



**Western Balkans Investment Framework  
Infrastructure Project Facility  
Technical Assistance 6 (IPF6)**

TA 2016032 RO IPA

**WB16-ALB-TRA-01**

**Detailed Design for the Rehabilitation of the Railway Line**

**Vorë – Hani i Hotit**

**Albania**

**Environmental and Social Impact Assessment Study**

**STAKEHOLDERS ENGAGEMENT PLAN**

July 2021

Revised in July 2022



IPF6 Consortium



## Western Balkans Investment Framework (WBIF) Infrastructure Project Facility Technical Assistance 6 (IPF6)

TA 2016032 RO IPA

### Name of Sub-project

Detailed Design for the Rehabilitation of the Railway Line Vorë – Hani i Hotit,  
Albania

WB16-ALB-TRA-01

### Environmental and Social Impact Assessment Study

## STAKEHOLDERS ENGAGEMENT PLAN

Version	Date of issue	Contributors	Checked out	Approver	Comment
Draft V.01	June 2019	ESIA Team	Hector Martinez	Aristides Karlaftis	Interim report
Draft V.02	November 2020	ESIA Team	Hector Martinez	Aristides Karlaftis	Interim report
Draft V.03	April 2021	ESIA Team	Hector Martinez	Aristides Karlaftis	Interim report
V.04	July 2021	ESIA Team	Hector Martinez	Aristides Karlaftis	Final report
V.05	July 2022	Abkons	Eriola Kurti Redion Biba		Revised Report

*The Infrastructure Project Facility (IPF) is a technical assistance instrument of the Western Balkans Investment Framework (WBIF) which is a joint initiative of the European Union, International Financial institutions, bilateral donors and the governments of the Western Balkans which supports socio-economic development and EU accession across the Western Balkans through the provision of finance and technical assistance for strategic infrastructure investments. This technical assistance operation is financed with EU funds*

## CONTENTS

<b>LIST OF ABBREVIATIONS</b> .....	<b>4</b>
<b>1 INTRODUCTION</b> .....	<b>5</b>
1.1 PROJECT BACKGROUND .....	5
1.2 THE ESIA STUDY PACKAGE AND THE PRESENT DOCUMENT .....	5
1.3 PURPOSE OF THE STAKEHOLDER ENGAGEMENT PLAN.....	6
1.4 STRUCTURE OF THIS DOCUMENT .....	6
<b>2 PROJECT OVERVIEW</b> .....	<b>7</b>
2.1 CURRENT SITUATION OF THE RAILWAY LINE .....	8
2.2 PROJECT ELEMENTS .....	8
<b>3 REGULATORY FRAMEWORK</b> .....	<b>10</b>
3.1 NATIONAL REGULATIONS .....	10
3.2 EU REGULATIONS .....	11
3.3 EBRD STANDARDS.....	11
3.4 GAPS BETWEEN NATIONAL AND EBRD REQUIREMENTS .....	12
<b>4 IDENTIFICATION OF STAKEHOLDERS AND COMMUNICATION METHODS</b> .....	<b>14</b>
4.1 DATA COLLECTION ISSUES .....	17
<b>5 SUMMARY OF STAKEHOLDERS ENGAGEMENT ACTIVITIES</b> .....	<b>18</b>
<b>6 FUTURE STAKEHOLDER ENGAGEMENT PROGRAMME</b> .....	<b>25</b>
6.1 DISCLOSURE OF INFORMATION .....	25
6.2 DOCUMENTS TO BE DISCLOSED .....	25
6.3 AVAILABLE COMMUNICATION TOOLS.....	26
6.4 STAKEHOLDER ENGAGEMENT PROGRAMME .....	27
<b>7 GRIEVANCE MANAGEMENT</b> .....	<b>29</b>
7.2 FIRST LEVEL OF GRIEVANCE MANAGEMENT .....	30
7.2 SECOND LEVEL OF GRIEVANCE MANAGEMENT.....	31
<b>8 ROLE AND RESPONSIBILITIES</b> .....	<b>34</b>
8.1 ROLES AND RESPONSIBILITIES .....	34
8.2 RESOURCES .....	35
<b>9 MONITORING AND REPORTING</b> .....	<b>38</b>
<b>10 APPENDICES</b> .....	<b>40</b>
10.1 SUMMARY OF KEY ISSUES DISCUSSED DURING THE CONSULTATION MEETINGS HELD ON JUNE 2021.....	40
10.2 GRIEVANCE LEAFLET .....	51
10.3 GREVIANCE FORM .....	54

**List of Tables**

Table 4.1_Stakeholder categorization.....	14
Table 4.2_List of key stakeholders identified.....	15
Table 5.1_List of meetings held to date in the Project area .....	18
Table 5.2_Summary of public consultation meetings held on June 2021 .....	23
Table 6.1_Stakeholder Engagement Programme .....	27
Table 8.1_Resources for implementing SEP and managing GRM .....	35
Table 9.1_Monitoring and reporting KPIs .....	38

**List of Figures**

Figure 2.1_General location of the railway line .....	7
Figure 7.2_Grievance Resolving Process .....	33

## SUB-PROJECT DATA SUMMARY

<b>ACTION</b>	Sub-project implementation
<b>PROJECT CODE</b>	WB16-ALB-TRA-01
<b>BENEFICIARY</b>	Ministry of Transport and Infrastructure, Albania Albanian Railways / Hekurudha Shqiptare
<b>SECTOR</b>	Transport
<b>COUNTRY</b>	Albania
<b>LEAD IFI</b>	EBRD
<b>GAF budget</b>	EUR 4,500,000
<b>IPF6 Budget</b>	EUR 4,500,000
<b>Assigned to IPF6</b>	6 <sup>th</sup> July 2018
<b>Non-Objection by CA</b>	12 <sup>th</sup> December 2018
<b>Commencement date</b>	20 <sup>th</sup> December 2018
<b>Duration (months)</b>	24 months + 7 months (extension)
<b>Due date for completion</b>	July 2021
<b>IPF6 Key Expert responsible</b>	Aristides Karlaftis

## LIST OF ABBREVIATIONS

ALB	Albania
CSO	Civil Society Organisation
DCM	Decision of Council of Ministers
DD	Detailed Design
E(S)IA	Environmental (and Social) Impact Assessment
EBRD	European Bank for Reconstruction and Development
EU	European Union
EUD	European Union Delegation
GoA	Government of Albania
GRM	Grievance mechanism
HSH	Albanian Railways
IFI	International Financial Institution
IPF	Infrastructure Project Facility
LGUs	Local Government Units (Municipalities)
MIE	Ministry of Infrastructure and Energy
MNR	Managed Nature Reserve
MTE	Ministry of Tourism and Environment
NEA	National Environment Agency
NIPAC	National IPA Coordinator
PAP	Project Affected People
PIU	Project Implementation Unit
RAPA	Regional Agency for Protected Areas
REA	Regional Environmental Agency
SEP	Stakeholders Engagement Plan
TA	Technical Assistance
TEN-T	Trans-European Transport Network
ToR	Terms of Reference
WBIF	Western Balkans Investment Framework

# 1 Introduction

## 1.1 Project background

The Government of Albania received in December 2016 from WBIF a grant<sup>1</sup> for the preparation of the detailed design for the Rehabilitation of the railway line Vorë – Hani i Hotit, Albania.

This project (called hereinafter “the Project”) will contribute to significantly improve safe transit and substantially facilitate sustainable transport and mobility in the area. It will significantly increase freight traffic entering into/going out of Albania via this indicative extension of TEN-T Core Network, arriving at port of Durres or going out from Bajza to Tuzi and beyond.

In addition, the project will improve accessibility and substantially increase the international traffic for freight and passengers toward ports and terminals and capitals and airports by rail. This project starting from Vora (half of distance between Durres and Tirana) serves best the connectivity agenda by establishing an international railway connection between capitals including between Tirana and Podgorica, Belgrade and Zagreb, Ljubljana and Budapest, and further. This is Albania’s international rail link to the regional and European railway networks through the pan European Corridor X.

The consortium SUEZ - IPF6 (called hereinafter “the Consultant”) is preparing the “Detailed Design (DD) and the Environmental Impact Assessment study for the Rehabilitation of the railway line Vorë – Hani i Hotit, Albania” (called hereinafter “the Project”).

The promoter is the Ministry of Infrastructure, Energy (MIE), the implementation agency is the Albanian Railways (HSH), and the lead IFI is the European Bank for Reconstruction and Development (EBRD).

## 1.2 The ESIA study package and the present document

This Stakeholder Engagement Plan (SEP) is part of a series of Project deliverables which will be in the public domain during the Project duration and describes the planned stakeholder consultation and engagement process for the Project.

Other documents that will be made available to the public, include the following:

- Environmental and Social Action Plan;
- Non-Technical Summary;
- **Stakeholder Engagement Plan – this document;**
- Land Acquisition and Livelihood Restoration Framework;
- Environmental and Social Management Plan;
- Environmental and Social Action Plan.

---

<sup>1</sup> “Detailed Design for the Rehabilitation of the railway line Vorë – Hani i Hotit, Albania”, Western Balkans Investment Framework (WBIF) Grant Application sub-project code WB16-ALB-TRA-01, approved during 15<sup>th</sup> WBIF SC, 15 December 2016



### 1.3 Purpose of the Stakeholder Engagement Plan

To meet EBRD requirements for stakeholder engagement and public consultation and disclosure, this Stakeholder Engagement Plan (SEP) has been developed and will be implemented by HSH. The purpose of the SEP is to present how HSH and its contractors are to communicate with people who may be affected by or interested in the project, as well as to describe the grievance mechanism for people to raise any concerns about the Project.

The SEP will be periodically updated, as important Project information becomes available, such as the selection of contractors and timelines for construction.

The main stakeholder engagement objectives are to:

- Ensure that adequate and timely information is provided to persons affected or likely to be affected (both directly and indirectly) by the project, have an interest in the project or have influence over the project;
- Provide forums and opportunities for stakeholders to voice their concerns and opinions;
- Ensure that comments are received in a timely manner so that they can be taken into account during the decision-making process;
- Establish effective communication and cooperation, facilitating community support;
- Establish effective grievance and mediation mechanisms, thereby reducing and resolving the number of cases referred to judicial authorities.

### 1.4 Structure of this document

The SEP is structured as follows:

- Chapter 1: Project background and the purpose of the SEP;
- Chapter 2: Project's overview that include the action area and the Project's elements;
- Chapter 3: Regulatory framework for SEP, including the regulations/standards adopted for the purposes of the Project;
- Chapter 4: General approach to SEP and specific approach to the proposed project;
- Chapter 5: Stakeholders engagement up to date and stakeholders' engagement programme;
- Chapter 6: Roles and responsibilities for stakeholders' engagement;
- Chapter 7: Monitoring and reporting on stakeholders engagement; and
- Chapter 8: Appendices<sup>2</sup>

---

<sup>2</sup> In this report the term appendix is used for the appendices of the report, while the term annex is used for the annexes of the national laws, EU directives and EBRD documents.

## 2 Project overview

The wide project area extends in the Western Lowland of Albania. The railway line route runs entirely in flat terrain and has a general direction South to North.



Figure 2.1\_General location of the railway line

The railway line traverses the territories of seven municipalities (Vorë, Krujë, Kurbin, Lezhë, Vau Dejës, Shkodër, and Malësia Madhe) as per the Albanian administrative division. The railway connects the cities of Vorë, Mamurras, Laç, Milot, Lezhë, Shkodër and Koplík. It crosses the state border Al/Mne at Hani Hotit.

## 2.1 Current situation of the railway line

Currently the railway line is out of operation due to the structural damages caused by the strong earthquake of November 26<sup>th</sup>, 2019 on Ishmi Bridge. Before this Earthquake, due to its deterioration, the trains' speed did not exceed 40 km/h, while in some sections it was lower than 20 km/h. Passenger services, were carried out by only a pair of trains per day and the number of passengers was insignificant. Freight services were scheduled ad hoc.

The deterioration of the railroad system includes mainly the following:

- Rails, sleepers, and ballast;
- Bridges and Lezhë tunnel, although designed to support loads equivalent to 22.5 ton/axel, are severely deteriorated and their width does not comply with the typical 6.0 m required by the TEN-T standards, and does not support the future electrification of the line;
- Damaged drainage system, with erosion and sedimentation;
- A considerable number of non-authorized road and passenger crossings have been recorded through inhabited areas, while along the open line most of the "official" crossings with the national and regional road network are not protected;
- The signalling system is out of operation. The communication between stations is effectuated via radio, and there is no controlled safety system for the trains' movement along the line, that increases the risk of accidents;
- Stations' buildings and platforms are out of standards.

## 2.2 Project elements

The Project aims to improve the passenger and freight transport services and increased safety and trains' speed in accord with the EU standards. The technical objectives include:

- improvement of the horizontal alignment to allow the trains' speed of 100-120 km/h;
- improvement of the vertical alignment to avoid railway inundation (km 69 to 74);
- replacement of the outdated superstructure components (ballast, sleepers, fastening, switches and tracks);
- replacement and rehabilitation of substructure components (sub-ballast, subgrade);
- rehabilitation and improvement of structure components (bridges, culverts, retaining walls, underpasses, pedestrians' overpasses, bridges and Lezhe tunnel);
- consolidation of level crossings (reduction of the number of crossings, secured level crossings, rehabilitation and/or interlocking improvements);
- design of service roads, almost parallel to the railway line that will serve the local population and will avoid the unauthorized crossings;
- installation of appropriate signalling and telecommunication systems;
- fencing of the line (where applicable);

- rehabilitation/reconstruction of the stations

In addition, the design takes into consideration the future electrification of the railway line and therefore the cross-section width for the railway corridor has been increased to 6.60m.

The design provides also for the future rail links to Shëngjin Port and Kosovo. The connection to Shëngjin is planned at Lezhë 2 station, while Kosovo link at Mjedë station.

## 3 Regulatory Framework

### 3.1 National regulations

In Albania, the “Right to Information” is a constitutional right provided for in the Constitution, Article 23, and is accessible to all without exception<sup>3</sup>.

The Albanian legislation regarding the consultations on the EIA process comprises a national and a trans-boundary context. The EIA Law and DCM 247/2014 “*On the rules and procedures for consultation with public consultation and public involvement during the environmental assessment process*” provide the consultation requirements at national context. Article 14 of the EIA Law provides for the public and stakeholders to be involved in the EIA process.

Similarly, EIA Law and DCM 598/2015, “*On the rules and procedures for consultation with public and stakeholders, and public consultations during the environmental assessment process in trans boundary context*” regulate the public information in trans-boundary context.

Both EIA Law and DCM 247/2014 are in line with the EIA Directive, while DCM 598/2015 complies with the Espoo Convention<sup>4</sup>. The Espoo (EIA) Convention sets out the obligations of Parties to assess the environmental impact of certain activities at an early stage of planning. It also lays down the general obligation of States to notify and consult each other on all major projects under consideration that are likely to have a significant adverse environmental impact across boundaries. In summary, the procedures for disclosure and consultations, as foreseen in these regulations include the following steps:

- The public is informed about details of disclosure of the draft plan/document (where the hard copy is available for review, the dates and time when it can be reviewed) through the media and citizens/organisations are invited to send comments and/or attend public hearings
- Public hearings are held in an appropriate local venue (i.e. city hall) and the plan/document is presented
- Comments received from all stakeholders are processed and the plan/document is revised to reflect them.
- A report on which comments have been adopted and which have not, with a justification, is delivered together with the draft plan/document to relevant authorities which judge whether the comments have been meaningfully considered and addressed.

