 25 ha. The facility will be connected through underground pipelines with the existing District Heating network in Prishtine and with an existing transmission line in Obiliq. The Project will be financed through loans and grants from the German Government provided through KfW Bank, as well as co-financing from EBRD and an own contribution from TERMOKOS Sh.A.	 018 541 780 solar4kosovo@termokos.org info@termokos.org Termokos Sh.A Rr. 28 Nëntori nr. 181, 10000 Prishtine Republic of Kosovo https://termokos.org/category/solar-4-kosovo/	ANNOUNCEMENT FOR THE COLLECTION OF SOCIO-ECONOMIC BASELINE INFORMATION  Solar4Kosovo II / Solar District Heating Kosovo
Social Impact Assessment In line with KfW's Sustainability Guidelines (2019) and other international standards, an Environmental and Social Impact Assessment (ESIA) is ongoing in order to identify and assess potentially negative and positive environmental and social risks and impacts of all phases of the proposed project, including its associated facilities. As part of the social impact assessment process of the project, there is a need to collect socio-economic data from possible impacted households, businesses, communities, and public institutions. TERMOKOS Sh.A., supported by an international consulting organization – CES, IC consultants (comprised of international and national experts), will conduct this process by visiting a sample of these households and businesses, conducting community visits, and collecting socio-economic information. The collection of socio-economic information will be performed by social experts and trained surveyors, who shall be clearly identified that are part of this project. The collection of socio-economic data is intended to last between April and June 2022, and the collaboration of all visited households and communities is highly appreciated.	Should you have any comments or questions The collection of socio-economic data (the studies and surveys) will inform the preparation of an Environmental and Social Impact Assessment (ESIA) and Livelihood Restoration Plan (LRP), which shall be prepared for the project in order to mitigate any potential negative impacts and enhance project benefits. TERMOKOS Sh.A. will ensure adequate implementation of project responsibilities and monitor activities foreseen in the ESIA and LRP. You may reach out to TERMOKOS Sh.A. through the following means: 1. Filling out an inquiry form, as shown in Annex I at the end of this message, and 1.1. Handing over or submitting it by mail the request as in format provided in Annex I directly to Termokos premises. 1.2. Write an email with subject "Solar4Kosovo" at, containing information that are described in Annex I. Inquiry form 2. Contact on the phone 3. Filling out a form with Subject "Solar4Kosovo" through the following link: https://termokos.org/kontakt/	Annex I. Inquiry form Full name (optional): _____ ☐ I wish to raise my question / concern 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 information requested or concern: What would you like to see happen? Signature: _____ Date: _____

SBS started on May 5, 2022. The survey was conducted through the Computer Assisted Personal Interview technique, respectively data collection through tablets. **Quantitative data collection ended on May 27, 2022.** A total of 210 surveys were conducted, with 70 surveys for each stratum explained in Table 7 below: existing users, prospective users and

non-users (other parts of the city that are not planned to be connected to the city heating supplied by Termokos).

Table 9 - Strata of types of beneficiaries interviewed for the baseline study

Stratum	Type of household	Description	Area of Survey	Impact Phases
1	Beneficiary	Serviced with central heating system	Prishtina South	Operation phase
2	Prospective beneficiaries	Will be connected to the central heating system	Prishtina Tophane	Operation phase
3	Non-beneficiary	Not connected to the central heating system	Only in Prishtina	Construction phase, Operation phase

The category of existing users was developed in 8 different neighbourhoods of the city, prospective users in 4 neighbourhoods, while non-users in 6 neighbourhoods of the city of Prishtina. The collected data has been processed and the general statistics (descriptive statistics) have been produced and the results will be integrated in a section of the ESIA.

6 Resources and Responsibilities for implementing stakeholder engagement activities

6.1 TERMOKOS responsibilities

A Project Implementation Unit (PIU) will be set up by TERMOKOS, and it will be responsible for implementing of the Project and separate sub-component's activity and investments. Project Committee will monitor implementation of planned stakeholder engagement activities including implementation of the planned activities with this SEPs.

The PIU team will comprise at least of a Stakeholder Engagement expert (SEE), who will:

- promote the project jointly with beneficiary municipalities
- drive awareness campaigns
- liaise with municipalities, communities, groups and stakeholders
- hold public consultations and engagement actions.

Additionally, the SEE will be responsible for:

- administering the Project's social media channels (e.g. Website, Facebook),
- cooperating with local media and Promotional events & advertising.

The SEE will be the responsible person for the SEP implementation during the entire Project

cycle, and in charge of communicating with all stakeholders.

The Implementation of activities planned within this SEP are deemed to be covered by TERMOKOS.

6.1.1 Terms of Reference for the TERMOKOS/ PIU Stakeholder Engagement Expert

At the time of this SEP version (August 2022), TERMOKOS has not yet a dedicated Stakeholder Engagement Expert (SEE). Therefore, these ToR shall guide the overall tasks for the Stakeholder Engagement Expert (SEE) to be recruited by TERMOKOS for the whole Project cycle and include responsibilities for overseeing, coordinating, implementing and monitoring and reporting all activities associated with stakeholder engagement regarding this project with the following activities.

- To develop, coordinate, and monitor all stakeholder engagement activities included in this Plan.
- To regularly update the SEP in collaboration with the PIU of TERMOKOS.
- To determine necessary resources for effective implementation of the SEP
- To be responsible for implementing engagement activities
- To attend and to lead stakeholder meetings with technical team members and
- To ensure that feedback of stakeholder responses and requests to technical teams is responded to within agreed timescales
- To prepare a draft communication and disclosure information to stakeholders in particular to communities in a language easy-to-read/to understand
- To keep records of the stakeholder engagement activities and associated communications throughout the lifecycle of the Project
- To record times and content of media sharing information
- To keep a database of all activities performed for monitoring, evaluation and reporting purposes to include:
 - Stakeholder register, periodically updated;
 - Stakeholder engagement activities register, with an indication for each activity performed, including the location, participants by category and number, information disclosed and outcomes of the activity;
 - Comments and response register, updated throughout the Project lifecycle.
 - Previous SEP versions.
 - Status of grievance mechanism performance.
 - Periodical reports prepared.

6.2 Other responsible parties for SEP Implementation

- **Contractors**

All contractors in charge of carrying out specific investment's (sub-project's) activities will also be required to implement the relevant provisions of SEP in particular parts related to construction works. Termokos will supervise and ensure that any Contractor will prepare a Community Relations and Information with a clear procedure for interacting with stakeholders and collecting feedback on and suggestions for construction-related issues. Feedback about the building activities, such as design recommendations or accessibility concerns, will be handled according to this procedure and will be monitored by Termokos. Prior to construction, the public and local community will be informed by construction contractor at local level.

Constructor is responsible to prepare EHS, HR Policy and Workers GRM and comply with these requirements. The grievance mechanism for contracting work requirements will be laid out in the tender documentation and contracts signed with the contractors.

- **Municipalities of Prishtin and Obiliq**

Are responsible to facilitate public consultation and engagement with affected persons (owners and users) in the communities in their area and disclose all relevant SEP documents.

7 Grievance Mechanism

TERMOKOS established PIU for this project will maintain a grievance procedure for the overall project, including sub-component's activities and investments during all phases of the project. PIU will appoint a contact person responsible for implementation of grievance mechanism. All stakeholders, on all activities will be informed on the existence and availability of the grievance mechanism, contacts of the appointed person, as well as the forms of submitting complaints. The objective of a grievance procedure is to ensure that all comments and complaints from any project stakeholder are considered and addressed in an appropriate and timely manner.

