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## **EIB LOAN**

### **LOT B5.3**

# **Construction of the “Petlovo Brdo” Interchange and “Orlovaca” Interchange (phase II)**

## **STAKEHOLDER ENGAGEMENT PLAN**

for

# **“PETLOVO BRDO” INTERCHANGE PROJECT**

**( Draft, 20160419 )**

Belgrade, April 2016

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## Abbreviations

NDD	New Detailed Design
EIB	European Investment Bank
EIA	Environmental Impact Assessment
ESIA	Environmental and Social Impact Assessment
MCTI	Ministry of Construction, Transport and Infrastructure
NGO(s)	Non-governmental Organisation(s)
PAP	Project Affected Persons
PERS	Public Enterprise “Roads of Serbia”
RS	Republic of Serbia
SEP	Stakeholder Engagement Plan

# 1 INTRODUCTION

The existing – already constructed “Petlovo Brdo” Interchange ( Figure 01) is been used for traffic for years now and it is located within the zone of settlement “Petlovo Brdo”, on the crossing of the existing Ibarska road and the regional road which is connecting Zeleznik and Rakovica settlements. This interchange is only temporary solution until new “Petlovo Brdo” Interchange will be constructed. The existing “Petlovo Brdo” Interchange with the belonging part of the Ibarska road is defined as “black spot” on the traffic network in the Republic of Serbia with permanent traffic accidents with fatalities that often occur.



Figure01: The existing – already constructed “Petlovo Brdo” Interchange

The new “Petlovo Brdo” Interchange will be constructed instead of the existing interchange, on a location defined and complied with the valid plan and design documentation in aim to increase the traffic flow and traffic safety and prevent further traffic accidents.

**Original Detailed design** of new “Petlovo Brdo” Interchange ( Figure 02) was developed by “Interchange Institute” Belgrade during 2013 strictly following the requirements and limitations prescribed within the already adopted spatial plans and Preliminary design. It involved removal of significant number of trees within the zone of park-forest “Borici” in the surrounding settlement “Petlovo Brdo”, and reduced approaches to the residential and business objects located close to Ibarska road. By the construction of new “Petlovo Brdo” Interchange a dangerous part located on the Ibarska Road will be eliminated, arisen from the current temporary solution (Existing – Constructed “Petlovo Brdo” Interchange ) thus, will significantly contribute in increased level of traffic safety.

However, local residents of Petlovo Brdo settlement recognized proposed project solution as inappropriate, as a solution which could cause significant environmental and social problems. Based on that, their representatives contacted European Investment Bank (EIB) and presented their concerns related to **Original Detailed design** of new “Petlovo Brdo” Interchange. As a result of the complaint received, EIB recommended that the

commencement of the construction works on the New “Petlovo Brdo” Interchange shall be postponed until completion of the EIB complaints mechanism procedure.