Apart the above, other laws that foresee public consultation and involvement, in Albania include:

- Law No 119/2014, dated 18.09.2014, “On the right of information”; which defines the rules for ensuring public access to information.
- Law No 146/2014, “On Notification and Public Consultation” which regulates the process of notifying the public on drafting legislative work and other strategic national and local documents; furthermore it i) establishes the Commissioner for the right of Information to

<sup>3</sup> The information allowed for publication is explicitly provided in Article 7 of Law No. 119/2014 “On the Right to Information”.

<sup>4</sup>UNECE Convention on Environmental Impact Assessment in a Transboundary Context (Espoo Convention) available at [https://treaties.un.org/doc/Treaties/1991/02/19910225%2008-29%20PM/Ch\\_XXVII\\_04p.pdf](https://treaties.un.org/doc/Treaties/1991/02/19910225%2008-29%20PM/Ch_XXVII_04p.pdf)

address all complaints; ii) makes obligatory the Transparency Programmes for all public institutions; iii) provides for Public Consultation Coordinator in every public institution and iv) sets up a new unique electronic register, where yearly public reports on all planned acts, number of planned public hearings shall be published;

### 3.2 EU regulations

EIA Directive 2014/52/EU provides for the approach to public consultation. Article 6 of the Directive stipulates, *“Member States shall take the measures necessary to ensure that the authorities likely to be concerned by the project by reason of their specific environmental responsibilities or local and regional competences are given an opportunity to express their opinion on the information supplied by the developer and on the request for development consent. To that end, Member States shall designate the authorities to be consulted, either in general terms or on a case-by-case basis. The information gathered pursuant to Article 5 shall be forwarded to those authorities. Detailed arrangements for consultation shall be laid down by the Member States”*.

Given Albania’s status of the candidate country<sup>5</sup> and the process of approximation of Albanian legislation to the EU legislation, EU directives will be observed during preparation and implementation of this Project.

As a result, due to the full approximation of Albanian Law on EIA<sup>6</sup> with the EU EIA Directive, and DCMs 247/2014 and 598/2015 which provide for the necessary information and consultations on the EIA process, then, according to EU regulations, *the consultations for all stages of the EIA will be arranged based on the Albanian requirements*.

### 3.3 EBRD standards

The consultation process is a critical part of EBRD Environmental and Social Policy (ESP), specifically Performance Requirement 10 (Information Disclosure and Stakeholder Engagement) points out the importance of an open and transparent engagement between the project developer and the different stakeholders at an early stage of the project cycle. *“This engagement is central to building strong, constructive, and responsive relationships, which are essential for the successful management of a project’s environmental and social impacts and issues”*<sup>7</sup>.

EBRD’s PR10, which is guided by the UNECE Convention<sup>8</sup> principles, states that *“the nature of the stakeholder engagement will be proportionate to the nature and scale of the project and its potential adverse impacts”*. According to this PR, *“the requirements of national law with respect to public information and consultation, including those laws implementing host country obligations under international law must always be met”*<sup>9</sup>. Furthermore, EBRD *“is committed to promoting the*

---

<sup>5</sup> Albania was awarded candidate status in June 2014 by the EU

<sup>6</sup> Law 10440/2011 “On EIA”

<sup>7</sup> EBRD Performance Requirement 10 (Information Disclosure and Stakeholder Engagement)

<sup>8</sup> United Nations Economic Commission for Europe (UNECE) Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (Aarhus Convention), available at <http://ec.europa.eu/environment/aarhus/>

<sup>9</sup> EBRD Performance Requirement 10, paragraph 7

*adoption of EU environmental principles, practices and substantive standards by EBRD financed projects.....”<sup>10</sup>.*

The requirements of the EBRD PR 10, related to Information Disclosure and Stakeholder Engagement, can be summarized as follows:

- Stakeholder consultation is an ongoing process that continues throughout the Project’s life span;
- Stakeholder engagement involves i) stakeholder identification; ii) proactive stakeholder engagement; iii) availability of a grievance mechanism open to all, and iv) monitoring.
- The nature and frequency of stakeholder engagement actions is proportionate to the nature and scale of the project, its potential adverse impacts, and to the level of public and other stakeholders concerns.

In compliance with the EBRD PR 10, the Consultant carried out a stakeholder engagement process through:

- Identifying all the affected people and affected/interested stakeholders;
- Planning stakeholders’ engagement activities;
- Preparing, disclosing and implementing a Grievance Mechanism;
- Carrying out the required consultations prior to the EBRD’s financing decision and throughout the implementation of the sub-project;
- Reporting continuously to the relevant stakeholders

### **3.4 Gaps between national and EBRD requirements**

The national framework in Albania is broadly compatible with the EBRD requirements (PR) for public consultation and stakeholder engagement, but there remain gaps to be addressed. The national requirements stay at the level of procedural engagement and do not tackle in depth meaningful and empowered consultation. Although there are a number of documents, laws and DCMs (as outlined above) that provide for stakeholder engagement, the public participation and consultation in the decision-making process is not applied in a proper, effective and meaningful process. Likewise, no proper public disclosure of EIA documents is foreseen in the Albanian Law, no detailed SEP is developed as part of EIA. As per Albanian regulations, the public is informed about the Project through the NEA and its regional offices, and in the case of Profound EIA, one public hearing is organised by NEA.

Furthermore, the requirements are scattered across various documents and laws. The requirement of an effective procedure or mechanism by which people can make comments or raise grievances beyond the formal administrative and judicial grievance settings is also recognized as a shortcoming in the national framework comparing to the EBRD requirements.

This SEP has taken into consideration all the requirements and has produced a plan that avoids duplication of processes, grievance mechanisms on one hand but on the other comply with the more stringent EBRD standards and requirements of stakeholder engagement.

---

<sup>10</sup> EBRD Environmental and Social Policy, EBRD Commitments, Paragraph 7, Page 1

### 3.5 Transboundary Context Consultation

The Espoo Convention was ratified by Albania with Law No. 9478/2006. Thus, the obligations of the Espoo Convention are directly binding on Albania. In addition, the DCM 598, date 1.7.2015 “On the determination of rules and procedures for cross-border environmental impact assessment, which transposes the Directive 2011/92/EU, defines the procedure to be followed for screening and consultation. The process of notification and consultation with the affected parties is driven by the Ministry of Tourism and Environment (MoTE). MoTE can ask the developer to prepare a notification and undertake public consultation(s) beyond or in addition to the national EIA requirements. The developer may also be asked to undertake public consultation with affected parties. The Espoo Convention was ratified by Albania with Law No. 9478/2006.



## 4 Identification of Stakeholders and Communication Methods

In order to develop an effective SEP it is necessary to determine exactly who the stakeholders are and understand their priorities and objectives in relation to the proposed project. Therefore, identification and categorization of the Project’s stakeholders is based mainly on the following:

- Key stakeholders (promoter, beneficiary, lenders, etc.);
- Environmental and social characteristics of the project area;
- Project’s main elements (including technical components, activities, associated facilities, main impacts, land requirements);
- Regulatory Framework;
- Other plans/programmes/projects.

The identification and categorization of the project’s stakeholders would be as follows:

*Table 4.1\_Stakeholder categorization*

No	Issue	Type of stakeholder	Identified Potential stakeholder
1	Key, already involved, stakeholders	Stakeholders already provided in the ToR	<ul style="list-style-type: none"> <li>- European Bank for Reconstruction and Development (EBRD)</li> <li>- National IPA Coordinator (NIPAC)</li> <li>- Ministry of Infrastructure and Energy of Albania (MIE)</li> <li>- Albanian Railways (HSH)</li> <li>- European Union Delegation to Albania</li> <li>- Prime Minister Office</li> <li>- Ministry of Finance and Economy</li> <li>- Ministry of Tourism and Environment (MTE)</li> </ul>
2	Environmental and social characteristics of the project area	Institutions responsible for the receiving biophysical and man-made environment and the locals.	<p>Institutions responsible for</p> <ul style="list-style-type: none"> <li>- Designated sites (natural, cultural heritage, etc.)</li> <li>- Local government and administrative units;</li> <li>- Related public infrastructure (water, waste, power, roads, telecommunication, drainage, territory planning, etc.)</li> </ul> <p>Local groups, including</p> <ul style="list-style-type: none"> <li>- Local population;</li> <li>- Indigenous and or vulnerable groups;</li> <li>- Local businesses;</li> <li>- Local/national NGOs; etc.</li> </ul>
3	Project’s elements (components, associated facilities, activities and main potential impacts). With regard to the Project, its elements include the following: - Components: structure,	Local population, land owners and institutions/companies responsible for the receiving bio-physical and man-made environment, which	<p>Components and associated facilities:</p> <ul style="list-style-type: none"> <li>- Institutions /companies responsible for these elements,</li> <li>- local population, CSOs, vulnerable groups,</li> <li>- local government and administrative units,</li> <li>- land owners within the property of whose will be located these elements, etc.;</li> </ul>

No	Issue	Type of stakeholder	Identified Potential stakeholder
	superstructure, signalling, stations; - Associated facilities: power supply; facilities for signalling, telecommunication, etc.; - Potential impacts from climate change; construction and operational phases on ground and surface waters; biodiversity and protected areas; drainage and irrigation networks; local population; vulnerable groups; local businesses; etc.	may be affected from the project development phases.	Project’s activities and main potential impacts. The affected stakeholders include: - Institutions responsible for the designated sites (natural, cultural heritage, etc.); Local government and specific administrative units; related public infrastructure (water, waste, power, roads, drainage, telecommunication, territory planning, etc.); - Local groups, including: Local population; Indigenous and or vulnerable groups; Local businesses; Local/national CSOs; etc.
4	Regulatory Framework	Institutions responsible for applying National, EU and Lender (EBRD) regulations/standards	- EU: As Albania is an EU candidate country, the EU regulations relate back to the national regulations. EU Delegation is part of the key stakeholders; - National level: Institutions responsible for carrying out the EIA process (Ministry of Tourism and Environment, National Environmental Agency, Regional Environmental Agency, National Agency of Protected Areas, etc.); - Lender: EBRD
5	Other plans / programmes / projects	Relevant stakeholders advancing other plans / programmes / projects from the interaction with which could be result cumulative impacts. The Project must be in compliance with the national and local development plans	- National Territory Development Agency, responsible for the urban territory development (planning and monitoring) at country level; - Prime Minister Office, Department of Development and Good Governance, responsible for overall coordination of private and public investments in Albania; - Affected municipalities, responsible for the urban territory development, tourism, etc. at the municipality level; - National/local institutions/companies/donors responsible for other plans/programmes/ projects related to the project’s components (especially on roads investments, water supply and irrigation networks, etc.)

The purpose of stakeholder identification is to identify and prioritise Project stakeholders for consultation. Stakeholder identification is an ongoing process, and thus key stakeholders will continue to be identified during different stages of the Project.

As a result of the stakeholder mapping, Project stakeholders are categorised into two main categories:

- a) Primary stakeholders are the individuals and groups who are affected directly by the Project; and
- b) Secondary stakeholders are those parties that have influence on, but are not necessarily directly impacted by the Project.

The key stakeholders identified are presented in Table 4.2 below

*Table 4.2\_List of key stakeholders identified*

Stakeholder Category	Type	Name	Impact/Influence
Primary	Project Shareholders/ Internal Stakeholders	<ul style="list-style-type: none"> <li>- MIE project promoter</li> <li>- Albanian Railways (HSH), project beneficiary</li> <li>- NIPAC, Responsible for IPA funds coordination</li> <li>- Ministry of Finance and Economy, lender</li> </ul>	This group will directly influence and impact the project through the decision-making process.
	Communities and businesses in settlements nearby the railway alignment	Local population (including vulnerable groups i.e. women, pensioners, veterans, and any formal and informal persons and businesses) located in the directly affected and neighbouring areas where works will take place.	The communities and businesses may be affected due to project related land acquisition including access to land and assets either on temporary or permanent basis. This will then lead to physical and/or economic displacement.
Secondary	Governmental environmental authorities	<ul style="list-style-type: none"> <li>- Ministry of Tourism and Environment</li> <li>- National Environment Agency</li> <li>- National Agency for Protected Areas</li> <li>- RAPA, responsible for managing the Managed Natural Reserve (MNR) of Shkodra Lake</li> </ul>	Responsible authorities for managing the national EIA process and protected areas.
	Other agencies	National Territory Development Agency: responsible for urban territory development and monitoring at country level	The railway line Vorë – Hani i Hotit is part of the General Local Development Plans of the 7 municipalities along the alignment
	CSOs	As per list of CSOs enclosed in Appendix 8.1 (separate document)	Will not directly impact the scope or construction on this Project, but will be consulted about the Project's area biodiversity values as well as social issues relevant to the Project area.
	Contractors/Suppliers	Contractors and equipment suppliers on Project.	This group will directly participate in the implementation of the Project.
	Construction workers	Local individuals, residents in Municipalities (settlements) along the railway alignment	Hired by contractors of this Project to carry out the construction works.
	Supervising Engineer	Works Supervision Engineer	Will monitor and provide guidance on the implementation of the works and implementation of environmental management plans, and other plans of the Contractors
	Local emergency services	Health services, Fire Department, Police Department, Accident & Emergency	Need to be informed on the planned construction works, and consulted on any public disturbance/access issues.
	Owners and operators of utilities	Telecommunication system, water pipelines, drainage and irrigation channels	Need to be informed and consulted in case they need to plan any repairs to their network during construction works
Lender	Lending Organisation	EBRD	This organisation will provide the loan to carry out the Project, alongside certain environmental, social and technical requirements.

Stakeholder Category	Type	Name	Impact/Influence
	Others	WBIF Albania Representative and European Union Delegation to Albania	Monitoring of WBIF funds. IPA III contributes grant funding to the WBIF. The EUDs are responsible for managing IPA III for the programming period 2021-2028

## 4.1 Data collection issues

The ESIA study established a general social and economic profile of the affected communities. Data on the affected communities, as well as vulnerable groups such as, women head of households, disable persons, number of families supported with economic aid at the settlement/village level and social services are discussed at Section 5.2.19 of the main ESIA Report.

Nevertheless, it should be noted that data collection faced several limitations due to factors outside of the project that include the i) contested local elections which took place in June 30, 2019 and the post-election situation<sup>11</sup> particularly in Vora Municipality where Mayor and staff changes have continued as of July 2019 to January 2021, a situation which affected data collection process and counterparts continuity and availability; ii) the devastating earthquake of November 26, 2019 which heavily affected 4 out of 7 municipalities along the alignment and unavailability of counterparts (key informants) in these municipalities (November 2020 to March 2021) and lastly iii) the Covid-19 pandemic situation as of March, 2020 has adversely affected mainly the validation for this type of information detailed at the level of affected settlements. Often it was challenging or even impossible to reach key informants due to Covid-19 situation.

It should be noted that vulnerable people needs have been considered when proposing accessibility of vulnerable people (elderly, disable persons, young children, women etc) to level crossing, construction of noise barriers (in areas where schools are located nearby the railway), accessibility of impaired people (disable, elderly, women with infants) to stations, through better station design and platforms.

A substantial amount of household-level socio-economic data will be collected during the census and inventories of assets. The socio-economic survey and census will be prepared during the proposal for expropriation. The socio-economic survey should be linked closely with the census and inventory of assets to provide comprehensive information on households' economic resources, including common property resources. The affected properties will be defined based on the expropriation study along with maps and properties ownership information from the cadaster. This information is not available to date.