The stakeholders will be fully informed about the Grievance procedures in simple language and minority language where appropriate and according to Kosovo Laws. All information about grievance mechanism and Grievance Form (Appendix 1) will be made available through online information (TERMOKOS website) and in printed form at community public areas as well as at the Project's premises and other locations that will be defined prior the start of realization of project activities and/or investments.

All grievances will be recorded in a Project's Grievance Registry (Appendix 3) and acknowledged within 7 calendar days. Upon acknowledging the complaint, the PIU responsible person will inform the stakeholder-complainant of the recommended corrective steps and any subsequent actions within 15 calendar days. by e-mail or as a postal letter.

The PIU responsible person will publish and regularly update all relevant documents and grievance procedures on the Project's website.

In case TERMOKOS/ PIU is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified, within 30 calendar days upon the acknowledgement of grievance. TERMOKOS/ PIU will provide a detailed explanation/ justification on why the issue was not addressed and/or is not able to address the particular issue raised through the grievance mechanism. Also, in case any action is not required the complainant will receive the notice. The response also needs to contain an explanation on how the person/ organization that raised the complainant can proceed with the grievance in case the outcome is not satisfactory. **See also Appendix 2.**

At all times, complainants may seek other legal remedies in accordance with the legal framework of Kosovo, including formal judicial appeal.

A separate grievance mechanism will be available for internal PIU workers, for issues related to LRP, as well as for contracted/ subcontracted work during Project construction phase

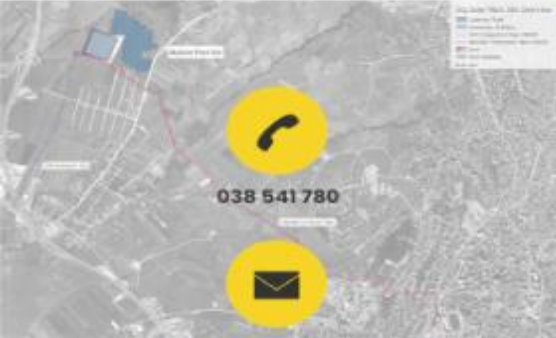
At the current moment all citizens including the affected stakeholders within this project can use the following modes of issuing the complaint or asking for more information:

- Filling out an inquiry form
- Handing over or submitting it by mail the request as in format provided in Annex 1 directly to **TERMOKOS premises**.
- Write an **email** with subject: "Solar4Kosovo" , containing information that are described in Annex 1.
- Contact on the **phone**
- Filling out a **form** with Subject "Solar4Kosovo" through the following link: <https://TERMOKOS.org/kontakti/> - as in Figure 6 below.

Figure 6 - Direct contact form for inquiries at TERMOKOS website

Contact

More information about the project and submission of form can be found below



038 541 780

solar4kosova@termokos.org
info@termokos.org

Termokos Sh.A
Rr. 28 Nëntori nr. 181,
10000 Prishtinë
Republic of Kosovo

<https://termokos.org/category/solar-4-kosovo/>

termokos.org

Kontakti

Adresa

NP Termokos Sh.A. Prishtinë
Rr. 28 Nëntori 181, Prishtinë

Zyrtë për marrëdhënie me publikun

Haris Kola - Projekti i Termokos
E-mail:
hariskola@termokos.org
info@termokos.org

Zyrtë kontaktuese të rajeteve

Dipartimenti i Planifikimit dhe Projektimit
0655629
0455508
Shërbimet e Klientit
Rr. Kujdesit 1, Prishtinë
Prishtinë, Kosovë
Tel: 0655629
Fax: 0655508
Shërbimet e Klientit
Rr. Lirësisë 1, Prishtinë
Prishtinë, Kosovë

Na shkruani

8 Monitoring and Reporting

The results of the stakeholder engagement process will be included in the monitoring reports to be prepared internally by TERMOKOS.

The first report will be produced 3 months after the beginning of the Project and then updated on a quarterly basis.

The reports will be published on the TERMOKOS website with the following information:

- Place and time of carried out consultative meetings (including other types of engagement activities) with information on the participants.
- Issues and concerns raised during consultative meetings and information on how the issues raised during the meetings were taken into consideration by TERMOKOS including the implemented corrective measures meant to address the grievances.
- Number and types of grievances raised in the reporting of TERMOKOS with indication of opened, resolved, and closed grievances.

In addition, TERMOKOS will submit Annual Environmental and Social Reports to KfW & EBRD summarizing environmental and social impacts, health and safety performance, disclosure and consultation performance and implementation of the external grievance mechanism.

The TERMOKOS Project Implementation Unit will be responsible for monitoring all Project related stakeholder engagement activities, ensuring the fulfilment and updating of this SEP, and reporting to KfW and EBRD.

9 Contact details and responsibilities for implementation

The responsible person for the implementation of the Stakeholder Engagement Plan is:

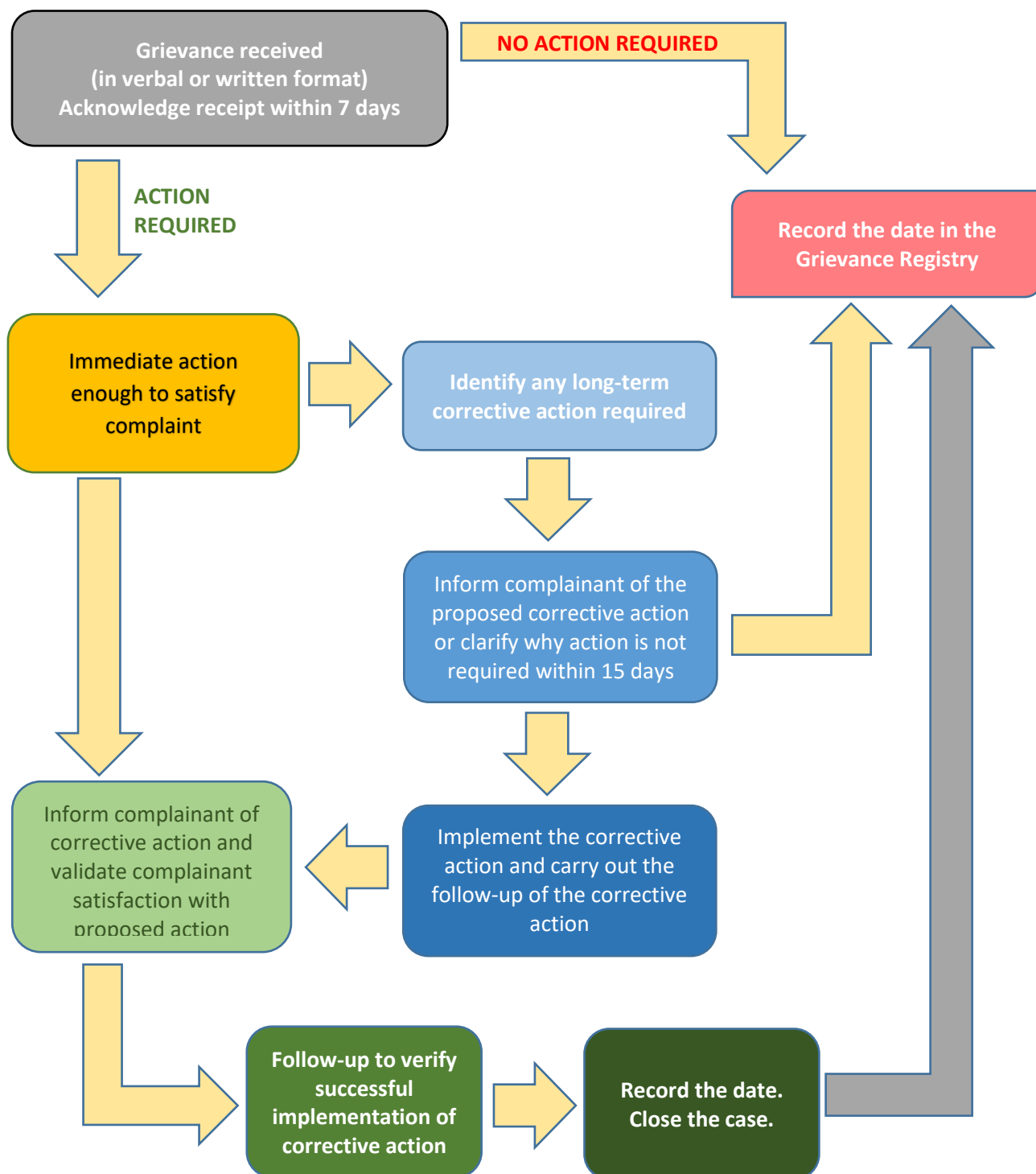
TERMOKOS Sh.A.
Rr. 28 Nëntori nr. 181,
10000 Prishtina
Republic of Kosovo
info@TERMOKOS.org
solar4kosova@TERMOKOS.org
phone: 038 541780