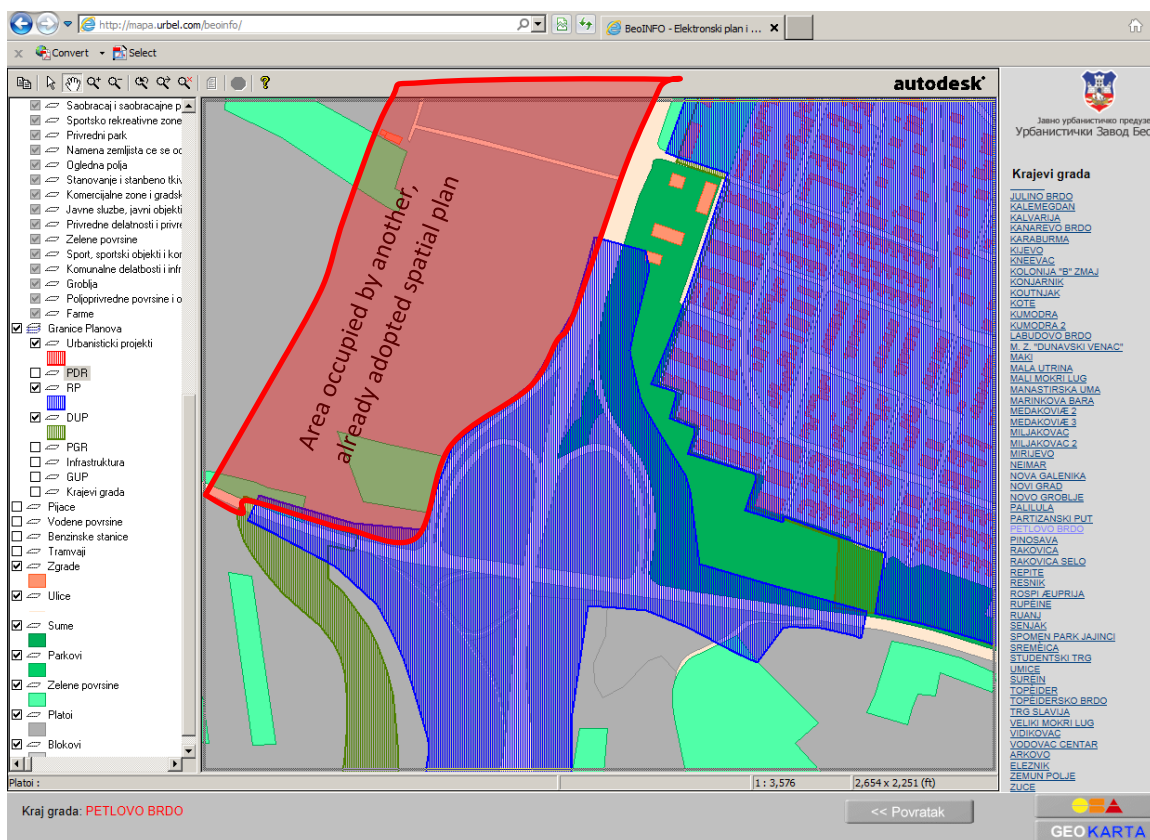


Figure 02: **Original Detailed design** of new “Petlovo Brdo” Interchange

After the complaint received from project affected people, residents and NGOs of Petlovo Brdo settlement, and as part of EIB Complaints mechanism mediation, Public Enterprise “Roads of Serbia” (PERS) established dialogue with Project Affected People (PAPs) and developed an Improved project proposal which ensure existence of major part of park-forest “Borici”, together with improved approaches to the local residential and business areas ( Figure 03).

A compromise among PERS and PAPs is finally reached on February 09<sup>th</sup> 2016. New PERS project proposal, which include precise mitigation and monitoring activities should satisfice the local residents of “Petlovo Brdo” settlement and will ensure implementation of environmentally and socially sustainable project solution.

Current Project Phase is developing of a New Petlovo Brdo Interchange Design, including involvement of all interested parties, PAPs, institutions and other Project Stakeholders.

**This Stakeholder Engagement Plan (SEP) is related to Improved “Petlovo Brdo” Interchange Project describing the planned stakeholder consultation and engagement process for the Project.**

This Stakeholder Engagement Plan (SEP) outlines a project’s stakeholder engagement strategy and guides its roll-out. As a rule, it describes the regulatory and/or promoter’s requirements for consultation and disclosure; identifies and prioritises key stakeholder groups; provides a strategy and timetable for sharing information and engaging and consulting with each of these groups; describes resources and responsibilities for implementing stakeholder engagement activities; and, describes how stakeholder engagement activities will be incorporated into PERS’s environmental and social management system (ESMS). Additionally, this SEP document also establishes firm references and links to the operation’s grievance mechanism. The scope and level of detail of the plan should be scaled to fit the needs of the project.

To meet EIB requirements for stakeholder engagement and public consultation and disclosure, this Stakeholder Engagement Plan (“SEP”) has been developed and will be implemented by PERS. The purpose of the SEP is to present how the Company plans to communicate with people who may be affected by or interested in the Project. It also describes a “grievance mechanism”, which is a process people may use to raise any concerns about the Project. The SEP will be periodically updated as Project information becomes available, such as important construction milestones or changes in traffic patterns.

The SEP outlines a systematic approach to stakeholder engagement that will help PERS and Design Contractor and maintain over time a constructive relationship with their stakeholders, in particular the locally affected communities. The document also includes a grievance mechanism for stakeholders to raise their concerns about the Project.