<sup>11</sup> ODIHR Election Observation Mission Final Report states that “... the 30 June local elections were held with little regard for the interests of the electorate. The opposition decided not to participate, and the government determined to hold the elections without it. In the climate of a political standoff and polarisation, voters did not have a meaningful choice between political options. In 31 of the 61 municipalities mayoral candidates ran unopposed. Political confrontation led to legal uncertainty, and many decisions of the election administration were taken with the political objective of ensuring the conduct of elections..” available at [https://www.osce.org/files/f/documents/1/f/429230\\_0.pdf](https://www.osce.org/files/f/documents/1/f/429230_0.pdf)

## 5 Summary of Stakeholders Engagement Activities

The project team has engaged with various stakeholder groups to inform them about the project and to understand their views towards it. It should be noted that the stakeholder engagement process has been disrupted and suffered a lot from the November 26, 2019 earthquake and its emergency post situation in municipalities of Vorë, Kruja, Kurbin and Lezhë.

Similarly, the Covid-19 pandemic lock down and imposed social distancing measures did influence stakeholder engagement activities due to restrictions on travel, organisation of face-to-face meetings and limitations to gathering of large group of people. Due to this situation, the consultant was able to launch and organise the consultation process with local communities only at mid-June 2021, in parallel with the DD finalisation.

With the aim of increasing the information and involvement of larger stakeholder groups, during the planning of the public consultation meetings organised with the close collaboration of municipalities, invitations were sent to elderly, heads of administrative units and their employees, environment agencies, prefectures, local CSOs, inhabitants living nearby the railway alignment; businesses established nearby the railway alignment. Invitation to participate in these meetings was published on the web pages of the municipalities, the social media (Facebook and Instagram) of the municipalities and in some cases of Mayors personal social media accounts (such as in the case of Shkodra, Kruja and Vau Dejës). These notifications invited inhabitants, local CSOs and other stakeholders (teachers of the nearby school facilities, regional environment agencies, qarks, business owners nearby the railway line, etc.) to attend the meetings.

The Project team continued with proven and active stakeholder engagement approach through regular dialogue with relevant regulatory bodies, designated experts, affected communities and other stakeholders of the project. The process of stakeholder engagement and identification of potentially affected communities is an ongoing and extensive process, that needs to take place consistently at next phases of Project implementation and that needs to be followed by HSH. HSH shall seek to plan accordingly the stakeholder engagement as a continuous process throughout the project life cycle.

The most important engagement activities undertaken to date are summarised in the table bellow. Also, a full summary of all held consultations is available on request from the HSH.

*Table 5.1\_List of meetings held to date in the Project area*

Stakeholder	Date	Method of engagement	Main issues discussed
<b>National stakeholders</b>			
Prime Minister Office	09/05/19	Meeting	Discussed with Dept of Development and Good Governance scope of Project; project of major interest to the Albania Gov't,
National Territorial Planning Agency	27/06/19	Meeting	Discussed scope of Project; discuss on status of territorial planning process in the 7 affected municipalities, data available and accessibility to those and other major investment projects
Ministry of Tourism and Environment (MTE)	26/09/19 12/02/20	Meetings	Inform MTE on the project scope of work and implementation stage, discuss on EIA procedure and related documents and the trans boundary consultation procedure; discuss the new DCM on ESIA online application

Stakeholder	Date	Method of engagement	Main issues discussed
			procedure and new requirements for ESIA application through e-albania portal
Ministry of Agriculture and Rural Development	30/01/20	Meeting	Inform on the project and the particular situation with the Spathara 1&2 Bridges and their future reconstruction interventions as part of the rehabilitation works of the whole 120 km railway line from Vora to Hani Hotit
Albanian Road Authority	30/01/20	Meeting	Discussed scope of Project; discussed railway intersections with Shkodra Bypass and any other major upcoming project
National Cadastra Agency	11/10/20 12/10/20	Meeting; Correspondence by HSH	Present and inform on the project, and discuss starting of the procedure for property ownership data that will be affected by the rehabilitation of the railway line and construction of the service roads along it.
Ministry of Infrastructure and Energy (MoIE)	20/10/20	Meeting	Discuss in principle the expropriation procedure in Albania, especially the changes introduced by the new Law 11/2020, amending Law 8561/1999, which establishes a dedicated Public Expropriation Agency (PEA); PEA is expected to become functional by Q1 2021.
National Agency for Natural Resources	14/10/20	Official Correspondence by HSH	Inform on the project, collect comments/suggestions for landfills near the railway track where the remains of metal, wood, concrete and soil materials caused by the demolition of existing ruined stations, sleepers, bridges, quarries can be deposited
Ministry of Culture	14/10/20	Correspondence by HSH	Inform on the project and collect Ministry of Culture their opinion / comment on the cultural heritage along the alignment that might be impacted
National Agency of Protected Areas (NAPA)	14/10/20	Official Correspondence by HSH	Inform on the project and collect NAPA opinion/ comment on any potential impact of the railway line section which passes in the land part of the Shkodra Lake protected area
National Agency for Water Supply, Sewerage and Solid Waste	14/10/20	Official Correspondence by HSH	Inform on the project, collect comments/suggestions for landfills near the railway track where the remains of metal, wood, concrete and soil materials caused by the demolition of existing ruined stations, sleepers, bridges, quarries can be deposited
National Environment Agency (NEA)	01/03/21	Meeting	Present the project scope and maturity status, discuss the official starting of the ESIA procedure for this sub-project as per the national requirements; public hearings to be organised in collaboration with REAs of Tirana and Lezha once the application in e-albania is submitted
<b>Regional / Local Stakeholders</b>			
Municipality of Vora	09/04/19 12/06/20 26/03/21 06/04/21 30/06/21	Meetings; correspondences and email communication	Discussed scope of Project; ensure Municipality support for upcoming stages – data, suggestions on usage of unauthorized level crossing, PaPs identification etc.; Present and discuss Albanian Railways submitted dwg open line alignment, authorised level crossings and service road solutions; inform on project progress and share with the Municipalities for any comments/suggestion the hydrological solutions particularly focusing on the drainage and irrigation; vulnerable people at settlement level data collection
Municipality of Kruja	09/04/19 12/06/20 12/11/20 26/03/21 30/06/21	Meetings; formal correspondences and email communication	Discussed scope of Project; ensure Municipality support for upcoming stages – data, suggestions on usage of unauthorized level crossing, PaPs identification etc. Present and discuss Albanian Railways submitted dwg open line alignment, authorised level crossings and service road solutions; information on waste disposal, especially urban and infrastructure waste; inform on project progress and share with the Municipalities for any comments/suggestion the hydrological solutions particularly focusing on the drainage and irrigation; vulnerable people at settlement level data collection

Stakeholder	Date	Method of engagement	Main issues discussed
Municipality of Kurbin	09/04/19 15/06/20 12/11/20 26/03/21 30/06/21	Meetings; formal correspondences and email communication	Discussed scope of Project; ensure Municipality support for upcoming stages – data, suggestions on usage of unauthorized level crossing, PaPs identification etc; Present and discuss Albanian Railways submitted dwg open line alignment, authorised level crossings and service road solutions; information on waste disposal, especially urban and infrastructure waste; inform on project progress and share with the Municipalities for any comments/suggestion the hydrological solutions particularly focusing on the drainage and irrigation; vulnerable people at settlement level data collection
Municipality of Lezha	10/04/19 15/06/20 12/11/20 26/03/21 30/06/21	Meetings; formal correspondences and email communication	Discussed scope of Project; ensure Municipality support for upcoming stages – data, suggestions on usage of unauthorized level crossing, PaPs identification etc. Present and discuss Albanian Railways submitted dwg open line alignment, authorised level crossings and service road solutions; information on waste disposal, especially urban and infrastructure waste; inform on project progress and share with the Municipalities for any comments/suggestion the hydrological solutions particularly focusing on the drainage and irrigation; vulnerable people at settlement level data collection
Municipality of Malesia e Madhe	10/04/19 16/06/20 12/11/20 26/03/21 30/06/21	Meetings; formal correspondences and email communication	Discussed scope of Project; ensure Municipality support for upcoming stages – data, suggestions on usage of unauthorized level crossing, PaPs identification etc.; Present and discuss Albanian Railways submitted dwg open line alignment, authorised level crossings and service road solutions; Consultat on waste disposal, especially urban and infrastructure waste; inform on project progress and share with the Municipalities for any comments/suggestion the hydrological solutions particularly focusing on the drainage and irrigation; vulnerable people at settlement level data collection
Municipality of Vau-Dejes	17/04/19 15/06/20 12/11/20 26/03/21 30/06/21	Meetings; formal correspondences and email communication	Discussed scope of Project; ensure Municipality support for upcoming stages – data, suggestions on usage of unauthorized level crossing, PaPs identification etc.; Present and discuss Albanian Railways submitted dwg open line alignment, authorised level crossings and service road solutions; information on waste disposal, especially urban and infrastructure waste; inform on project progress and share with the Municipalities for any comments/suggestion the hydrological solutions particularly focusing on the drainage and irrigation; vulnerable people at settlement level data collection
Municipality of Shkodra	17/04/19 16/06/20 12/11/20 26/03/21 30/06/21	Meetings; formal correspondences and email communication	Discussed scope of Project; ensure Municipality support for upcoming stages – data, suggestions on usage of unauthorized level crossing, PaPs identification etc.; Present and discuss Albanian Railways submitted dwg open line alignment, authorised level crossings and service road solutions; information on waste disposal, especially urban and infrastructure waste; inform on project progress and share with the Municipalities for any comments/suggestion the hydrological solutions particularly focusing on the drainage and irrigation; vulnerable people at settlement level data collection
Emergency Directorate in Lezha Prefecture	01/05/20	Meeting	Flooding events in Lezha area, current situation with Lezha 1 and Lezha 2 bridges, drainage issues of Lezha plains and existing Lezha station
Water and Sewage Utility Durres	03/09/20	Meeting	Present and discuss the project and any intersection of Durres main water pipeline with Lot 1; in the west of Ishmi bridge a main water pipeline system (washout chamber) has been identified during the preparation of DD stage
Durres Irrigation and Drainage Directorate	18/09/20	Meeting	Proposed solution for the drainage interventions along Lot; No primary drainage/irrigation channels are found in the project area which the direct responsibility of this Regional Directorate

Stakeholder	Date	Method of engagement	Main issues discussed
Tirana Municipality	18/09/20	Meeting	A meeting with the General Directorate of Roads and Public Lighting within Tirana Municipality was organised to discuss involvement of Tirana Municipality structures in maintenance works for the drainage channels in Vora municipality
Regional Cadastra Offices in Kamez-Vore, Kruje, Lezhe and Shkoder	14/10/20	Official Correspondence by HSH	HSH through its formal correspondence Prot no 1018, dated 14.10.2020 The railway axis, and the planimetry of the railway space (bandage) was officially submitted to collect information on the ownership status;
Regional Environmental Agency (REA) for Tirane, Durres, Diber regions	23/10/20	Email correspondence by HSH	Present and inform on the project; request for any comments / suggestions on the environmental issues that the ESIA team should be taking into consideration
Regional Environmental Agency (REA) for Lezhe, Kukes, Shkoder regions	23/10/20	Email correspondence by HSH	Present and inform on the project; request for any comments / suggestions on the environmental issues that the ESIA team should be taking into consideration
Prefect of Shkoder Qark / Drini-Buna Water Basin Council	26/03/21	Official Correspondence by HSH	Preset the project, collect any comments/suggestion regarding the hydrological solutions particularly focusing on the overall solutions regarding interventions in the water courses (rivers and streams) which are crossed by the railway alignment
Drini-Buna Water Resources Administration Office	26/03/21	Official Correspondence by HSH	Preset the project, collect any comments/suggestion regarding the hydrological solutions particularly focusing on the overall solutions regarding interventions in the water courses (rivers and streams) which are crossed by the railway alignment; the dedicated Water Source Management Office responsible for the management, including monitoring of water issues in the Drini-Buna River Basin. The office is also responsible for issuing work permissions for interventions in the river beds.
Prefect of Lezhë Qark / Mat Water Basin Council	26/03/21	Official Correspondence by HSH	Preset the project, collect any comments/suggestion regarding the hydrological solutions particularly focusing on the overall solutions regarding interventions in the water courses (rivers and streams) which are crossed by the railway alignment
Prefect of Tirana Qark / Erzen-Ishem Water Basin Council	26/03/21	Official Correspondence by HSH	Preset the project, collect any comments/suggestion regarding the hydrological solutions particularly focusing on the overall solutions regarding interventions in the water courses (rivers and streams) which are crossed by the railway alignment
Erzen-Ishem-Mat Water Resources Administration Office	26/03/21	Official Correspondence by HSH	Preset the project, collect any comments/suggestion regarding the hydrological solutions particularly focusing on the overall solutions regarding interventions in the water courses (rivers and streams) which are crossed by the railway alignment; the dedicated Water Source Management Office responsible for the management, including monitoring of water issues in the Erzen-Ishem-Mat River Basin. The office is also responsible for issuing work permissions for interventions in the river beds.
<b>Local CSOs and other key informants</b>			
The Doors	27/01/20	Meeting	A local CSOs providing support to disable people integration to social and economic life in wider region of Shkodra (Shkoder, Lezhe and Malesi e Madhe municipalities). Informed on the project scope and intervention. Discussed information on people with disabilities in the wider region of



Stakeholder	Date	Method of engagement	Main issues discussed
			Shkodra. The organisation is offering support through to vulnerable people with chariots and similar support. Highlighted the need to ensure secured level crossings for this category of people as well as easy access in to be built stations and other railway facilities, as the existing ones are not at all friendly to this category of persons.
Mary Ward Loreto	27/01/20	Meeting	Local Lezha CSOs working with women and youth in Lezha region. Present the project scope and discussed situation and data related to women employment and youth in Lezha. Need to foresee awareness raising activities addressed to youth on the safety issues related to railway crossing particularly in areas where the railway line is passing by education facilities. Tailor made trainings and/or education programmes as “extra curricular activities” to inform particularly the primary and secondary school kids.
Studies and Development Center (SDC)	28/01/20	Meeting	The women situation in Lezha region particularly rural area is restricted to their family daily activities; employment levels are low and the key employments in this region are fasoneries and food processing businesses (fish and olive). Women with young kids face employment problems due to burden of raising kids, in those cases where they do not have kin family support. Issues of women confidence in CSOs implemented activities was noticed, i.e. they do not want to be photographed.
Malesia e Madhe, Railway Line Technical Staff;	09/12/20	Meeting and site visit	Consultation with the railway line technical staff on whereabouts and noise level measuring points in Western neighbourhood of Lezhe City
Lezhe Railway Line Technical Staff	10/12/20	Meeting and site visit	Consultation with the railway line technical staff on whereabouts and noise level measuring points in Eastern neighbourhood of Shkoder City
Malesia e Madhe, Railway Line Technical Staff;	06/04/21	Meeting and site visit	Consultation with the railway line technical staff on the authorized but non-secured level crossing; the number of inhabitants and cars and livestock using these level crossing quite few; no eventual accident in the past; in this section the construction works for the new water supply system for the villages of the area was ongoing;  the employment and incomes of the locals mainly from remittances (most of the population migrated to USA and UK); family sizes quite small due to high level of migration; most of the houses closed; the workforce and land surface used for cultivating medicinal plants (common sage - Salvia Officinalis);
Green Center Albania Association, Shkoder	07/04/21	Meeting	A local CSOs working in Shkodra and Malesia e Madhe municipalities; Informed on the project scope and intervention; consulted on the data/information related to the vicinity of Shkoder Lake to the railway alignment
Well Point Association – Kujdes për të gjithë	07/04/21	Meeting	“Well Point - Care for Everyone” CSOs scope of work is safeguarding public health and environmental issues. Present the projects scope and discussed the biodiversity and environment issues in the project area.
Organization for Management of Fishery (OMP)	07/04/21	Meeting	Informed on the project scope and intervention. Discussed information related to fisheries, fish stock, lake pollution;
FORUMI Shqiptar Liqeni i Shkodrës / Albanian Shkodra Lake FORUM	08/04/21	Meeting	Informed on the project; discussed the situation related to biodiversity in Shkodra Lake. A lot of studies have been performed in the Shkodra lake with various donor support; unfortunately the Management Plan the guiding document for the sustainable use of this area has not been approved; the data gathering process of habitat mapping is not continuous which does not

Stakeholder	Date	Method of engagement	Main issues discussed
			provide a understanding of the real existing situation; project is assessed as not impacting the NRM area.