10 Annex

10.1 Appendix 1: Project Grievance Form

Reference Number		
Full name (optional) ☐ I wish to raise my grievance anonymously. ☐ I request not to disclose my identity without my consent.		
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	☐ By Post: <i>Please provide mailing address:</i> _____ _____ ☐ 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: Solar4 Kosovo Attention: TERMOKOS Sh.A. Rr. 28 Nëntori nr. 181, 10000 Prishtina, Republic of Kosovo solar4kosova@TERMOKOS.org phone: +383 38 541780		Signature: _____ Date: _____

10.2 Appendix 2: Project Grievance Procedure



10.3 Appendix 3: Project Grievance Registry

Reception date	Name of Complainant	Communication Channel (how)	Component & Investment	Description of Problem	Actions taken	Date of resolution

10.4 Appendix 4: Report on Documentation of Stakeholder Engagement Activity

Number: _____	Date and location of meeting: _____
The purpose of the engagement: <i>(for example, to inform stakeholders of an intended project or to gather their views on potential environmental and social impacts of an intended project)</i>	
The form of engagement and consultation: <i>(for example, face-to-face meetings such as town halls or workshops, focus groups, written consultations, online consultations)</i>	
Number of participants and categories of participants:	
List of relevant documentation disclosed to participants:	
Summary of main points and concerns raised by stakeholders:	
Summary of how stakeholder concerns were responded to and considered:	
Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions:	

10.5 Appendix 5: Initial list and Contact Information of identified NGO Stakeholders

OBILIQ

Iniciativa Qytetare për Mbrojtjen e Mjedisit në Obiliq IQMM
Ramadan Hashani
Obiliq, Rr. Hasan Prishtina p.n.
Tel. 044/361-089 (Mob)
Email: iqmm@hotmail.com

PRISHTINA

Environment and Democracy (ADM, EDM) Ambienti e Demokracia.
Rr. genci Nr. 27 Fushë Kosovë
10000 Prishtina, Kosovo
Tel: (044) 219-695
E-mail: adm_ja@yahoo.com
Leader: Magbule Krasniqi, director
Contact person: Bajram Ferati

Environmental Protection Initiative ‘Nature’ (EPI ‘Nature’)

Ulpiana D1/9/6, 10000 Prishtina, Kosovo
Tel: (044) 192-795, (044) 206-254
E-mail: shjusufi@yahoo.com
Leader: Bardha Korça, general director

Institute of Kosova for Developing Policy (IKPZH) Instituti i Kosovës për Politika Zhvillimore

Rr. Azem Bejta, Nr 21, 10000 Prishtina, Kosovo
Tel: (044) 151-115, (044) 502-546, (038) 239-010
E-mail: instituti_politik@yahoo.com
Leader: Blerim Burjani, head

Kosova Association of Ecologists (KAE, SHEK) Shoqata e Ekologëve të Kosovës

Rr. ‘Nëna Tereze’ Fakulteti i Shkencave Matematike-Natyrore, Nr 54, 10000 Prishtina, Kosovo
Tel: (044) 129-671
E-mail: behxhetm@yahoo.com
Leader: Behxhet Mustafa, chairman
Contact person: Avni Hajdari

Organic Agriculture Association of Kosovo (OAAK, SHBOK) Shoqata e Bujqësisë Organike e Kosovës

Rr Bill Clinton p.n, 10000 Prishtina
Fakulteti i Bujqësisë Prishtina, Kosovo

Tel: (377-44) 175-277, (381-38) 540-846, (381-38) 540 668

E-mail: shbok_ad@hotmail.com

Web: www.shbok.org

Organizata per Hulumtime dhe Aktivitete Sociale dhe Mjedisore / Organisation for Social and Environmental Research and Activities

Yllkë Sadiku

Lagjja Pejton, Rr. "Johan V. Hahn", Prishtinë p.n

Tel +386 49 643393 (Mob)

Email: osera.ngo@gmail.com

Organizata Joqeveritare për Mjedis dhe Biodiversitet - Miqtë e Natyrës / NGO for Environment and Biodiversity - Friends of Nature

Dukagjin Zeka

Fushë Kosovë, Rr.nene tereza p.n.

Tel 044/114-913; 044/209-100

Email: miqtenatyres@yahoo.com

Klubi Kosovar për Energji dhe Mjedis KKEM / Kosovo Energy and Environment Club

Arberesha Meha

Prishtinë, Kodra e Diellit Zona Qender, H-3 Nr.6

Tel. +37744160907 (Mob)

Email: arbreshameha@gmail.com

Lëvizja Mjedisore e të Rinjëve të Kosovës LMRK / Kosovo Youth Environmental Movement

Refet Citaku

Prishtinë, Fakulteti i Shkencave Matematiko Natyro

Tel. 044/ 414-703; 044/ 362-867 (Mob)

Email: rafeti1981@hotmail.com

Shoqata Dashamirët e Mjedisit DeM / Environmental Lovers Association

Burim Zagragja

Prishtinë, Rr.Pashko Vasa Nr.18

Tel. 038/248-740 (Tel) 044/118-610; 044/273-273 (Mob)

Email: dem@kujtesa.com

Center for Environment and Alternative Energy / Qendra për Mjedis dhe Energji Alternative CE&AE

Visar Gashi

Prishtinë, Rr." Zenel Salihu ", B. 14 – 23 – 1

Tel. 044 /678-464

Email: infoo.ceae@gmail.com

Instituti I Kosovës për Hulumtime të Ujit dhe Mjedisit / Kosovo Institute for Water and Environmental Research KIWER

Ramiz Kokollari,

Prishtinë, Rr.Agim Ramadani Nr 26

Tel. 044/159-456

Email: kkiwer@rocketmail.com

Aleanca për Mjedis dhe Energji AMEN / Alliance for Environment and Energy

Arlind Gjickolli

Prishtinë, Fehmi Agani Nr. 35 2/2

Tel. 049/137-640

Email: info@amen-ks.com

Organizata për Mjedis dhe Shëndet OMSH / Organization Environment and Health

Muzafer Shkodra

Prishtinë, rr.Agim Ramadani B1

Tel. 044/440-668 (Mob)

Email: muza_82@hotmail.com

Shoqata Mjedisore Environmental Association ProGEO Kosova

Prishtinë, Ulpiane D-3/3

Tel. +377 44 146861 (Mob)

Email: progeokosova@yahoo.com

Shoqata Humanitare Bëmirëse dhe Mbrojtje të Mjedisit “Jeta 2009”

Humanitarian Charitable Association and Environmental Protection “Jeta 2009”

Blerim Mehmeti

Prishtinë, Lagja Sofia Lagja e re p.n.

Tel. 044/874-080 (Mob)

Email: mehmetiblerim@yahoo.com

ECO Mjedis Prishtinë / ECO Environment Prishtina

Gjelal Zhuniqi

Prishtinë, Qamil Bala 2/H14, Bregu i Diellit, 10000 Prishtinë

Tel. +377 44 242976

Email: ecomjedis@outlook.com

Center for Science and Environmental Protection CSEP / Qendra për Shkencë dhe Mbrojtjen e Mjedisit CSEP

Rinor Berisha

Prishtinë, Vasil Andoni

Tel. +383 49 644163

Email: centerforsciencee@gmail.com

Kosovo Initiative for Environment and Sustainable Agriculture KIESA / Iniciativa Kosovare për Mjedis dhe Bujqësi të Qëndrueshme / Inicijativa za Kosovo za Životnu Sredinu i Održivu Poljoprivredu KIESA

Labinot Kryeziu

Fushë Kosovë, Rr. Nënë Tereza 538/2

Tel. +383 45 626707

Email: kiesa.rks@gmail.com

Organizata për Mjedis, Energji, Klimë dhe Agrokulturë OMEKA

Ilir Morina

Prishtine, rruga Sefedin Vitija p.n. Çagllavicë

Tel. +383 44 504013

Email: ilirmo@yahoo.de

10.6 [ESIA/ SEP consultation Meetings of 21- 22 July 2022](#)



Solar4Kosovo

Notes from the public meetings for ESIA preparation

Date: 21st of July, 2022

Venue: School Dituria, Shkabaj

Attendants: Naim Bytyqi and Gazmend Selimi (Termokos), Eldisa Zhebo, Andrian Vaso, Lumnije Gashi and Vigan Behluli (CES IS)

Participants: 18, representing areas of Shkabaj, Hade e Re, Arberia

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General Notes

A public meeting was held with the interested residents in the affected areas and the general public led by NP TERMOKOS Sh.A. as part of the development of the Environmental and Social Impact Assessment (ESIA on July 21st, 2022, between 18:00 – 20.00 at the "Dituria" school in the village of Shkabaj.

The following topics were presented and discussed according to the invitation and agenda shared with participants:

- Information on the Solar-Thermal Project (Solar4Kosovo), impacted areas, benefits in short and long terms for the residents, key characteristics of the project (while feasibility study report was still under finalization)- Mr. Naim Bytyqi , Termokos
- Environmental and Social Impact Assessment process and initial considerations – Mr. Andrian Vaso, and Ms. Lumrije Gashi, (CES IS)
- Social Issues, Livelihood Restoration Plan and Stakeholder Engagement and communication Plan – Ms. Eldisa Zhebo and Mr. and Vigan Behluli (CES IS)
- Questions, comments and information from the public

Presentation summary

Mr. Naim Bytyqi provided a general overview of the project, informing that Project Executive Agency (PEA) and direct Beneficiary is TERMOKOS Sh.A. - Municipal Water Company of Pristina which is supported by the Municipality of Pristina in administrative and political matters as well. Financing is to be covered by the German Government through KfW, co-financed from EBRD and will be co- financed by own contribution from TERMOKOS Sh.A. Additional grants are expected to be committed from the Western Balkans Investment Framework (WBIF). ESIA process during 2021/22 is supported by CES clean energy solutions GesmbH (Vienna, Austria), Subcontractor (iC consulenten, Alps) through National and International Consultants.

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Other developments of the project are:

- Feasibility Study Big Solar / Solar4 Solar thermal heating network of Kosovo
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Purpose of ESIA is to identify and evaluate the risks and potential environmental and social negative and positive impacts, throughout all phases of the proposed project.

Result will be a report with proposed mitigation measures to avoid, minimize or mitigate these potential impacts/risks by striving to increasing benefits for local communities and the environment.

Planned Products:

- Environmental and Social Impact Assessment Report (ESIA) together with the Livelihood Restoration Plan (LRP)
- Environmental and Social Management Plan (ESMP)
- Climate risk analysis
- Stakeholder Engagement Plan (SEP)

The methodology includes a complex process such as

- Analysis of documents, strategies, spatial plans, legal framework, government decisions, etc.
- Environmental studies for the existing situation: · Physic-chemical analyzes of soil, sediment, water. Analyzes for air quality, for the current level of noise and vibration, Analysis on ecology and biodiversity, etc.
- Social studies including socio-economic issues, traffic and transport, cultural heritage, archaeological findings, landscape and visual aspects.
- The study of climate and climate change such as climate history and presence, IPCC climate forecast, climate risk assessment for operational phase.
- Field visits, documentation through photography and GIS maps.
- Meetings, interviews, consultations with institutional / government officials, etc. as well as meetings, interviews and consultations with individuals and community representatives.

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The objective is to improve and facilitate project-related decision-making and create opportunities for the active involvement of all interested parties in a timely and meaningful manner, and to provide opportunities for all interested parties to express their opinions and concerns that may influence project decisions.

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- Non-technical summary of the ESIA;
- Stakeholder Engagement Plan (SEP) including Grievance Mechanism;
- Environmental and Social Impact Assessment (draft and final);
- Environmental and Social Management Plan (ESMP)

These documents and other information will be available in the following ways:

- Paper copies of documents will be made available for viewing during working hours at the premises of TERMOKO Sh.A. (181, 28 November St., Prishtina)
- On the TERMOKOS website (<https://TERMOKOS.org>).
- Official website of the TERMOKOS project <https://TERMOKOS.org/category/solar-4-kosovo/>
- Questions by phone, mail, fax or e-mail to the Public Information Office at TERMOKOS info@TERMOKOS.org; and dedicated email solar4kosova@TERMOKOS.org
- Direct website for public inquiries - <https://TERMOKOS.org/kontakti/>

For all public comments, complaints or questions, TERMOKOS has made available the following means:

- By completing the request form, according to the form shared with participants (Figure 1)
- By submitting or sending by post a formal request to the offices of NP Termokos Sha.(Figure 1) or
- Email with the subject "Solar4Kosovo" and attaching the data according to the form explained
- Contacting TERMOKOS by phone
- By completing the form with the subject "Solar4Kosovo" through the link: (Figure 2) <https://termokos.org/kontakti/>

Figure 1 – Form for submitting inquiries / grievances

Emri i plotë (opsional): ____

- ☐ Dua të parashtoj pyetje/bërëgjë në mënyrë anonime.
- ☐ Kërkoj që mos të shpalojë identitetin pa pëlqimin tim.