According to the information obtained from the above meetings, participants perceived that the most urgent issue remains secured access to agricultural lands, located west of the railway line; secured level crossing and traffic re-routing taking into consideration existing road network and foreseen service roads.

9 public consultation meetings were organized by the HSH in relation to stakeholder engagement for this Project. The meetings were supported by disclosure of relevant information in the municipalities' web sites and social media.

*Table 5.2\_Summary of public consultation meetings held on June 2021*

Municipality	Date	Participants	Main issues raised
Vorë Municipality	15/06/21 Shargë village	Shargë village inhabitants, Municipality representatives, elderly of Sharge village, local business representative, kindregarden teacher; railway line technicians	land expropriation issues; waste generated and its disposal; circulation of village inhabitants on both sides of the railway line once the railway will be fanced; Sharge underpass;
Vorë Municipality	15/06/21 Fushë Prezë village	Fushë Prezë village inhabitants, elderly of Fushe-Preze village, Head of Vore Administrative Unit, Municipality representatives, railway line technicians;	location of the area to be permanently expropriated by the improvement of the line curve; land price in case of expropriation; need for the raitaining walls; timeline for the construction works;
Vau Dejës Municipality	16/06/21 Mulliri Bar Restaurant, Vau Dejës	Municipality representatives, heads of Adminstrative Units, elderly of the nearby villages inhabitants, local CSOs, local businesses, Shkodra Regional Education Directorate; railway line technicians	existing level crossings used by local communities; access of farmers to the agricultural lands in Hajmel, Kac etc; enquiring whether the railway affects any properties and checking this information in google maps; Hajmel station functioning; solid waste disposal; Mjeda new station; timeline for the construction work; empoloyment and training of the local work force
Malësia e Madhe Municipality	17/06/21 Malësia e Madhe Municipality	Municipality representatives; Heads of Gruemire and Qender Administrative Units inhabitants; Irrigation and Drainage Regional Directorate; elderly and inhabitants of Borçi i Vogël, Pjetroshan, Bajze, Omaraj, Hot village; railway line technicians	railway property and land expropriation process; the price for land expropriation; level crossings and service roads; circulation of farmers and the herds/animals the lands on the west of the railway line; establishing a training stations before the MNE/AL border point; timeline for the construction works
Shkodra Municipality	18/06/2021 Shkodra Municipality	Municipality representatives, Guri i Zi and Rrethinat Administrative Units, elderly and inhabitants from Rrethinat, Rrenc, Vukatane and Shtoj i Vjeter settlements; railway line technicians; representatives of local TV stations (TV1-Channel and Rozafa TV) <sup>12</sup>	travel time and ticket's cost; buildings distance from the railway security belt; connection with Kosovo; access to farmers to agriculture land; level crossings and service roads; overall traffic management in the vicinity of the railway track at 95+600km; involvement of local government during construction works; Shkodra station infrastructure; sharing of platforms; parking spaces for bicycles; turning Shkodra Railway Station into a multimodal station

<sup>12</sup> The meeting was also broadcasted on local media, available at <https://www.youtube.com/watch?v=nKtxcAEULZA>

Municipality	Date	Participants	Main issues raised
			where the intercity and urban bus lines (11 in total) can be located
Lezha Municipality	21/06/2021 Cultural Center of Lezha	Municipality representatives, Administrators of Zejmen, Shenkoll, Shengjin, Kallmet, Blinisht and Balldren Administrative Units, inhabitants and elderly people of Markatomaj, Spiten, Gocaj, Pllane settlements; railway line technicians; Regional Environmental Agency of Lezha	level crossings and service roads; land expropriation prices; noise and vibrations during constructions works; expected timeline for the construction works; water supply infrastructure crossing the railway line in Zejmen; disposal of solid waste generated; infrastructure of level crossings – barriers;
Kurbin Municipality	22/06/2021 Cultural Center of Kurbin, Lac city	Municipality representatives, Heads of Milot, Mamurras and Lac Administrative Units, inhabitants and elderly people of Mali i Bardhe, Lac, Gjorm, Fushe-Mamurras, Shullaz, Zhej, Fushe-Milot settlements, Qark representatives, local CSOs; railway line technicians	allowed distance of the buildings from the railway; inundation and floodings of the lands due to railway; level crossings; service roads; entrance to railway stations; underpasses usage for acces to agriculture lands; constructions timeline; land expropriation
Kruja Municipality	23/06/2021 Bubq Administrative Unit	Municipality representatives, Bubq Administrative Unit; inhabitants and elderly of Budull, Fushe-Murqine and Bubq settlements; railway line technicians	presence of heavy construction vehicles and impact to local road infrastructure; noise during constructions and operation of the trains; construction timeline and its funding; treatment of construction waste; torrent floods; safe passage to agricultural land; Budull station
Kruja Municipality	23/06/2021 Thumane Administrative Unit	Municipality representatives, Thumane Administrative Unit, inhabitants and elderly of Gramez, Derven, Thumane and Bushnesh villages, Qark representatives; railway line technicians	Ishmi station; level crossings, access to agriculture land and service roads; constructions timeline and impact on the livelihood of the inhabitants; passage of large agrcricultural vehicles;

A summary of raised questions and answers during the above public consultation meetings is provided in Appendix 10.1 of this document. The full summary of public consultations (including MoMs, pictures, issued leaflets per each municipality, list of participants, coverage in the social media and municipalities websites, etc.) is available on request from the HSH.

## 6 Future Stakeholder Engagement Programme

As part of the ESIA public consultation and disclosure process, SEP will be disclosed by HSH.

### 6.1 Disclosure of information

The types of information disclosed and the specific methods of communication to be undertaken for this project are summarised in the Stakeholder Engagement Programme in Table 6.1 below. The objectives of external communications are to provide continuous engagement with affected people and other relevant stakeholders and to inform them about the existing activities, performance, development and implementation of the Project. The information to be disclosed publicly is governed by EBRD’s Public Information Policy, PR 10 and Albanian legislation.

The SEP is a live document that will be revisited and updated, if necessary, on at least an annual basis (or when changes are made) to reflect the changes in stakeholder engagement due to Project developments and new stakeholders. The information that is required to be disclosed may change if there are changes in the Project design, schedule or area of influence. The external and internal communication methods and information for disclosure identified in Table 6.1 are not exclusive and HSH may choose to disclose more information upon request by stakeholders.

The Project Implementation Unit (PIU) of HSH is responsible for internal and external communications regarding the Project and will be the main contact point for affected people.

PIU team has been involved in running the public consultation meetings held in June 2021. It should be noted that during the key meetings that the project team held with the municipalities’ counterparts, as well as during the public consultations meetings HSH PIU has taken an active part.

All related Project documents and communication related to the Project will be available and undertaken in English and Albanian languages.

Contact information for this project is provided below:

Albanian Railways

Mr. Eriton Hasaj, Social and Communication Manager

Mob: +355 672221452 E-mail: [ankesa@hsh.com.al](mailto:ankesa@hsh.com.al) web site: <https://hsh.com.al/>

HSH will collect any comments and feedback associated with this Project and will document these. The contractor will assist in this process by escalating any grievances received through their workers to the Supervising Engineer, who will then pass on to the HSH. Minutes of meetings will be taken at all meetings (formal and informal) and will include a signed attendance register.

All comments received will be reviewed in accordance with the commitments made under best international practice presented within the “EBRD Requirements” section. All communications will be reviewed for the feasibility to make changes to satisfy the request and interest, and the communicator will be informed of the outcome.

### 6.2 Documents to be disclosed

During ESIA process, stakeholders will be provided access to reliable and complete Project information presented in a manner that takes account of specific local conditions, as well as

cultural and language preferences of local communities. To effectively communicate relevant information to diverse stakeholder groups, the following documents will be disclosed:

- Environmental and Social Impact Assessment Report – this document typically attracts interest among experts and non-governmental organizations (in Albanian and English);
- ESIA Non-Technical Summary – this document is needed in conducting the ESIA public hearings and informing the general public; as per the legal requirements the developer will need to prepare print outs of the report;
- Environmental and Social Action Plan;
- Stakeholder Engagement Plan (SEP) (in Albanian and English) – this document is required as part of ESIA package to be submitted to NEA and EBRD;
- Land Acquisition and Livelihood Restoration Framework/Plan;
- Environmental and Social Management Plan.

### 6.3 Available Communication Tools

To ensure accessibility of the disclosed documents, they will be available to the public at the webpages of the involved institutions, project promoter and the affected Municipalities:

- National Environment Agency (NEA) <http://www.akm.gov.al/>
- Regional Environment Agency of Tirana <http://drm.tirane@akm.gov.al/>
- Regional Environment Agency of Durres <http://drm.durres.akm.gov.al/>
- Regional Environment Agency of Lezha <http://drm.lezhe.akm.gov.al/>
- Regional Environment Agency of Shkodra <http://drmskoder.akm.gov.al/>
- Ministry of Infrastructure and Energy <https://www.infrastruktura.gov.al/>
- Hekurudha Shqiptare <https://hsh.com.al/>
- Municipality of Vora <http://bashkiavore.gov.al/>
- Municipality of Kruja <http://kruja.gov.al/>
- Municipality of Kurbin <http://bashkiakurbin.gov.al/>
- Municipality of Lezha <http://www.lezha.gov.al/>
- Municipality of Vau-Dejës <http://www.vaudejes.gov.al/>
- Municipality of Shkodra <http://www.bashkiashkoder.gov.al/>
- Municipality of Malësia e Madhe <http://bashkiamalesiemadhe.gov.al/>
- Ministry of Tourism and Environment <http://www.mjedisi.gov.al/>
- European Bank for Reconstruction and Development, <https://www.ebrd.com/work-with-us/project-finance/environmental-and-social-impact-assessments.html>

The documents will be made available immediately upon the commencement of the Project and will remain disclosed on the website of Albanian Railways (HSH), Ministry of Infrastructure and Energy (MIE) and EBRD throughout the Project lifecycle.

In addition, printed hard copies of the documents will be made available at the following premises:

- Ministry of Infrastructure and Energy (address: Rr. “Abdi Toptani”, Nr.1, 1001, Tirana)
- Hekurudha Shqiptare (address: Lagjia 3; Rruga “Egnatia” Durrës)

- European Bank for Reconstruction and Development, Tirana Resident Office (address: Torre Drin Building, 4th Floor, Abdi Toptani Street, Tirana)

It should be noted, that as part of public consultation process summary of project interventions in each municipality along with personalised project leaflets and project presentations in Albanian language have been published in all the municipalities websides, as well as in their social media. Coverage of the public consultation meeting in Shkodra Municipality in the local TV media was done.

## 6.4 Stakeholder Engagement Programme

An initial Stakeholder Engagement Programme is detailed in Table 6.1 below. This plan will be updated regularly by HSH, in the course of the project’s lifetime. A revised approach to stakeholder engagement, which takes account of the Covid-19 restrictions and social distancing, has been included

*Table 6.1\_ Stakeholder Engagement Programme*

Target Stakeholders	Type of Engagement / Information to be provided	Type of Communication/ Venue	Alternative activities accounting for Covid-19 restrictions	Tentative date/ Timeframe
<b>Pre- construction</b>				
All interested stakeholders	Online publication of project information and disclosure package on NEA, affected Municipalities and REAs web page	Online on web page of NEA	n/a	NEA within 5 days from the date of receipt of the request by HSH, publishes on its website for 20 days
All interested stakeholders	Organizing and conducting public hearings in order to further discuss the ESIA report with the public, HSH in close cooperation NEA, REAs and the affected Municipalities organise public hearings HSH, in parallel of informing NEA, shall formally broadcast project information, in the audiovisual media and local written media and, if the project has a national character, also in the national media; expose the public hearing materials in LGUs offices Disclosure package in hard copy	Hard copies of disclosure package Mass media – local newspapers, TV channels, radio, social media Announcements on the webside of HSH and affected municipalities	Disclosure focusing on online methods, radio/TV/newspaper announcement Targeted leaflet drops house-to-house in village with contact details and mechanisms for returning feedback	HSH within 5 days from the date of NEA, sends to the municipalities at least 100 printed copies of NTS HSH shall formally broadcast project information for 20 days
All formal and informal stakehodlers of land and other right holders	Prepare and disclose information on conducting of census and socio-economic surveys with PAPs; dissemination of a cut-off date via public announcements; explanation of the grievance process		Follow-up calls if contact details are available Telephone or online surveys Face-to-face, one-to-one interviews and discussions	To be prepared once the expropriation study has been completed or in parallel with it
Local communities in the	Individual consultation meetings as needed or requested by the Municipality or by any	Consultation meetings in	Face-to-face, one-to-one interviews and discussions	On going, on a needs bases

Target Stakeholders	Type of Engagement / Information to be provided	Type of Communication/ Venue	Alternative activities accounting for Covid-19 restrictions	Tentative date/ Timeframe
affected settlements	<p>identified stakeholder groups/individuals to discuss Project impacts</p> <p>Specific meeting targeting vulnerable population i.e women to inform of Project impacts and benefits and solicit opinions</p> <p>Designing and implementation of an information and awareness raising campaign, reaching out to stakeholders along the railway line (in particular vulnerable groups and those who currently use unauthorised crossings, including farmers and school students) in term of encouraging behavioural changes in terms of safe rail crossing practices, railway safety and efficiency and railway transport expected benefits</p>	<p>affected municipalities</p> <p>Awareness raising campaign including leaflets, mass media – local newspapers, TV channels, radio, social media</p>	<p>Awareness raising campaign focusing on online methods, radio/TV/newspaper announcement/spots, social media announcements</p>	<p>The awareness raising campaign shall be implemented before the construction works start; the campaign may be implemented by national/local CSOs</p>
<b>Construction</b>				
Permitting authorities, relevant ministries and public institutions	<p>Providing timely information on planned construction and expansion works, consultations regarding prepared plans and documentation.</p> <p>Consultations with relevant government authorities concerning Project activities undertaken by HSH.</p>	<p>Internal meetings with governmental institutions</p>	<p>Official email or written letter</p> <p>Teleconference meetings where possible</p> <p>Face-to-face, one-to-one meetings and discussions</p>	<p>On going, on a needs bases</p>
Affected communities and businesses in the Project settlements	<p>Providing timely information on the nature and duration of construction works; potential traffic delays, and any access restrictions.</p> <p>Undertaking general awareness activities on safety during the construction for local community members</p> <p>Providing timely information on land acquisition activities (if required).</p> <p>Information on control measures being undertaken by <i>contractor to limit disturbances</i>.</p>	<p>Public meetings, local notice boards, local mass media</p>	<p>Leaflet distribution</p> <p>Social media</p> <p>Municipalities website</p> <p>Local newspaper advertisement</p> <p>Telephone calls</p> <p>Face-to-face, one-to-one meetings and discussions</p>	<p>At least 2 weeks prior to start of construction works/ changes in traffic routes and on-going as necessary</p>
Vulnerable Groups	<p>Assistance in interpreting and understanding the information provided in public meetings. At least one meeting held for each potentially affected vulnerable group person with HSH, before construction</p> <p>Information on job opportunities and assistance in entering the job market.</p>	<p>Direct meetings with every affected person</p>	<p>Face-to-face, one-to-one meetings and discussions</p> <p>Leaflet distribution</p>	<p>On-going, on a needs basis;</p>
CSOs	<p>Providing timely information, communication and consultation, grievance management</p>	<p>Websites of HSH, affected Municipalities, and local media; consultative</p>	<p>Face-to-face, one-to-one meetings and discussions</p> <p>Teleconference meetings where possible</p>	<p>On-going, on a needs basis.</p>

Target Stakeholders	Type of Engagement / Information to be provided	Type of Communication/ Venue	Alternative activities accounting for Covid-19 restrictions	Tentative date/ Timeframe
		meetings meetings as necessary		
Contractors	Grievance procedure, code of conduct and work safety and health regulations, environmental protection requirements	Information in contracts; communication via PIU and supervision engineer; training as necessary	Official email or written letter Teleconference meetings where possible Face-to-face, one-to-one meetings and discussions Webinars SMSes	On-going, on a need's basis.
<b>Operation</b>				
New and existing users of rehabilitated railway line	Providing timely information on services quality and availability and any disruptions to services that might affect them; disseminate information on railway condition;	HSH website and local notice boards; daily local media;	n/a	On-going
Vulnerable Groups	Information on job opportunities and assistance in entering the job market.	Municipal website and local notice boards; daily local media; direct meetings (if needed)	Letters Sms, whatsapp messages Face-to-face, one-to-one meetings and discussions	On-going; on a needs basis

## 7 Grievance Management

The potential for disputes has been reduced considering that the reconstruction of the railway line, does not affect the PAPs to the extent where houses or other dwellings need to be dislocated, but rather a relatively small portion of their land.