Detajet kontaktuese

- ☐ Ju lutem shënoni si dëshironi të ju kontaktojmë (postë, telefon, e-mail).
- ☐ Nëpërmjet postës: Ju lutem shënoni adresën: ____
- ☐ Nëpërmjet telefonit: ____
- ☐ Përmes E-mail: ____

Gjuha e preferuar e komunikimit

- ☐ Shqip ☐ Serbisht ☐ Tjetër: ____
- ☐ Përkrahimi i informitës së kërkuar apo shqetësimit
- ☐ Çfarë konsideroni se duhet të ndodh / ndryshojë?

Nëshkrimi: (Nëse me shkrim)
Data: ____

Figure 2- Online form of Termokos website

Presentation session ended with a summary of the current status and planned next steps...

- Compilation of the ESIA and ESMP from technical experts
- Public meetings information and receiving comments
- Finalization of the ESIA report with public comments
- LRP Survey
- Publication of non-technical summary of produced documents

Notes on questions and clarification with participants

The meeting continued with the following questions and remarks

No	Type	Content	Response
1.	Question	Will the central heating generated by the thermal solar park be available for Hade e Re households?	Options are being considered, including providing central heating system to the Hade e Re households.
2.	Remark	Interests of the Hade e Re households must be first be accounted for, and later consider who should be serviced with central heating	N/A
3.	Question	Should there be officials from MESPI present in this meeting	Officials, both from central and local government, have been informed about this public meeting. MESPI has been actively involved in handling property issues, especially where the thermal solar plant will be constructed. All raised concerns will be adequately recorded in the documents prepared for this project.
4.	Remark	The parcels where the thermal solar plant planned to be constructed are already allocated to households that will be resettled.	The agreement between the stakeholders is considering the property ownership. It is project's understanding that the ownership of the land in that part of Hade e Re is still publicly owned, and MESPI, along with Municipality of Prishtina and Obiliq are addressing the transfer of ownership.
5.	Remark	The ring-road that will be passing in the vicinity of Hade e Re, it's not much of a disadvantage because it will not affect the Hade e Re location.	N/A
6.	Question	Is the project footprint of the thermal solar plant part of Obiliq cadastral maps?	The main project footprint for the thermal solar plant is located in Obiliq, whereas the underground tubes mostly affect the Prishtina municipality cadastral maps
7.	Question	Why the central heating is not being provided to the nearby localities?	Access of Obiliq municipality households to the central heating network is currently being analyzed. There is a potential that this opportunity will be granted in

No	Type	Content	Response
			future Termokos expansion projects.
8.	Question	What is the purpose of this public meeting? Are the decisions been made or will our requests and demands be taken into account?	This is a consultative process. Part of the ESIA procedure is engagement with all stakeholders, including effectuated communities and households. All questions, concerns and comments will be adequately addressed into the project documentation.
9.	Remark	Central heating network expansion goes very close to our locality, yet we cannot access its benefits.	N/A
10.	Remark	I live nearby. I would want to see greenery when I go out of my house, not some sparkling dark panels that will be put there.	Project will attend to have minimal impacts, including those stemming from the visual perspective.
11.	Remark	Chosen location in Hade e Re has been a mistake. The Kosova B former ash dump land field should to have been decided as the chosen location	Feasibility study has considered several locations and has suggested this site as the most appropriate to develop the solar thermal park.
12.	Remark	Project as such cannot pass. We from Hade e Re serviced with central heating first, free of charge.	N/A
13.	Questions	1. You have stated that the project does not affect Hade e Re regulatory plan. This is not correct. It does have an impact on the regulatory plan, that has been promulgated by Municipality of Obiliq. About one fourth or even one third of the Hade e Re regulatory plan is being affected. 2. Municipality of Obiliq need to consult the Hade e Re residents before modifying the regulatory plan. Extensive consultative process is mandatory before any change takes place. 3. We have been brought here to witness something that has been developed in contradiction with the law. This is not fair.	The project is carefully examining all legal requirements of Kosovo, as well as international standards. Part of the project is to analyze the impacts, with a focus on environment and social aspect. The project documentation will identify the impacts and propose mitigation measures.
14.	Question	You have stated that the ESIA is being prepared. Your analysis ought to have	ESIA will be made public, and will be made accessible to all

No	Type	Content	Response
		been presented in this meeting. We don't want to access electronically whatever report you will develop. We need to see printed versions.	stakeholders and the Project Affected People. Your input is valuable and we will diligently attend to information we obtained during this process.
15.	Remark	I have seen the air quality control equipment that you have placed in the zone. They have been damaged. How can I trust your results and analysis of the data, coming from broken equipment.	The project has installed numerous monitoring equipment. Apart from that, there are other stations that permanently monitor the key indicators, including the air quality control, in the zone. The project has made sure that it has collected sufficient qualitative data to perform proper analysis.
16.	Question	Has the level of radioactivity been measured?	There are several analysis that have been conducted, including the climate change. The level of radioactivity is negligible.
17.	Remark	Our community has requested a permit to build a mosque in Hade e Re. For over two years we have not been granted the permit. The location of where the mosque has been planned must not be impacted. Also, in that part of the Hade e Re that you are planning to construct the solar thermal plant, there are many common facilities, including walking trails and alike.	Project is analyzing for all planned facilities and the regulatory plan will see to accommodate joint facilities within the remaining Hade e Re territory.
18.	Question	Why other households in Hade e Re have not been informed about this meeting? Why didn't you come to our school in Hade e Re?	The project is engaging with all relevant stakeholders, including the Municipality of Obiliq, to joint efforts and implement this project. Municipality of Obiliq officials are currently not very collaborative in this process, albeit there are ongoing discussions to complete all required processes to implement this project.
19.	Concern	There is a need for a broader involvement of all relevant stakeholders. I understand that concerns raised by Hade e Re residents, although I do not reside in this zone. Hade e Re residents have	The municipality of Obiliq and Prishtina are discussing the details about the impacted parcel in Obiliq, and examining the details of the agreement which shall be reached by the two municipalities

No	Type	Content	Response
		been resettled and have undergone great difficulties during the resettlement process. They have been living in this region for only two years, and now another rapid change is about to be presented to them. Moreover, Obiliq is providing so much for Kosovo, including the impacts sustained by electrical energy consumption, and is getting so little in return.	to use this zone for construction of the thermal solar plant.
20.	Concern	There are many projects for which we understand only once they are completed and ready to be implemented. We will not allow for this project to have similar approach.	International standards have to be adhered by this project, and they stipulate consultative process
21	Question	Have you been faced with complaints from residents?	There have been some informal complaints from Hade e Re inhabitants due to the ambiguity. Regarding requests and grievances, these will be taken into account during the ESIA procedure and feasibility phase
22	Question	How much will the user be charged for this investment?	Consumer tariffs are set by the thermal energy regulator's office and are paid based on measurement.
23	Clarification		Termokos is not a beneficiary of the prices because it is a public entity. The prices will come out for the consumer without benefit. This investment goes to the improvement of services and will provide additional support with heating to the residents of Tophane and Arberia neighborhoods.

Annexes

A.1 Photos from the event







A.2 List of Participants

SKEMA E KRYESORE - Niveli i 2-të i punësimeve të shtesha
Vendosja e tabelave, mbledhja dhe shpërndarja
Të dhëna të përgjithshme, Shkup, 2022
Shkup, 20/08/2022

Identi	Emri	Emri i familjes	Adresa e emailit	Nr. telefon	Udhëzuesi	Shënime
1	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
2	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
3	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
4	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
5	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
6	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
7	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
8	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
9	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
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13	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
14	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
15	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
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22	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	
23	Arif Ahmeti	Arif Ahmeti	arif.ahmeti@termokos.mk	070 444 994	Arif Ahmeti	

TERMOKOS KFW CCS

A3. Notification and agenda

TERMOKOS
ngrohitorja e qytetit

TAKIM ME BANORË TË NDIKUAR NGA NDËRTIMI DHE ZGJERIMI I RRJETIT TË NGROHJES

Solar4Kosovo II / Solar District Heating Kosovo

NP Termokos Sh. A., ndërmarrja publike e ngrohjes në Prishtinë, planifikon të investojë në një projekt mëqësor ndaj ambientit me qëllim të prodhimit të 66 GWh/a energji ngrohëse shtese që do të marrë kapacitetin e rrjetit ekzistues të ngrohjes në Prishtinë. Përmes këtij investimi, rrjeti i ngrohjes mund të zgjerohet dhe konsumatorët e ri të lidhen në rrjetin e ngrohjes, përdorues konsumatorët ekzistues do të përfitojnë nga furnizimi më ekonomik dhe i mbështetshëm i ngrohjes.

Investimi përbëhet nga ndërtimi i Objektit Termal Solar, e cila gjendet në një parcelë të pashfrytëzuar në fshatin Shkabaj (Komuna e Obiliqit) në hapësirë prej 25 hektarësh. Kapaciteti gjenerues solar do të lidhet përmes gypave në tubësuar me rrjetin e ngrohjes në Prishtinë dhe me rrjetin ekzistues në Obiliq. Projekti do të financohet përmes huasë dhe grantëve nga Qeveria Gjermane, të ofruara përmes bankës KfW, do të bashkëfinancohet nga BER20, si dhe me kontribut nga NP Termokos Sh.A.

Në përputhje me Udhëzuesit për Qëndrueshmëri të KfW-së (2019) dhe standardeve tjera ndërkombëtare, është duke u përpluar Vlerësimi i Ndikimit në Mjedis dhe Social (VNMS) me qëllim të identifikimit dhe vlerësimi të meqësive dhe ndikimeve sociale dhe në ambient, përgjatë të gjitha fazave të zbatimit të projektit të propozuar, përfshirë edhe të objekteve përjetëse. Si pjesë e zhvillimit të Vlerësimit të Ndikimit në Mjedis dhe Social (VNMS) dhe Planit për Rikthimin e Mirëqesjes (PRM), NP Termokos Sh.A. ka planifikuar të zhvillojë takim publik me banorët e ndikuar dhe publikun.

Takimi do të mbahet në shkollën fillore e mesme të ulët "Dituria", në fshatin Shkabaj, me datë 21 korrik, 2022, në ora 18:00, sipas agjendës në vijim:

1. Karakteristikat e Projektit Solar-Termal
2. Vlerësimi i Ndikimit në Mjedis dhe Social
3. Arsyetimi me politika të interesit
4. Pyetjet, komentet dhe informatat nga publiku.

Të gjithë palët e interesuara janë të mirëseardhur për pjesëmarrje.



<https://termokos.org/2022/07/13/takimi-me-banore-te-ndikuar-nga-projekti-solar-4-kosovo-ii-mbahet-me-22-korrik-nga-ora-18-00-ne-shkollen-meto-bajraktari-ne-prishtine/>

Termokos > Lajme > Solar 4 Kosovo > Takimi me banorë të ndikuar nga projekti Solar 4 Kosovo, mbahet më 21 korrik nga ora 18.00 në shkollën "Dituria" në Shkabaj

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Search... 

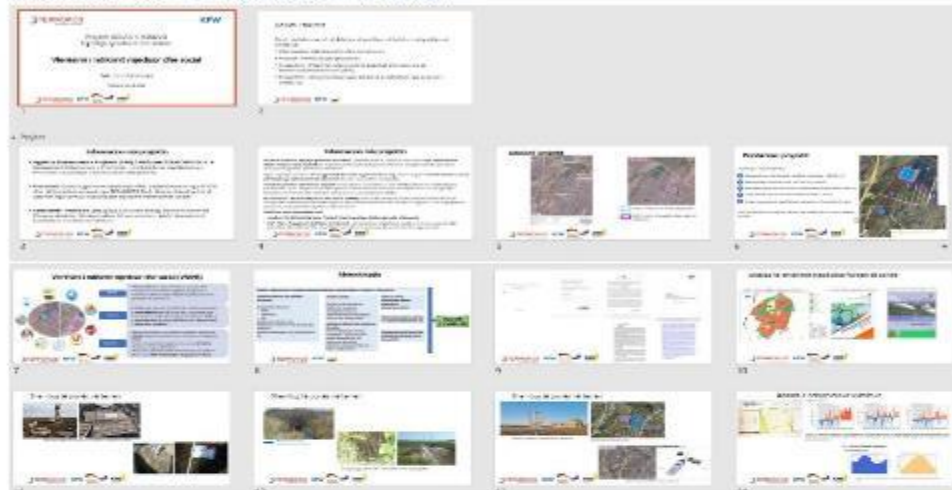
Postime Së Fundi

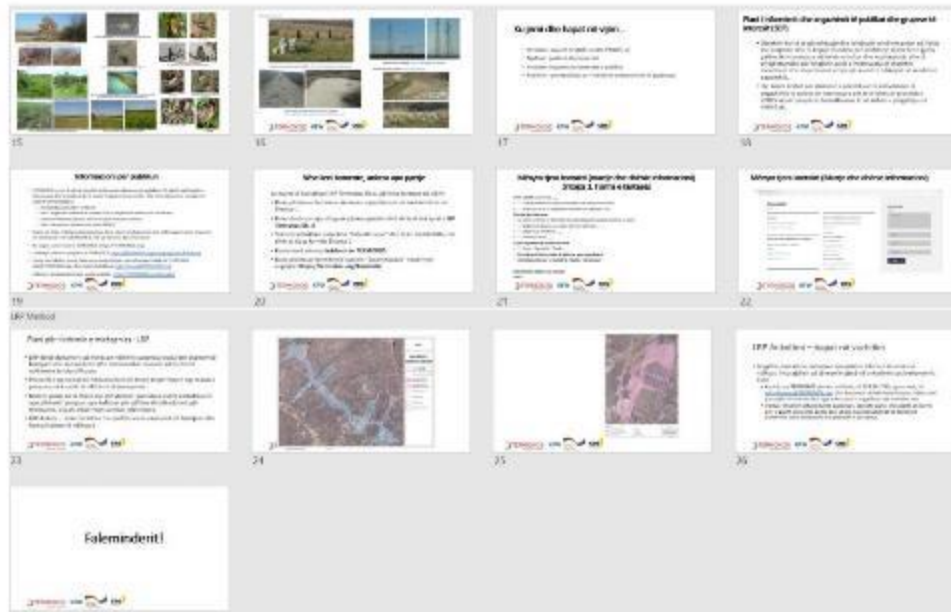
Takimi me banorë të ndikuar nga projekti Solar 4 Kosovo II, mbahet më 22 korrik nga ora 18.00 në shkollën "Meto Bajraktari" në Prishtinë