Grievance redress procedures envisaged in the Albanian legislation include the negotiation of settlements encouraged by the Expropriation Law (Article 6); if an agreement is not reached when a decision on expropriation is passed by the Council of Ministers, the affected owner has the right to appeal to the Administrative Court. This right concerns only the amount of compensation offered and not the decision of expropriation itself.

The grievance mechanism will be based on EBRD standards<sup>13</sup>, which are more stringent than the Albanian regulations on this matter.

To comply with EBRD requirements, a more inclusive Grievance Redress Mechanism is established. The EBRD's guidance note on Grievance management<sup>14</sup> has been considered as the main basis for

<sup>13</sup> EBRD Environmental and Social Policy. EBRD, May 2014

<sup>14</sup> <https://www.ebrd.com/downloads/about/sustainability/grievance-mechanism.pdf>



the grievance process regarding the Project. Recent experience of HSH as per rehabilitation works starting on the Tirana – Durres railway line, have been taken into consideration when preparing this section.

The procedure is summarized here, but is also available in the Land Acquisition and Resettlement Framework (LARF), which was also developed for the Project.

The following principles will apply to grievance management:

- Any grievance related to land acquisition or to any other matter will be registered, acknowledged within 7 working days and tracked until it is closed;
- The grievance management system will include at least one level of review/appeal, with the aim to reach an amicable settlement wherever possible without resorting to a judicial review;
- Grievances will be processed and responded to within 30 working days.

The grievance procedure is designed to be effective, easy, understandable and without associated costs to the complainant. Registers of grievances will be established in locations close to potentially affected people. The developer will be responsible for handling the grievances in a timely fashion. It should be possible to register grievances in HSH main office, municipal and local offices and websites. A draft Grievance Leaflet has been prepared (Appendix 10.2) to inform people/communities about the process; it will be updated as the project implementation works will start.

Also bearing in mind the length of the alignment, information on the procedure, as well as the Public Grievance Form (a format provided under Appendix 10.3), will be available on notice boards in the affected communities, on local communities' websites and will be distributed during the consultation meetings.

The existence of grievance registers, as well as avenues and procedures to lodge a complaint (where, when, to whom, etc.), will be broadly communicated to the public. The grievance is managed by a two level system as described below:

## **7.2 First Level of Grievance Management**

Albanian Railways needs to establish a registry of grievances. PAPs will be able to submit grievances directly with the Albanian Railway company (a sample Grievance Form is attached as Annex 2). All grievances will be recorded in a register and assigned a number, and acknowledged within seven (7) days. It will have all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance.

Each grievance will be recorded in the registry with the following information:

- Description of grievance;
- Date of receipt/acknowledgement returned to the complainant;
- Description of actions taken (investigation, corrective measures); and
- Date of resolution and closure/provision of feedback to the complainant.

Any grievance can be brought to the attention of the Albanian Railways, personally or by telephone, or in writing by filling in the grievance form (by post, email or personal delivery) to the address/number as below:

Contact person: Mr. Eriton Hasaj, Communication and Social Manager

HEKURUDHAT SHQIPTARE S.A. (HSH)

Rruga Egnatia, Nr. 3 Durrës

Email: [ankesa@hsh.com.al](mailto:ankesa@hsh.com.al)

Tel / Mob: +355 672221452

The Albanian Railway will collect all the grievances and will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If the Albanian Railways is not able to address the issues by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 30 working days upon the acknowledgement of grievance.

For each grievance, a relevant file will be opened, including the following elements:

- initial grievance sheet (including the description of the grievance), with an acknowledgement of receipt handed back to the complainant when the complaint is registered;
- grievance monitoring sheet, mentioning actions taken (investigation, corrective measures);
- closure sheet, one copy of which will be handed to the complainant after he/she has agreed to the resolution and signed-off.

If the Albanian Railways is not able to address the particular issue raised through the grievance mechanism or if action is not required, it will provide a detailed explanation /justification on why the issue was not addressed. The response letter will also contain an explanation on how the person/organization which raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

The close out at the level of the first level will be sanctioned by a document, whereby the complainant acknowledges receipt of the proposed resolution and mentions whether he/she is satisfied or not.

## **7.2 Second Level of Grievance Management**

If the complainant is not satisfied with the implemented corrective action and/or a justification on why the corrective action is not required, the complaint will be directed to the Grievance Committee, which shall function as a third-party independent mediator. This would be the second level of grievance management, processing those grievances that the first level is not able to resolve.

The Grievance Committee will include one member of each Municipality in which the railway passes through, two representatives of the affected people and one representative of an independent CSO, or highly regarded lawyer or other person.

The Committee will re-evaluate previously carried corrective action and/or the justification on why an action is not required, and reconsider alternatives to address the complaint on the satisfactory manner. The complainant will be informed about the proposed alternative corrective action and follow-up of alternative corrective action within 3 months upon the acknowledgement of grievance.

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

The complaints should be addressed effectively and in due time, using an open, transparent, understandable, and friendly process that is readily accessible and culturally appropriate to the affected communities.

The grievance resolving process is summarized in the figure below

A separate grievance mechanism is available for workers, in accordance with PR 2<sup>15</sup>.

---

<sup>15</sup> EBRD PR 2

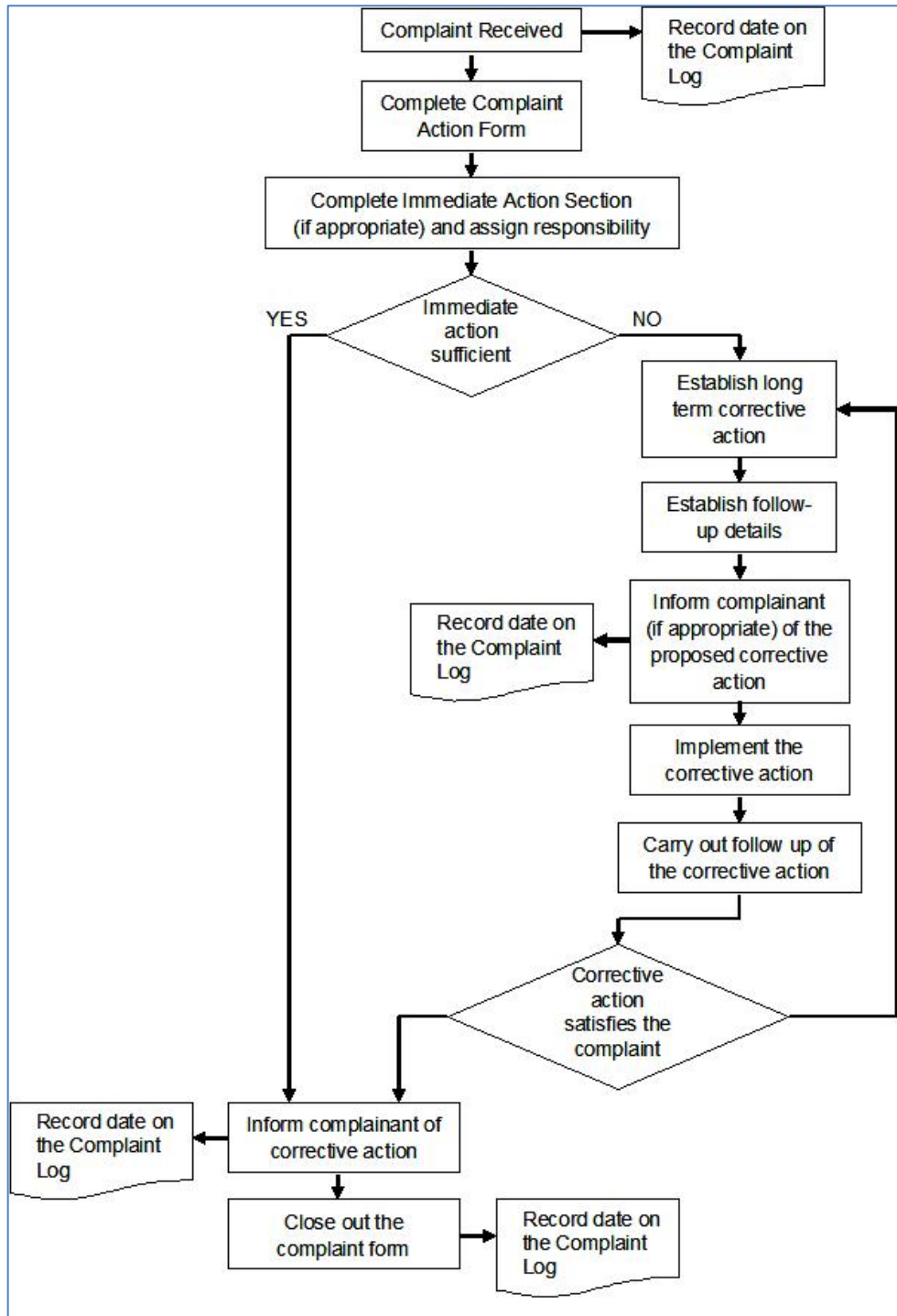


Figure 7.1\_Grievance Resolving Process

## 8 Role and Responsibilities

This chapter provides for the roles and responsibilities for SEP implementation and grievances resolution.

### 8.1 Roles and responsibilities

The roles and responsibilities for SEP implementation, during all the project cycle, include various entities as follows:

- Ministry of Infrastructure and Energy – as the project proponent and transport policy making institution
- Hekurudha Shqiptare (Albanian Railways) – HSH as the Implementing Agency
- Municipalities along the railway alignment – Municipalities of Vora, Kruja, Kurbin, Lezha, Vau-Dejë, Shkodra and Malësia e e Madhe are also beneficiaries given that the action area is included in their administrative territories. These municipalities are responsible for advancing the plans/projects that affect the same area (General Local Development Plan, etc.) and/or the same sector (transport)
- Consultant (DD, TD and ESIA) – the current Project who is responsible for preparing in close consultation with MIE and HSH the DD, TD and ESIA package
- Construction Company – following the contract awarding
- Operational Company – Albanian Railways
- Governmental institutions – Ministry of Transport and Energy, NEA, REA, NAPA, RAPA
- Project Affected People – Local population, especially vulnerable groups
- CSOs – CSOs dealing with the environment, socio-economic development of the project area, and/or any particular target group (youth, women, disable persons) etc.

It is envisaged that at least one Community Liaison Officer (CLO) is appointed to monitor and manage all the activities during the stakeholder engagement process to ensure the compliance with EBRD standards, especially during the construction phase of the Project. Responsibilities of the CLO include the following:

- Arrange and attend stakeholder meetings with technical team members and ensure feedback of stakeholder responses and requests to technical teams are responded to within agreed timescales;
- Liaise with other project managers and HSH PIU to ensure that stakeholder engagement requirements / protocols are understood;
- Proactively identify stakeholders, project risks and opportunities and inform the PM / HSH PIU to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.
- Ensure that the disclosure documents are disseminated accordingly to the public and affected communities in compliance with the national legal framework and EBRD requirements;
- Manage arising community matters;
- Communicate grievance management process to communities;

- Interact with related and complementary support activities that require ad hoc or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation);
- Monitors Contractors grievance management and grievance reporting;
- Responsible for on-going monitoring and review of the effectiveness and efficacy of the Grievance Mechanism in coordination with HSH PIU;
- Registration, investigation and resolution of grievances; Conduct grievance reporting.

## 8.2 Resources

Human and material resources for implementing the SEP and managing the GRM include.

*Table 8.1\_Resources for implementing SEP and managing GRM*

No	Stakeholder	Comment
<b>Project phase – Pre-Construction Phase – General</b>		
1	MIE – project proponent	MTI, as the project promoter, and policy making institution has a very important role in agreeing and approving the studies. They are involved in consultations, public hearing and ensure coordination and information sharing with the relevant institutions. They will support HSH in applying and gathering of all the necessary permits (construction permit, archeological permit etc) for works commencement. A contact person to be assigned to follow on behalf of MIE the project implementation at a more technical level.
2	HSH – project beneficiary	HSH, as the project beneficiary, and the institution managing the railway line has an important role in agreeing and approving the studies. A contact person to be assigned, preferably from the ESIA unit within HSH, to follow on behalf of HSH all the communication procedure, consultations with the project stakeholders and public hearings once the ESIA disclosure process will be undertaken.  HSH will be closely involved in preparing and disclosing the expropriation study and identification of the vulnerable persons to be directed affected by the project activities, through conducting of census and social surveys to be prepared as part of Land Acquisition and Livelihood Restoration Plan (LALRP)
3	Environmental institutions	MTE is very important in the ESIA process, both in communication with NEA, regional offices (Tirana, and Lezha) and neighbouring countries.  NEA is important for supporting stakeholders’ engagement in the disclosure process. Its REA offices will be involved in the activities to be performed in the affected municipalities.  NAPA and RAPA Shkoder are important to be involved as the railway line runs near Shkodra Lake protected area. Communication with them will be primarily through meetings and electronic correspondence
4	Municipalities	Municipalities will be closely involved through consultations meetings and organisation of public hearings, promotion of consultation documents and informing of the general public. In addition, they will support HSH in identifying the PAPs as well as implement information disclosure activities, which among other will include publication of project leaflets, grievance leaflets in their websites, print-outs of project elements specific to the municipality etc. They are expected to be engaged and support the preparation of site specific LALRP.  Representatives of municipalities may be involved as second level layer in the grievance management. They can be selected as a third-party independent mediator, to ensure amicable grievance management.