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A.4- Power Point Presentation in Albanian







Solar4Kosovo

Notes from the public meetings for ESIA preparation

Date: 22nd July, 2022

Venue: School Meto Bajraktari, Tophane

Attendants: Naim Bytyqi and Gazmend Selimi (Termokos), Eldisa Zhebo, Andrian Vaso, Lumnije Gashi, Sadije Deliu and Vigan Behluli (CES IS)

Participants: 9 (2 without signature)

Zones: Tophane, Prishtina

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She noted that this meeting is conducted for the planned implementation of stakeholder engagement activities to inform the ESIA process for the Solar4Kosovo II project, at the time of ESIA preparation. TERMOKOS aims to provide all relevant information and the necessary documents and information as soon as they are prepared to the public and to all interested and affected parties such as:

- Non-technical summary of the ESIA;
- Stakeholder Engagement Plan (SEP) including Grievance Mechanism;
- Environmental and Social Impact Assessment (draft and final);
- Environmental and Social Management Plan (ESMP)

These documents and other information will be available in the following ways:

- Paper copies of documents will be made available for viewing during working hours at the premises of TERMOKO Sh.A. (181, 28 November St., Prishtina)
- On the TERMOKOS website (<https://TERMOKOS.org>).
- Official website of the TERMOKOS project <https://TERMOKOS.org/category/solar-4-kosovo/>
- Questions by phone, mail, fax or e-mail to the Public Information Office at TERMOKOS info@TERMOKOS.org; and dedicated email solar4kosova@TERMOKOS.org
- Direct website for public inquiries - <https://TERMOKOS.org/kontakti/>

For all public comments, complaints or questions, TERMOKOS has made available the following means:

- By completing the request form, according to the form shared with participants (Figure 1)
- By submitting or sending by post a formal request to the offices of NP Termokos Sha.(Figure 1) or
- Email with the subject "Solar4Kosovo" and attaching the data according to the form explained
- Contacting TERMOKOS by phone
- By completing the form with the subject "Solar4Kosovo" through the link: (Figure 2) <https://termokos.org/kontakti/>

Figure 1 – Form for submitting inquiries / grievances

Emri i plotë (opsional): ____

- ☐ Dua të parashtoj pyetjen/bregën në mënyrë anonime.
- ☐ Kërkoj që mos të shpaloset identiteti pa pëlqimin tim.

Detalet kontaktuese

- Ju lutem shënoni si dëshironi të ju kontaktojmë (postë, telefon, e-mail).
- ☐ Nëpërmjet postës: Ju lutem shënoni adresën: ____
- ☐ Nëpërmjet telefonit: ____
- ☐ Përmes E-mail: ____

Gjuha e preferuar e komunikimit

- ☐ Shqip ☐ Serbisht ☐ Tjetër: ____

- Përshkrimi i informatës së kërkuar apo shqetësimit**
- Çfarë konsideroni se duhet të ndodh / ndryshojë?**

Nënshkrimi: (Nëse me shkrim)
Data: ____

Figure 2- Online form of Termokos website

Presentation session ended with a summary of the current status and planned next steps...

- Compilation of the ESIA and ESMP from technical experts
- Public meetings information and receiving comments
- Finalization of the ESIA report with public comments
- LRP Survey
- Publication of non-technical summary of produced documents

Notes on questions and clarification with participants

The meeting continued with the following questions and remarks:

No	Type	Content	Response
1.	Question	Will households have to contribute, financially or otherwise, for new connections to central heating networks	Termokos has established procedures to connect new establishments to the network and with the current planned extension, same procedures will apply.
2.	Question	When will the project start running?	It is planned for the implementation to start next year, and to be completed during the next 3-4 years.
3.	Question	What are the households of Hade e Re saying about this project?	The project, along with Termokos, is engaging with all project affected people and the consultative process is underway.
4.	Question	How will this project impact current monthly service prices?	Energy Regulatory Office is responsible to decide on the tariffs. Tariffs will be the same for all serviced establishments.
5.	Question	All our engagement will be with Termokos – households do not have to approach or engage with any other entity.	Correct.
6.	Remark	Expansion of the network for central heating is much needed and there is a great interest for Prishtina households to apply for this service.	N/A
7.	Question	Will the project provide also hot sanitary water?	It is not a economically feasible investment

Annexes

A.1 Photos from the event





A.2 List of Participants

SOLAR & STAKEHOLDERS - Engazhimi i stakeholderëve dhe bashkëpunimi i sektorit privat dhe publik
Shkollë e Re e Bujëra të Ri
22/7/2022

Emri	Mbiemri	Institucioni Shkollë e Re e Bujëra të Ri / Shkollë	Adresa e e-mail	Nr. kontakt	Udhëzuesi për projektin dhe koordinatori	Shënime
1	ADEN	DAUTI	BAJRA	044 888888	☒	
2	BURIM	BULUKRACI	BURIM BULUKRACI @osce.org ng.thermos@gmail.com	044 274 559	☒	
3	Vigim	Shehu	044 888888	☒		
4	Sabri	Kerbaji	044 888888	☒		
5	Ones	Kepi	044 888888	☒		
6	Goni	Zeji	044 888888	☒		
7	Shkollë e Re	Coli	044 888888	☒		

A3. Notification and agenda



**TAKIM ME BANORË TË NDIKUAR NGA NDËRTIMI
DHE ZGJERIMI I RRJETIT TË NGROHJES**

Solar4Kosovo II / Solar District Heating Kosovo

NP Termokos Sh. A., ndërmarrja publike e ngrohjes në Prishtinë, planifikon të investojë në një projekt miqësor ndaj ambientit me qëllim të prodhimit të 25 QWh/a energji ngrohëse shitesë që do të rrisë kapacitetin e rrjetit ekzistues të ngrohjes në Prishtinë. Përmes këtij investimi, rrjeti i ngrohjes mund të zgjerohet dhe konsumatorët e ri të lidhen në rrjetin e ngrohjes, përdoruesi konsumatorët ekzistues do të përfitojnë nga furnizimi më ekonomik dhe i mbështetshëm i ngrohjes.

Investimi përbëhet nga ndërtimi i Objekti Termal Solar, e cila gjendet në një parcelë të pashtyrtësuar në fshatin Shkabaj (Komuna e Obiliqit) në hapësirë prej 28 hektarësh. Kapaciteti gjenerues solar do të lidhet përmes gypave nëntokësor me rrjetin e ngrohjes në Prishtinë dhe me linjën ekzistuese në Obiliq. Projekti do të financohet përmes huasë dhe grantëve nga Qeveria Gjermane, të ofruara përmes Bankës KfW, do të bashkëfinancohet nga BERZH, si dhe me kontribut nga NP Termokos Sh.A.

Në përputhshmëri me Udhëzuesit për Qëndrueshmëri të KfW-së (2019) dhe standardeve tjera ndërkombëtare, është duke u përpiluar Vlerësimi i Ndikimit në Mjedis dhe Social (VMNS) me qëllim të identifikimit dhe vlerësimit të rrezeve dhe ndikimeve sociale dhe në ambient, përgjatë të gjitha fazave të zbatimit të projektit: të propozuar, përfshirë edhe të objekteve përcjallëse. Si pjesë e zhvillimit të Vlerësimit të Ndikimit në Mjedis dhe Social (VMNS) dhe Planit për Rikthimin e Mirëqenies (PRM), NP TERMOKOS Sh.A. ka planifikuar të zhvillojë takim publik me banorët e ndikuar dhe publikun.

Takimi do të mbahet në shkollën fillore e mesme të ulët "Moto Bajraktari", në lagjen Topfane, rruga Josip Rula në Prishtinë, me datë 22 korrik, 2022, në ora 18:00, sipas agjendës në vijim:

1. Karakteristikat e Projektit Solar-Termal
2. Vlerësimi i Ndikimit në Mjedis dhe Social
3. Angazhimi me palët e interesit
4. Pyetjet, komentat dhe informatat nga publiku

Të gjithë palët e interesuara janë të mirëseardhur për pjesëmarrje.



Termokos > Lajme > Solar 4 Kosovo > Takimi me banorë të ndikuar nga projekti Solar 4 Kosovo II, mbahet më 22 korrik nga ora 18.00 në shkollën "Meto Bajraktari" në Prishtinë

Takimi me banorë të ndikuar nga projekti Solar 4 Kosovo II, mbahet më 22 korrik nga ora 18.00 në shkollën "Meto Bajraktari" në Prishtinë

Search 



TAKIM ME BANORË TË NDIKUAR NGA NDËRTIMI DHE ZGJERIMI I RRJETIT TË NGROHJES

Solar4Kosovo II / Solar District Heating Kosovo

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  economicus-21_&.pdf
  11808de591513f...pdf
  t6.xlsx
  t-2.xlsx

Postime të Fundit

Takimi me banorë të ndikuar nga projekti Solar 4 Kosovo II, mbahet më 22 korrik nga ora 18.00 në shkollën "Meto Bajraktari" në Prishtinë

Takimi me banorë të ndikuar nga projekti Solar 4 Kosovo, mbahet më 21 korrik nga ora 18.00 në shkollën "Dituna" në Shkërbaj

<https://termokos.org/2022/07/07/takim-me-banore/>

<https://www.facebook.com/100064582845652/posts/pfbid02YsajQo4uJetSatCVMxpZSKezFmunDCDdrG1RreDfVqFFtMEsp2kFYsuxS5VLHsByl/>

[illegible]

10.7 Information Letter of 19 Aug 2022 to Secretariat of IMC for SPZ Gazimestan



REPUBLIKA E KOSOVES - PUBLIC ENTERPRISE - JAVNA PREDSTAVNIKA
"TERMOKOS" SH.A.
PRISTINE
Nr. 1121 dt. 19.08.2022

Date: 19.08.2022

From: Mr. Raif Vitija ud / KE "TERMOKOS", Sh.A.

To: Ministry of Environment, Spatial Planning and Infrastructure/ Implementation and Monitoring Council for Special Protective Zones, Kosovo

Attn: Mrs. Kaltrina Drangolli, Secretariat for the Implementation and Monitoring Council for Special Protective Zones
kaltrina.drangolli@rks-gov.net

Project: Solar4Kosovo II / Solar District Heating Kosovo
Subject: Stakeholder information process

REPUBLIC OF KOSOVO - REPUBLIKA E KOSOVES	
MINISTRY OF ENVIRONMENT, SPATIAL PLANNING AND INFRASTRUCTURE	
Topic: KM	Ref. No: 4687/22
Date: 19.08.22	Place: PRISTINE / A

Dear Mrs. Drangolli,

TERMOKOS Sh. A., the Municipal District Heating Company in Prishtina, Kosovo, is intending to invest in an environmentally friendly power supply facility to produce 65 GWh/a additional heat energy capacity for the existing district heating network of Prishtina. Through this investment, the district heating network can be extended and new customers will be connected, whereas all existing customers will profit from a more economic and more reliable heat supply.

The investment comprises the construction of a Solar Thermal facility located on an unbuilt land plot near Shkabaj (Municipality of Obiliq) of approx. 25 ha. The facility, comprising of collector panels, a small operation building, and a hot water pit storage will be connected through underground pipelines with the existing District Heating network in Prishtina and with an existing heat transmission pipeline in Obiliq. The Project will be financed through loans and grants from the German Government provided through KfW Bank, as well as co-financing from EBRD and an own contribution from TERMOKOS Sh.A. The project shall be finalized in 2024/2025.

In line with KfW's Sustainability Guidelines (2019) and other international standards, an Environmental and Social Impact Assessment (ESIA) is ongoing until autumn 2022 in order to identify and assess potentially negative and positive environmental and social risks and impacts of all phases of the proposed project, on surrounding facilities, institutions, and communities. TERMOKOS Sh.A. is supported by an international and national team of experts under the lead of Austrian company CES GmbH, to identify opportunities, risks, and mitigation measures arising from project implementation.

Part of the ESIA are also the stakeholder engagement efforts, which entail the identification for a future engagement with stakeholders that may be affected by the project. In this regard, a Stakeholder Engagement Plan (SEP) has been prepared by TERMOKOS and the Consultant team. The objective of this SEP is to identify the key stakeholders, to schedule stakeholder



engagement activities, to support the ESIA process, to improve and to facilitate the project-related decision making and to plan the disclosure of results of the upcoming Solar4Kosovo project designs to the public, at the time of ESIA reporting and later stages.

The Stakeholder engagement procedure provides possibilities for all stakeholders to express their opinions and concerns that may influence project implementation decisions in a timely and meaningful manner. Objective of the SEP is to build and to maintain a constructive relationship with them as well as ensure that all stakeholders have information access to project and to environmental & social information.

TERMOKOS has thus established a Stakeholder information system to respond and to manage any issues and grievances raised by the stakeholders during the project activities. Stakeholders will be informed on means and ways to be used in such instances.

According to the technical feasibility study of July 2022, the footprint of the project area (purple line in Figure 1) is envisaged in the last agricultural areas between the Tyrbe e Bajraktari area and the new Hade e Re residential area. In the northern neighborhood of the Solar4Kosovo project area lies the Gazimestan Monument area and the Bajraktar village, which is not directly affected by the project footprint. (Figure 1)



Figure 1: Location map of Solar4Kosovo Footprint (Source: Feasibility Study 2022)



Therefore, with this official letter, we kindly ask the representatives of your institution to inform accordingly the statutory members of the IMC, especially the Serbian-Orthodox church as well as representatives of the Muslim Community, regarding the Gazimestan Special Protected Zone.

We cordially invite the IMC to establish a long-term communication line with TERMOKOS Sh.A. in regard to the future implementation of this project. We kindly expect your reply under:

By mail:

TERMOKOS Sh.A
Rr. 28 Nëntori nr. 181,
10000 Prishtinë

By email:

solar4kosova@termokos.org

By phone

Tel: +383 38 541780

Please include or mention "Solar4Kosovo Project Stakeholder Engagement" in the subject when communicating with TERMOKOS Sh.A. in any of the forms mentioned above.

More information about the project can be found at TERMOKOS Sh.A. dedicated Solar4Kosovo website <https://termokos.org/category/solar-4-kosovo/>.

Attached to this e-mail is an informative brochure, which was launched to inform the public, affected communities, and households about the collection of social information baseline information. The attached form may also be used to lodge any concerns, comments, or grievances.



Mr. Ralf Vitić, DUKKE "TERMOKOS", Sh.A.