No	Stakeholder	Comment
5	CSOs – national and local CSOs	<p>In order to have an impared opinion in alternatives and project environmental and social impacts, national and local CSOs will be consulted during the ESIA approval process. A list of CSOs is provided in Appendix 8.1, whereas also NEA as part of the ESIA public hearing procedure shares the project documents and invites CSOs;</p> <p>CSOs (particularly local ones) are also considered as very important to raise public awareness about the benefits of rail transportation and to promote safe rail crossing practices in the project area; they may be involved in the implementation of an information and awareness raising programme, reaching out to stakeholders along the railway line (in particular vulnerable groups and those who currently use unauthorised crossings) and encouraging behavioural changes;</p> <p>Representatives of CSOs may be involved as second level layer in the grievance management. They can be selected as a third-party independent mediator, to ensure amicable grievance management.</p>
6	Consultants	Further TAs might be needed to support HSH to prepare the expropriation study and LALRP in order to ensure fair addressing of PAPs
7	EBRD	EBRD as the lead IFIs is closely involved in project implementation. They are providing no objections to be prepared additional studies and fair addressing a PAPs concern
<b>Project stage – Construction</b>		
1	MIE – project proponent	<p>Responsible for reporting on project works and status.</p> <p>Ministry of Infrastructure and Energy should budget the funds necessary to implement the Project, including obligations as set in the LALRP</p>
2	HSH – project beneficiary	<p>The assigned PIU will closely work to implement and monitor implementation in due time of works contracts, as well as monitor, report and evaluate compliance of the Project with EBRD “Environmental and Social (E&amp;S) standards”.</p> <p>As a project implementer, HSH also should serve as a contact point for consultation and providing feedback to all affected parties, including the landowners and the public also during the construction period.</p> <p>HSH should disseminate information about anticipated construction activities to affected stakeholders.</p>
3	Environmental institutions-	National Environmental Agencies including National Environmental Agency; Regional Environmental Agencies of Tirana, Durres, Lezha and Shkodra; National Agency of Protected Areas; Shkoder Regional Agency of Protected Areas shall monitor the implementation of mitigation measuese and impacts on the environment as per the approved ESIA
4	Municipalities	Albanian Railways to be assigned expert/s shall coordinate with the local governments of the municipalities affected by the project activities, to control the implementation of the appropriate mitigation measures, strategies, and decisions, as defined in the construction works contract and related permits.
5	CSOs – national and local CSOs	Albanian Railways (HSH) should serve as a contact point for consultation and providing feedback to all affected parties, including the CSOs and the public.
6	Contractors and Consultants to the Promoter	<p>Contractors for works will be responsible for works execution in due time and as per TD requirements; they should keep stakehoders informed about anticipated construction activities that might affect them (i.e., to notify stakeholders on road closures and diversions and any transport disruptions, construction schedule, etc)</p> <p>Supervision contractors will be responsible for ensuring works contracts are completed as per DD and TD requirements.</p>

No	Stakeholder	Comment
		<p>Contractors should keep stakeholders informed on local employment opportunities</p> <p>Consultants to the HSH, will support the later to prepare periodically reports assessing compliance to the E&amp;S standards;</p> <p>During construction works, the Contractor will manage the process of temporary occupation of privately owned land, with regard to storing the material required for the rehabilitation works for the railway. The Contractor should ensure that the temporary lease of land does not negatively affect the land owners, and should restore it back to original condition for future agricultural productions.</p>
7	EBRD	<p>EBRD as the lead IFIs is closely involved in project implementation.</p> <p>It is will be the recipient of the Initial Monitoring Report on the implementation of the LARP at the time of the Loan condition effectiveness, and periodical Monitoring Reports annually thereafter, during the life of the project as part of the Annual Reporting.</p>
<b>Project stage – Operational stage<sup>16</sup></b>		
1	MIE – project proponent	<p>Responsible for policy making (including legal framework drafting) to ensure further advancement of the railway sector.</p> <p>Ministry of Infrastructure and Energy should budget the funds necessary for loan repayment as per to be agreed loan requirements with EBRD;</p>
2	HSH – project beneficiary	Responsible institution for implementing a detailed financial and implementation plan for the future maintenance operations of the Project (O&M plan) and its reporting;

<sup>16</sup> CMD 379/2016



## 9 Monitoring and Reporting

The results of the stakeholder engagement process will be included in Monitoring Reports to be prepared by the HSH PIU. The first report will be produced 3 months after the beginning of the Project, and will continue on a quarterly basis. The reports will be made public on the website of the HSH 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 the HSH, including the implemented corrective measures meant to address the grievances;
- Number and types of grievances raised in the reporting period, with indication of opened, resolved and closed grievances.

In addition, the HSH PIU will submit Annual Environmental and Social Reports to EBRD summarising environmental and social impacts, health and safety performance, disclosure and consultation performance and implementation of the external grievance mechanism. Summaries of these reports will be published on the website of HSH.

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

The outcomes of stakeholder engagement will be monitored and reported through the following list of key performance indicators (KPIs).

*Table 9.1\_Monitoring and reporting KPIs*

Step	Data base of activities during the project development phases
1	Engagement with stakeholders
1.1	<p>Formal stakeholders (Categories: Lender, Implementing agency, beneficiary, governmental institutions and agencies, NGOs)</p> <ul style="list-style-type: none"> <li>• Number and nature of engagement activities by category;</li> <li>• Raised issues and agreed actions, as well as status of those actions;</li> <li>• Minutes of meetings (given in an appendix and reported bi-monthly);</li> <li>• Number and nature of Project documents disclosed in the web sites of the involved stakeholders;</li> <li>• Number and nature of the Project website updating;</li> <li>• Number and categories of comments received on the website;</li> </ul>
1.2	<p>PAPs (categories: Locals, Vulnerable groups)</p> <ul style="list-style-type: none"> <li>• Number, nature and location of formal and informal meetings with PAPs by category;</li> <li>• Number and nature (gender, age, education, employment, ethnic/sociolinguistic group, etc.) of vulnerable persons/groups for each attended meeting;</li> <li>• Minutes of meetings (given in an appendix and reported bi-monthly);</li> <li>• Number and nature of received comments, agreed actions, status of those actions and how the comments are included in the ESMP.</li> <li>• Number, nature and location of community awareness raising, including the targeted communities;</li> <li>• PAPs engagement will be given as an appendix of the SEP report.</li> </ul>

Step	Data base of activities during the project development phases
1.3	<p>Grievance Mechanism</p> <ul style="list-style-type: none"> <li>• Number of received grievances by stakeholder’s category (PAPs, formal stakeholders, NGOs, etc.) and nature of used means (email, telephone, discussion);</li> <li>• Profile of the complainants (location, vulnerability of the social/ethnic group, gender, age, education, employment, etc.), by category of stakeholder;</li> <li>• Grouping grievances in function of the receiving environment (e.g., drinking water quantity and quality, waste water, etc.);</li> <li>• Number of handled grievances, as follows:                             <ul style="list-style-type: none"> <li>- Opened;</li> <li>- Resolved;</li> <li>- Resolved partly;</li> <li>- Treated but not accepted;</li> <li>- Number of satisfactory responses and category/profile of the complainants;</li> <li>- Average time of resolution process, in function of the category/profile of the complainants</li> </ul> </li> <li>• The received complaints and their processing, and its results will be annexed to the SEP report</li> </ul>
1.4	<p>Workers’ grievance</p> <ul style="list-style-type: none"> <li>• Number of grievances raised by workers and their profile (vulnerability of workers’ group, gender, age, education, etc.),</li> <li>• Number of handled grievances, as follows:                             <ul style="list-style-type: none"> <li>- Opened;</li> <li>- Resolved;</li> <li>- Resolved partly;</li> <li>- Treated but not accepted;</li> <li>- Number of satisfactory responses and profile of the worker;</li> <li>- Average time of resolution process, in function of the worker’s profile</li> </ul> </li> <li>• The received complaints and their processing, and its results will be annexed to the SEP report</li> </ul>

## **10 Appendices**

### **10.1 Summary of key issues discussed during the consultation meetings held on June 2021**

Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant's provided answers
Vore Municipality representatives, Sharge inhabitants, kindregarden teacher	15/06/21 Shargë village	<ol style="list-style-type: none"> <li>1. Will the Project affect any buildings?</li> <li>2. What will be the fuction of the retaining walls within the railway line sections which curve radius will be increased?</li> <li>3. How will be done the compensation of the land surface to be permanently occupied?</li> <li>4. How and where will the solid waste be dipossed?</li> <li>5. How wil be the circulation of the locals on both sides of the railway line?</li> <li>6. How will the rehabilitation address Sharge underpass, where high trucks cannot pass through?</li> </ol>	<ol style="list-style-type: none"> <li>1. No building will be affected;</li> <li>2. Two types of retaining walls are designed i) for inclined and ii) horizontal terrain. The one to be buit in Sharga is for inclined terrain and is situated on the left of the railway line; the wall will not allow land erosion, and will include drainage system; the land surface created by the retaining walls can be used by the inhabitants to grow crops;</li> <li>3. Compensation will be done before the construction, and will be done based on market value. HSH will detail all the affected properties on the basis of the cadastral maps. All properties will be compensated. IFIs will not finance any construction activity if the land expropriation issues are not fully solved. Complaints will be taken into consideration by HSH and the IFI.</li> <li>4. All solid waste generated from the rehabilitation of the railway body will be reused. The existing material will be mixed with grinded limestone and reused. The concrete waste resulting from the demolition of the existing bridges and culvers will be placed in the railway body both sides of the new bridges.</li> <li>5. All settlements will be linked to secured level crossings through service roads;</li> <li>6. The height of the railway body at this underpass, will be increased to allow the passage of heavy trucks.</li> </ol>
Vore Municipality representatives, Preze inhabitants	15/06/21 Entrance to Preze village	<ol style="list-style-type: none"> <li>1. Which is the area to be permanently expropriated by the improvement of the line curve?</li> <li>2. What would be the land price in case of any expropriation?</li> <li>3. How will the retaining walls within the railway line sections which curve radius will be increased, address the houses nearby the Fushe – Preza settlement?</li> <li>4. Will the properties in the process of legalisation (which documents are submitted to the Cadastral Agency) be considered subject to expropriation?</li> <li>5. When will start the construction of the railway line?</li> </ol>	<ol style="list-style-type: none"> <li>1. The area to be permanently expropriated, which would allow improvement of the radius curve in Fushe Preze, is roughly 1000m2;</li> <li>2. The compensation will be performed at free market price. A full inventory of all permanent or temporary land acquisition will be done; the compensation will be performed before the start of the construction works.</li> <li>3. Two types of retaining walls are designed i) for inclined and ii) horizontal terrain. The one to be buit in Fushe-Preza is for inclined terrain and is situated on the left of the railway line; the wall will not allow land erosion, and will include drainage system; the land surface created by the retaining walls can be used by the inhabitants to grow crops;</li> <li>4. Yes they will be considered; HSH will detail all the affected properties on the basis of the cadastral maps; the process will be done in close cooperation nwith the Cadastral Agency. All properties will be compensated. the construction cannot start without a fair compensation. IFIs do not finance any construction activity if the land expropriation issues are not fully solved.</li> <li>5. The construction will start when the Albanian Government will have the necessary financial means. This railway line is 120 km long and requires EUR 320 millions. The Albanian Government will apply for the necessary funds in the next two months. In addition, the damage caused by the Earthquake of November 2019 to Ishmi Bridge has interrupted the trains'</li> </ol>

Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant's provided answers
			circulation in the section Durres Port to Lac and further to Shkoder and Hani Hotit. This interruption make crucial the rehabilitation of Ishmi Bridge in the framework of the whole Vore-Hani Hotit railway line.
Vau Dejes Municipality representatives, inhabitants, local CSOs, local businesses, regional institutions	16/06/21 Mulliri Bar Restourant, Vau Dejes	<ol style="list-style-type: none"> <li>1. What will happen to the existing level crossings? Currently there are two level crossings being used at Kac and Kac – Narac villages.</li> <li>2. Does the railway affect any buildings?</li> <li>3. Do you think the planned level crossings are sufficient for the inhabitants of the Municipality? Is it possible to add any new one?</li> <li>4. How is Hajmel station foreseen in the project?</li> <li>5. How crossing of Drini River will be done? Will the rehabilitation of the railway affect Ashta HPP?</li> <li>6. How will the farmers reach their agricultural land in the section from Hajmel to Kac Village?</li> <li>7. How will the project deal with solid waste? How is addressed the drainage of the area where the new building of Mjede station will be located?</li> <li>8. What would be the land price in case of any expropriation?</li> <li>9. When will start the construction of the railway line?</li> <li>10. What about the employment of the local work force during the construction activities? Will the locals be trained for the construction and functioning stages?</li> </ol>	<ol style="list-style-type: none"> <li>1. All illegal level crossings will be closed. The whole railway line will be fenced. The authorized level crossing will be secured. Five secured level crossings and one underpass are designed within the territory of Vau Dejes Municipality; the ones being used will be secured;</li> <li>2. No buildings will be affected and no houses will be demolished; the Project has planned to build retaining walls between the railway and those houses found at a closer distance to the railway.</li> <li>3. Five secured level crossings and one underpass, are designed within the 10 km long railway line section in Vau Dejes; higher the number of level crossings, lower is the trains' speed. When a train runs in a level crossing, it must decrease its speed from 120 to 80km. Therefore, adding the number of level crossings means decreasing the trains' speed and increasing the travel time; there are also some technical aspects which</li> <li>4. Hajmel will remain a stopping point for the passengers, but no railway station will be built at this location</li> <li>5. The existing bridge crossing Drini river serves for both the railway and the road. In addition, a plastic weir, joint and parallel to the bridge, serves for the water reservoir of Ashta HPP. The existing Rail &amp; Road Spathara bridges are part of this important hydropower facility thus they cannot be reconstructed. For that reason a Design &amp; Build Contract has been evaluated as the preferred option;</li> <li>6. 10km of service roads are designed within the territory of Vau i Dejes Municipality. The Project has designed new service roads across the agricultural areas. These roads will be located within the railway line belt. Therefore, no agricultural land will be permanently expropriated.</li> <li>7. All solid waste to be generated from the rehabilitation of the railway body will be reused. The existing material will be mixed with grinded limestone and reused. Solid waste (mainly bricks) generated from the demolition of the existing station's building will be managed by the promoter in close collaboration with the municipality. The metallic waste (rails, etc.), will be transported to Vore station. The concrete waste resulting from the demolition of the existing bridges and culvers will be placed in the railway body both sides of the new bridges;</li> <li>8. A full inventory of all permanent or temporary land acquisition will be done on the basis of the cadastral maps. The land to be evaluated and the compensations (land value) will be based on real market price. The compensation will be performed before the construction period. EBRD does not finance any construction activity if the land expropriation issues are not fully solved; the expectations for the land compensation will be managed through an intensive engagement</li> </ol>

Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant’s provided answers
			<p>process using transparent and consistent messages, as HSH is fully aware that the owners expect fair and transparent compensation;</p> <p>9. The construction works will start when the Albanian Government will have the necessary financial means. This railway line is 120 km long and requires around 320 million EUR. The Albanian Government will apply for the necessary funds in the next two months. In addition, the damage caused by the Earthquake of November 2019 to Ishmi Bridge has interrupted the trains’ circulation in the section Durres Port to Lac and further to Shkoder and Hani Hotit. This interruption makes crucial the rehabilitation of Ishmi Bridge in the framework of the whole Vore-Hani Hotit railway line.</p> <p>10. In the ESIA it is clearly mentioned that the Construction companies will have the obligation to recruit firstly local people and local companies (as sub-contractors); training of the locals is a strategy of the Albanian Government to decrease the unemployment and ensure employment for both the construction and operation and maintenance stages. HSH showed the example of the railway line Durres to Tirana, where such trainings have started.</p>
<p>Malesia e Madhe Municipality representatives, inhabitants</p>	<p>17/06/21 Malesia e Madhe Municipality</p>	<ol style="list-style-type: none"> <li>1. What about the ownership of the land currently occupied by the railway, including the railway belt?</li> <li>2. May a landowner rent the land to HSH?</li> <li>3. What about the price of the land to be compensated?</li> <li>4. Will the properties in the process of legalisation (which documents are submitted to the Cadastral Agency) be considered subject to expropriation?</li> <li>5. On what criteria the distance between two level crossings has been decided and will the foreseen train speed of 120km/hours affect the functioning of these secured level crossings?</li> <li>6. The two under passes located in Gril and Omaraj settlements are quite close to each other, whereas a large part of the territory of Grishe settlement, around 6-7 km distance remains uncovered with secured level crossing? How will</li> </ol>	<ol style="list-style-type: none"> <li>1. The land occupied by the railway line Shkoder to Hani Hotit has been expropriated and compensated in cash in the period 1983-1984; The expropriation and the compensation has been done based on the land price of the period of the construction (years 1980). The landowners have been expropriated and compensated for the railway line belt, too.</li> <li>2. A landowner may sell or rent the land to HSH. Regarding the railway line in Malesia Madhe Municipality, there is no need to rent the land. The land surface of the existing Koplik and Bajze stations are sufficient for the new stations’ buildings;</li> <li>3. The compensation will be done at free market price. An independent expert will be charged to calculate the price of the land at the free market, based on the last transactions within the area. A full inventory of all permanent or temporary land acquisition will be done on the basis of the cadastral maps. The compensation will be performed before the construction period. EBRD does not finance any construction activity if the land expropriation issues are not fully solved.</li> <li>4. Yes, all the properties registered or not, will be subject not only to expropriation, but to existing market value expropriation; HSH is undergoing a similar process with the rehabilitation of the railway line Tirana – Durres and construction of linkage to Rinas Airport. Before the construction works start, the HSH will engage independent experts to undertake the expropriation study and assess the expropriation costs. Financing institution guidelines – EBRD in this project – will be closely followed in this process and not only legal but also illegal property owners will be considered;</li> </ol>

Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant's provided answers
		<p>inhabitants and farmers of this settlement cross the railway?</p> <p>7. How will the secured level crossing no. 7 to no. 8 be connected? In Përroi i Thatë stream at 127+00km there is an underpass below the bridge; from Pjetroshan to Jubicë and Stërbec villages the farmers cannot cross the road and/or walk by the railway line for a total of 6 km with the livestock? What about the existing roads under the existing bridges?</p> <p>8. Is there possible to add any new box culvert, wherever the high of the railway body allows it, in order to facilitate the circulation of the farmers on both sides of the railway line? Can also non-paved roads under the four big bridges in the Malesia e Madhe Municipality territory be build to ease access of farmers to their lands?</p> <p>9. Is there an option to establish a passenger station just before the border?</p> <p>10. How long will the construction works last?</p>	<p>5. The distance between the level crossings has been considered based on current usage of the level crossings and also the requirements of international recognised technical elements to allow such speed.</p> <p>6. The territory of Grizhe is covered respecting the same distances with the following infrastructure: i) LC at km 114 + 565, ii) underpass (5 x 3) at km 116 + 460; iii) underpass Rjolli bridge at km 117 + 970; iv) LC at km 118 + 438; so, this area has been solved by DD.</p> <p>7. The distance between the level crossings has been considered based on current usage of the level crossings and also the requirements of international recognised technical elements to allow such speed; all the major bridges in this area, have road underpasses on both sides. Currently, there are non-paved roads under the Vraka and Rjolli Streams Bridges. These roads will remain. Both the existing Vraka and Rjolli Bridges will be demolished and new ones will be built in the same locations.</p> <p>8. addressed in the design design; also, road underpasses have been designed to all 4 major bridges in this area; A network of service roads and road underpasses in all major bridges has been designed, to serve people in this area;</p> <p>9. The functioning concept of passenger station changes from the past; the stations will be key points to further enhance the inter-city urban transport; it is impossible to consider establishing a new passenger station before the border as the territory does not allow and there is no land space to build such a facility;</p> <p>10. The investment costs for the rehabilitation of the railway line have been calculated at EUR 320 million and the rehabilitation works will be divided in 4 lots (around 30km/lot) which have also dedicated financing, to enable also the mobilisation of financing. The construction works are expected to last from 22 to 26 months, depending on the large bridges' construction, in the whole railway line there are 13 large bridges which will be built.</p>
Shkodra Municipality representatives, inhabitants	18/06/2021 Shkodra Municipality	<p>1. Will the design speed of 120 km/h be the same when the railway is electrified?</p> <p>2. How long will the trip take and how much will the ticket cost?</p> <p>3. Given that the land 25m from the axis of the railway tracks is the property of the railway, what will happen to the buildings within this distance?</p>	<p>1. Yes, the design speed of 120km/h will be the same when the electrification investment will be completed in the future;</p> <p>2. Unfortunately, no answer can be provided to this question at this moment. The HSH as a company will undergo some changes, which foresee the division between the infrastructure maintenance and operating the trains and traffic. Once division will be completed this issue (the cost of the tickets and the time schedule) will be dealt with by to be established Railway Operator. This process has already started given the start of construction work for the railway line Tirana-Durres and connection to Rinas Airport schedule for Autumn '21.</p> <p>3. from the end of the railway embankment slope to 5m is what is called the security belt and where no buildings are allowed. From 5m to 25m, buildings are allowed but HSH should be</p>

Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant’s provided answers
		<ol style="list-style-type: none"> <li>4. Will the railway be single or double line, and how is the connection with Kosovo envisaged?</li> <li>5. What is the width of the rail body from the rail axis?</li> <li>6. In the segment where Gruda joins Grile village, how is foreseen the access of the farmers to agriculture land, as the existing overpass does not serve farmers?</li> <li>7. How will the railway pass the Kiri Bridge?</li> <li>8. Regarding the service roads, proposed by the project to be gravel paved; from the Kiri Bridge for 6 km, Guri i Zi Administrative Unit has invested and the local roads are already paved, the team proposal that the roads be with gravel does not match the existing situation?</li> <li>9. At the underpass connecting the lands on the left of the railway with Ganjoll village, at approx. 95+600km, after the passing the underpass, the local road entrance to the national road Mjeda – Shkoder on the right of the railway is a “hot spot”; this is not a railway issue per se, but in terms of the overall traffic management in the vicinity of the railway track is quite important for the safety of not only the community but also the road users.</li> <li>10. From the moment that the topography study was completed, the Municipality has done some investments in the road</li> </ol>	<p>officially consulted and its approval is needed. Whereas buildings from 25m to 100m, do not pose any issue.</p> <ol style="list-style-type: none"> <li>4. The railway line will be single; the connection with Kosovo is foreseen in Mjeda station which needs 99km to Kosovo. Further 25km should be build from Prizren to connect to the railway network in Kosovo. The variant of the connection from Milot-Rresheni is not possible due to construction of “Autostrada e Kombit” (Nation Highway).</li> <li>5. It is 6 m;</li> <li>6. From Grila to Gruda there are two secured level crossings (at km 113+342 and at km 114+586) and one road underpass (at km 116+460) that farmers can use for their needs.</li> <li>7. A new bridge will be built in Kiri River, next to the left side of the existing bridge. The existing Kiri railway and road bridge will be not demolished so the inhabitants of Renc village will be in the same situation as today;</li> <li>8. The technical team proposal for service roads with gravel, applies to those new service roads which will ensure uninterrupted traffic and also enable local communities to access the authorised secured level crossings. In those cases when the local roads are already paved, they will be maintained by the works contractor and any damage shall be addressed. It should be noted that also the service roads entrances to the level crossings will always be paved and within the standards. The municipality and the administrative units can follow up at the latter phase paving of the service roads.</li> <li>9. All this section will be subject of a DD review before starting of the construction works, which will take into account problems and give the best solutions. The culvert nearby the underpass will be at a 6m width to allow also the large agriculture vehicles. Regarding this issue, the entrance into the national road, there is a contingency fund of 5% to the project investment cost which will be used to address such issues not foreseen during the DD study. For this section a Design &amp; Build Contract will be implemented.</li> <li>10. Yes of course, the construction works will be planned in close cooperation with the Municipality staff, particularly for other infrastructure which the local government might have invested nearby the project area i.e. water pipelines, etc.;</li> <li>11. Yes, the level crossing in Juban settlement will be functional, it will be secured and protected with all the elements of EU standards and technology; its will also address the needs of impaired people; particular attention will be given to signage in order to prevent incidents at LCs;</li> <li>12. It is true that in the design of Shkodra station yard does not foresee space for bicycle parking; given that the parking space for bicycles does not requires a large area, the team gave more focus to the “kiss and ride” solution and the parking space within the station area. For sure</li> </ol>



Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant's provided answers
		<p>network. Will there be an update of the real situation when the works start?</p> <p>11. Will the existing level crossing nearby Juban be still functional?</p> <p>12. The design of the Shkodra station yard does not provide space for bicycle parking, when Shkodra is a city that has used and continues to use them en masse. In addition, the car parking spaces foreseen are quite few?</p> <p>13. How is foreseen the platform shading?</p> <p>14. Is there space and possibility for Shkodra Railway Station to be a multimodal station where the intercity and urban bus lines (11 in total) can be located? Is there a technical solution that this can be achieve?</p>	<p>this can be added. The parking space is foreseen with ticket and will be managed by the railway administration.</p> <p>13. the shading of the platforms, including small protected kiosks and protected waiting area (benches) in the platforms was foreseen and included in the initial proposal; but this was not approved and taken into consideration with the argument that this is a railway rehabilitation project. Nethertheless, as the example with the rehabilitation of Tirana – Durres indicated these issues can be taken into consideration and will be treated also based on the financing package. Nevertheless, there will be no revision of the Station Building Design itself.</p> <p>14. Technically this is very difficult, because there is not enough space for the turning radius of the buses; the existing one might suffice for only one bus. The area owned by HSH is around 4200m<sup>2</sup>, and is not sufficient to accommodate the number of parking spaces needed for a bus terminal. The Municipality will need to guarantee extra land, which seems quite impossible or with a lot of social impact at this particular spot. The possibility to coordinate both projects is there, in case land viability is ensured. HSH is currently at a similar situation with Tirana terminal station part of the the construction works of Tirana – Durres railway line, scheduled to start in Autumn '21; only recently has Tirana Municipality agreed to provide the exact location where the Tirana terminal station will be built within the Multi-modal Tirana Terminal in Kamza. Nevertheless, it should be noted that this is not part of the current ToRs and a dedicated study shall be undertaken to better assess this.</p>
Lezha Municipality representatives, inhabitants and elderly people of the nearby settlements, Regional Environmental Agency of Lezha	21/06/2021 Lezha Municipality	<p>1. Will service roads be built for all the settlements to connect them with level crossings?</p> <p>2. The price of the land is 750ALL? What will be the land expropriation price if land will be taken? How will the nearby buildings treated; will they be demolished?</p> <p>3. Will there be overpasses in Lezha?</p> <p>4. How will the vibrations during construction be mitigated?</p> <p>5. When the construction are works foreseen to start? How long will the procurement take?</p> <p>6. In the past the road to Markatomaj had a level crossing? Will it be maintained?</p>	<p>1. Yes, service roads will be built mainly within the railway belt to ensure access of inhabitants and famers to the nearest secured level crossing; the railway line will be fenced, thus building of these roads is important for the traffic re-routing of the nearby communities. This would not be reflected in extra travel time, as the level crossing distances are quite near to each other.</p> <p>2. There will be no building demolition, the expropriation is expected to be minimal. Retaining walls will be built to limit resettlement and protect the properties. In those cases when this will not be possible the land will be expropriated based on market price; all the properties registered or not, will be subject not only to expropriation, but to existing market value expropriation. Overall, it is assessed that 3.6ha is the land surface to be expropriated along a 120m long railway line.</p> <p>3. The overpass entering Lezha city will be maintained</p> <p>4. The noise and vibrations will be generated mainly from the demolition of stations, bridges, culverts, etc., and construction activities and transport vehicles, which are going to be generally heavy trucks and various machinery like excavators, diggers, scrapers, cranes, etc. It is not planned to use blasting for demolishing the existing bridges. Vibration from the construction activities will be perceptible overall within the urban areas of Lezha. These</p>

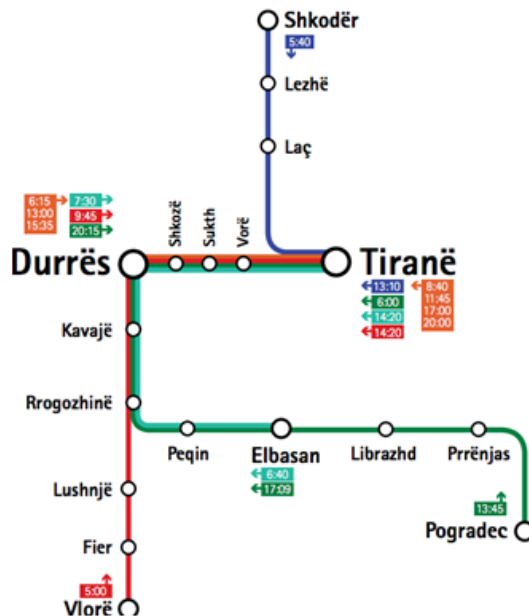
Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant’s provided answers
		<ol style="list-style-type: none"> <li>7. In Zejmen administrative unit there are 5 water supply with mechanical elevation. How will such facility be protected during the rehabilitation works?</li> <li>8. What solid waste will be generated by the project and how will it be disposed?</li> <li>9. How will the level crossing barrier, automatic?</li> <li>10. Will there be a level crossing at Manati – Tresh segment?</li> </ol>	<p>impacts would be temporary and mitigation measures are foreseen in the ESIA to limit their adverse effects into flora, fauna, population and workers.</p> <ol style="list-style-type: none"> <li>5. The construction will start when the Albanian Government will have the necessary financial means. This railway line is 120 km long and requires at least EUR 320 millions. The procurement strategy envisages that the construction works be organised in 4 segments of a length of 25-30m each. Financing of the works is provided by soft loans from the EBRD (0.5% interest) and grant funds from the European Union, through WBIF. It is expected that EU to finance 150mln EUR and the rest will be soft loan from EBRD. HSH will apply within the year to access the grant money. Procurement is expected to take up to 9 months. Each segment is foreseen to be procured separately depending on funding mobilisation.</li> <li>6. secured level crossings have been proposed usually at the same points and road crosses used by communities. There are some technical standards that need to be respected, particularly the ones of distances which allow the train speed to be uniform, when deciding which level crossing to be maintained; usually the past formal level crossings are maintained and will be secured with all the international standarts – signages nearby them will be both visible and audible – to prevent incidents near them.</li> <li>7. Lezha Water Supply Company has been contacted and all the data relevant to the water supply pipelines nearby the railway line have been collected. Where the water supply crosses the railway line, culverts of 2x2 diameter will be installed. In the future cases, the water supply company will need to address the request for crossing the railway to HSH and only with their approval and supervision will the new water supply pipeline be built.</li> <li>8. All the solid waste that will be generated from the rehabilitation of the railway body will be reused. The existing material will be mixed with grinded limestone and reused. The concrete waste resulting from the demolition of the existing bridges and culvers will be placed in the railway body both sides of the new bridges.</li> <li>9. The level crossing barriers will be automatic;</li> <li>10. Within the territory of Lezha municipality a large number of level crossings have been foreseen – 13 such in a distance of 30 km; it is not necessary that a level crossing is foreseen in all the nearby settlements that is why service roads have been foreseen and planned – the length of service roads in Lezha municipality is around 26.5km</li> </ol>
Kurbin Municipality representatives, inhabitants and elderly people of the nearby settlemetns,	22/06/2021 Kurbin Municipality	<ol style="list-style-type: none"> <li>1. Which is the allowed distance of the buildings from the railway?</li> <li>2. In Lac area often there is inundation of the agriculture land, as the railway line</li> </ol>	<ol style="list-style-type: none"> <li>1. Railway belt is the strip of land to 5m to the railway track; in case any building are located within the distance from 5 to 25m from the railway embankment slope, they need the permission of HSH to perform any investments; in those cases where buildings are found nearer than 5m, the project has foreseen building of retaining walls in order to avoid resettlement issues;</li> </ol>

Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant's provided answers
Qark representatives, local CSOs		<p>acts as a barrier, how will this be solved?</p> <p>3. How has the project foreseen the railway crossing in the Milot station?</p> <p>4. In order to facilitate the movement of the inhabitants, can the project build underpasses that can serve the residents; also, can the project review the service roads in order to facilitate as much as possible the access to the agricultural lands</p> <p>5. Which is the level crossing nearby Gjorm village?</p> <p>6. Why should a construction permit be obtained in the Municipality, when the distance of the railway belt is 25m?</p> <p>7. What is the level crossing foreseen in Gjorm, it is a village with 4,000 inhabitants whose main economic activity is agriculture?</p> <p>8. Is there a level crossing at Mamurras station?</p> <p>9. Are there service roads in Fushe-Mamurras?</p> <p>10. Will there be alternative roads to ensure movement to land on the left of the railway when construction works will be implemented?</p> <p>11. Can the service road at km 47 touch my vineyard? What will be done in this case?</p>	<p>2. A careful hydraulic study has been done to properly plan the dimensions of the culverts to allow flood water to communicate on both sides of the railway line. The size of the culverts has been increased and the drainage channels have been planned to address and mitigate this issue.</p> <p>3. This Level Crossing will remain as it is. During the previous stages of the design preparation, it was considered the option for having a road overpass but it resulted not viable technically and economically.</p> <p>4. These issues have been discussed continuously with the Municipality representatives; given that the height of the railway body in Kurbin section is quite high, the project has foreseen large culverts with dimensions 2x2 and 2x3 which can be used by agriculture vehicles and farmers to access agricultural lands and move their herds/animals from one side to the other.</p> <p>5. There are two secured level crossings nearby Gjorm village. (Level crossings are shown in Google Earth). One is at approx. km 47+100 and the other is at the exit of Gjorm station at approx. km 48+500.</p> <p>6. The regulations on distances have been defined by the Law "On Railway Code". The same legal framework stipulates that for the constructions close to the railway line, Municipality and Albanian Railways should be consulted and agreed with;</p> <p>7. Yes, the underpass connecting Gjorm with Zhej village is maintained and will be functional; it will be secured with all the needed international standards in terms of visual and hearing signages to mitigate incidents;</p> <p>8. Yes, a secured level crossing has been foreseen at Mamurras station;</p> <p>9. It is not necessary that a level crossing is foreseen in all the nearby settlements that is why the service roads have been foreseen and planned;</p> <p>10. Service roads will be built mainly within the railway belt to ensure access of inhabitants and farmers to the nearest secured level crossing; the railway line will be fenced, thus building of these roads is important for the traffic re-routing of the nearby communities;</p> <p>11. (Distance of the yard to the service road checked on Google Maps); the service road passes very near to the vineyard; given that the expropriation study has not started, in close cooperation with the Municipality and the inhabitants, the service road can be moved near to the railway line, to avoid affecting the property; as mentioned earlier service roads will be built mainly within the railway belt to ensure access of inhabitants and farmers to the nearest secured level crossings;</p>
Kruja Municipality representatives, Bubq Administrative	23/06/2021	<p>1. What will happen to the village roads that will be used by the heavy</p>	<p>1. New roads will be constructed and used during the construction works along the railway line. The management plan for the execution of the construction works takes into consideration also this aspect for the existing roads used by community. In any case if any of these roads</p>

Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant’s provided answers
Unit, inhabitants and elderly, Qark representatives	Bubq Administrative Unit	<ol style="list-style-type: none"> <li>1. construction tools? Will they break down?</li> <li>2. How will the train noise be treated, the house is located near the level crossing in Budull about 40m away from the railway?</li> <li>3. Who finances the construction of the railway? Parts of the railway have not been expropriated yet, although more than 50 years have passed since its construction?</li> <li>4. When is construction expected to start?</li> <li>5. How will the waste generated by the demolition works be treated?</li> <li>6. How will the torrent floods be treated, as flooding has been present?</li> <li>7. Will the Budull – Fushe Kruje railway line be part of the rehabilitaton works?</li> <li>8. The railway crosses agricultural land, how will it be done for safe passage from one side to the other?</li> <li>9. Will the train stop at Budulle station?</li> </ol>	<p>will be damaged during the construction phase, it is under the full responsibility of the Contractor to repair and maintain them; in addition, a Traffic Management Plan will be prepared and implemented by the works contractor to enable traffic re-routing for safe travel of the inhabitants.</p> <ol style="list-style-type: none"> <li>2. No interventions are foreseen on the left side of the railway – the house will not be affected; the noise and vibrations will be generated mainly from the demolition of stations, bridges, culverts, etc., and construction activities and transport vehicles, which are going to be generally heavy trucks and various machinery like excavators, diggers, scrapers, cranes, etc. It is not planned to use blasting for demolishing the existing bridges. Vibration from the construction activities will be somehow perceptible; these impacts would be temporary and mitigation measures are foreseen in the ESIA to limit their adverse effects into flora, fauna, population and workers. Budull station will be slightly moved towards the south from the existing location. Design has not any impact to these houses, close to the existing railway station</li> <li>3. The Albanian Government will finance the construction through international financial institutions, in this case EBRD. Based on the agreements with these institutions there are very strict procedures regarding the land acquisition; HSH will treat all the owners fairly and expropriation will be based on market prices. An expropriation study will be implemented;</li> <li>4. The construction will start when the Albanian Government will have the necessary financial means. This railway line is 120 km long and requires around EUR 320 million. The procurement strategy envisages that the construction works be organised in 4 segments of a length of 25-30m each. Financing of the works is provided by soft loans from the EBRD (0.5% interest) and grant funds from the European Union, through WBIF. It is expected that EU to finance 150mln EUR and the rest will be soft loan from EBRD. HSH will apply this year to access the grant money. Procurement is expected to take up to 9 months. Each segment is foreseen to be procured separately depending on funding mobilisation.</li> <li>5. All solid waste that will be generated from the rehabilitation of the railway body will be reused. The existing material will be mixed with grinded limestone and reused. The concrete waste resulting from the demolition of the existing bridges and culvers will be placed in the railway body both sides of the new bridges</li> <li>6. These issues have been discussed continuously with the Municipality; given that the height of the railway body in Kurbin section is quite high, the project has foreseen large culverts with dimensions 2x2 and 2x3 which can be used by agriculture vehicles and farmers to access agricultural lands and move their herds/animals from one side to the other</li> <li>7. Rehabilitation of Budull – Fushe Kruje branch will not be part of the rehabilitation works.</li> </ol>

Participating stakeholders	Meeting/ date / venue	Main questions raised/issues discussed	Summary of Consultant’s provided answers
			<p>8. In total 4 level crossing have been foreseen in the distance of 7.5 km passing through Vora municipality; it is not necessary and technically viable that a level crossing is foreseen in all the nearby settlements that is why the service roads have been foreseen and planned</p> <p>9. It has been foreseen that two type of trains one regional and one express will use the railway line; not every train will stop at Budull station; the trains’ itinerary will be subject of to be established operation company (HSH);</p>
Kruja Municipality representatives, Thumane Administrative Unit, inhabitants and elderly, Qark representatives	23/06/2021 Thumane Administrative Unit	<p>1. Does the railway fence block the exit from our houses?</p> <p>2. What is the distance of the safety belt and of the overall railway property? How will be inhabitants build in the future?</p> <p>3. Ishmi station has served the residents of Thumana, but it is really far from it, will there be a station in Gramez?</p> <p>4. When the distance of the dwellings from the body of the railway is 23m, are they affected?</p> <p>5. How will we reach our lands when the construction works start?</p> <p>6. Will the level crossing be wide enough to enable passage of agricultural vehicles, taking into account their width?</p>	<p>1. Design of railway fencing is prepared in the way not to create problems or difficulties for inhabitants for entering in their houses; it will put at the edge of the safety belt to avoid crossing of animals and/or people of the railway particularly in open line;</p> <p>2. There is the security belt in a distance of 5 m from the end of the side channel or by the end of the embankment slope. Inside this belt, construction is not allowed.</p> <p>3. No railway station has been foreseen in Gramez.</p> <p>4. HSH right of way of the railway line extends to a distance of 25 m from the axe of the railway line on both sides of the railway track. Inside this distance a permission from HSH is required for the existing constructions.</p> <p>5. When the construction works start, a Traffic Management Plan will be prepared and implemented by the works contractor to enable traffic re-routing for safe travel of the inhabitants.</p> <p>6. Level crossings remain the main options and they will be rehabilitated wide enough to enable passage of agricultural vehicles, taking into account their width; the project team considered building of the overpasses, but due to the costs this option was not approved by HSH and the financing institutions. Underpasses have been foreseen where the height of the embankment allows. In these sections, the project has foreseen large culverts with dimensions 2x2 and 2x3 which can be used by agriculture vehicles and farmers to access agricultural lands and move their herds/animals from one side to the other. Also, service roads have been foreseen to be used from Local Communities for their daily activities including also agriculture.</p>

## 10.2 Grievance leaflet



*This project is implemented by the SUEZ IPF Consortium. The views expressed in this publication, which has been produced with the assistance of the European Union, do not necessarily reflect the views of the European Commission.*



Western Balkans Investment Framework  
Infrastructure Project Facility  
Technical Assistance 6 (IPF6)

## Detail Design of the rehabilitation of the railway line Vorë – Hani i Hotit (WB16-ALB-TRA-01)

### GRIEVANCE REFRESS MECHANISM LEAFLET

December 2020

"The European Union is made up of 27 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders".

The European Commission is the EU's executive body.

The Western Balkans Investment Framework (WBIF) supports socio-economic development and EU accession across the Western Balkans through the provision of finance and technical assistance for strategic investments, particularly in infrastructure, energy efficiency and private sector development. It is a joint initiative of the EU, International Financial institutions, bilateral donors and the governments of the Western Balkans.



## **WBIF – Western Balkans Investment Framework Technical Assistance 6**

The European Commission and the main International Financial Institutions (EIB, EBRD, CEB, KfW, WB) are working together to support the development and upgrading of infrastructure in transport, environment, energy and the social and digital sectors to contribute to creating the conditions for sustainable development in Albania through the Western Balkans Infrastructure Projects Facility. A consortium of international consultants, the SUEZ IPF Consortium, is working with the Albanian Railway company in Albania on completing the detail design for the rehabilitation of the priority transport infrastructure project the reconstruction of railway line Vorë – Hani i Hotit.

### **Who is the Albanian Railway Company?**

The Albanian Railway Company (HSH) is a public company responsible for the management of Albanian railway sector. HSH will have responsibility for the delivery of this infrastructure project.

### **The purpose of this leaflet**

This leaflet describes the procedure for individuals, groups and local communities to ask a question, complaint or grievance regarding the rehabilitation works of the existing Vorë – Hani i Hotit line. HSH is committed to managing any issues, concerns and grievances regarding its activities and staff as soon as possible.

### **What Stage is the Project at?**

A consortium of international consultants, SUEZ IPF Consortium, are currently preparing a Detail Design for the project to ensure that it can be completed in a sustainable manner having regard not only to technical design requirements but that it is also socially, environmentally and economically acceptable.

The Detail Design is programmed to be completed on March 2020. The Albanian Railways, with the support of Ministry of Infrastructure and Energy, will complete the statutory approval, tendering and construction stages thereafter (2021 and after) subject to funding availability.

### **The Grievance Mechanism**

As part of the stakeholder engagement process and to enable open and transparent communication with third parties, HSH has established a Complaints Mechanism to address/manage/resolve external stakeholder complaints. The definition of "Third Party" is comprehensive, but not limited to general members, residents of affected communities, project affected people (PAPs), institutional stakeholders and others to address their concerns and grievances to HSH and its contractors in all Project locations.

### **What is a Grievance?**

A grievance is a formal complaint filed by project affected people alleging harm, impact or dissatisfaction. A complaint is filed pending corrective action or compensation.

### **Types of complaints**

- Land acquisition (registration, compensation, securing land access, expropriation)
- Community safety and security;
- Livelihood - income;
- Comfort / Lifestyle;
- Access to services;

### **Causes leading to possible complaints**

- Negative impacts on, or increase risks to specific members of a community, e.g. financial losses, physical injuries, traffic or dust disturbances, misconduct by HSH staff;
- Actions by HSH that endanger the health of the community or the safety or damage to the environment;
- Non-compliance with applicable standards or legal obligations;
- Harassment of any nature;
- Damage to irrigation canals, walls, crop lands, trees, etc., not previously covered;
- Unauthorized entry into private property, etc.;

### **Complaints steps and resolution deadline**

- Admission and Registration – within 7 days
- Acceptance / Receipt of confirmation – within 7 days
- Complaint Investigation – 30 days
- Complaint Response – within 30 days, HSH will contact the stakeholders informing them about the agreed solution and the time needed to resolve the complaints; if the complaint is not relevant to the project it will be rejected
- Complaint Closure – response to the complaint when corrective action has been agreed to address the complaint – 30/60/90 days (according to severity levels)

If HSH will not be able to address the issues through immediate corrective action, a long-term corrective action will be identified.

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

### **Confidentiality?**

HSH is committed to protect the identity of the Complainant and to treat personal information in accordance with legal requirements. Information regarding a Complainant will be shared within the HSH on a need to know and only to the extent necessary to complete a step under this procedure. HSH will not share personal information with third parties unless required by law or authorized by the Complainant.

**Interested parties are encouraged to file their grievances with the HSH in a variety of ways including verbally, by telephone, by email or by visiting the HSH premises. Details are as follows:**

HEKURUDHA SHQIPTARE (HSH).  
Lagjia 3; Rruga "EGNATIA" Durrës  
To the attention of:  
**Mr. Eriton Hasaj**

**Social and Communication Manager**

**Mob: +355 672221452 E-mail: [ankesa@hsh.com.al](mailto:ankesa@hsh.com.al)  
web site: <https://hsh.com.al/>**



### 10.3 Grievance Form

<b>Reference No:</b>		<b>Date:</b>	
<b>Full Name</b>			
<b>Contact Information</b>	<input type="checkbox"/> <b>By Post: Please provide mailing address:</b> _____ _____ _____		
<b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<input type="checkbox"/> <b>By Telephone:</b> _____ <input type="checkbox"/> <b>By E-mail</b> _____		
<b>Description of Incident or Grievance:</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?		
<b>Date of Incident/Grievance</b>	<input type="checkbox"/> <b>One-time incident/grievance (date_____)</b> <input type="checkbox"/> <b>Happened more than once (how many times?_____)</b> <input type="checkbox"/> <b>On-going (currently experiencing problem)</b>		
<b>What would you like to see happen to resolve the problem?</b>			
<b>Signature:</b> _____			
<b>Please return this form to:</b> Mr. Eriton Hasaj, Communication and Social Manager HEKURUDHA SHQIPTARE S.A. (HSH), Rruga Egnatia, Nr. 3 Durrës, Email: ankesa@hsh.com.al Tel / Mob: +355 672221452			