## 2 THE PROPOSED PROJECT

The alternative Project solution comprises a reduced number of direct and indirect ramps, which indeed spares a significant part of Park-Forest “Borici”, improved and safer accesses for the side streets into Ibarska road and enhanced environmental mitigation and compensation measures. The outline of the revised project is shown in Figure 03 and the main characteristics described below.



Figure 03: **Improved Detailed design** of new “Petlovo Brdo” Interchange

A detailed plan for compensation of greenery was also prepared, including design of reforestation. After a one-year-long process of dialogue with different interested groups, the Project alternative outlined in Figure 03 is **PERS final proposal**.

Under the current permitting, this solution can only be treated as Project Phase I, until the traffic levels will reach the capacity of the infrastructure. However, according to current estimated, this will not happen before year of 2031. Expected traffic load on missing direct and indirect ramps in year 2031 will be between 1938 veh/day (connection “Orlovaca” – Rakovica) and 4115 veh/day (connection Rakovica – Belgrade). This confirms relatively low traffic load on direct and indirect ramps.

Missing ramps and their traffic connections have alternative, whether road users use “Orlovaca Interchange” or another connection to Ibarska road (existing delevelled interchange “Labudovo Brdo” distanced 300 m from the “Metro” junction, as it is shown on Figure 04.

If and when that need arises, the situation will be re-assessed and an agreement with all PAP will be sought regarding possible construction of the remaining part of the Project (one direct and one indirect ramp in the zone of Park-Forest “Borici”) or another arrangement that may be feasible at the time. In case of no agreement with PAP regarding Project Phase II, **Project will end as Phase I**.



Figure 04: location of interchange “Labudovo Brdo” and connections with a Ring Road

A safe surface junction in zone of Djuje & Dragoljuba Street is integral part of this proposal now. Preparation of Project changes and improvement commenced during July 2015, after a several rounds of meetings with relevant Belgrade City authorities. Direct contact with City of Belgrade authorities is established and on May 21, 2015, a meeting with City of Belgrade Traffic Directorate representatives is held. It was concluded that proposed project changes should be developed into a proper Detailed design.

During June and July 2015 several design improvements were considered, some are rejected, but **a conceptual design of a “Djuje and Dragoljuba” junction is done.** Junction is designed as safe surface junction, equipped with traffic lights, pedestrian crossings and additional lightening. Traffic connections with private and commercial buildings close to Ibarska road are enabled by using a service road which is connected with Djuje and Dragoljuba Str, ensuring requested connection with Ibarska road through safe surface junction. Also, during conceptual design phase, it is agreed with City Design Unit that all necessary consents of relevant City authorities and a new detailed design will be obtained by Designer during Detailed design phase.

Project changes (shown on Figure 03 and 05), namely ensuring safe service roads for private and commercial buildings and including safe approach to Ibarska Road through surface junction at Djuje and Dragoljuba Str. will be additionally designed as improvement of current Detailed design. It is estimated that whole designing and permitting procedure will not take more than 3 months. Redesigning will start immediately after a positive final EIB decision regarding this Project is received.

In order to avoid misunderstandings on the boundaries of the Project, PERS used the process of consultations to present all the Project details to PAP and ensure them that the Project will have no significant negative impacts on the existing service roads. Ibarska road widening is planned on the opposite side, where empty area is reserved for Project execution (blue lines on above drawing). The existing service road (yellow line) remains where it is now, and a safe approach to Ibarska road will be ensured through surface junction at Djuje & Dragoljuba Str. (white circle on above drawing). Traffic lights and other



equipment of surface junction were considered by City authorities and other experts during junction design phase.



Figure 05: Extract from Conceptual design 2015 – Safe junction and service roads

This revised project is considered by PERS as a fair one, as it serves the traffic needs, it addresses the majority of the concerns and it complies with the spatial planning and permits in force, therefore it can be easily implemented.

### **3 LEGISLATIVE AND POLICY REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT**

#### **3.1 Public Participation Provisions of Serbian Legislation**

Public participation in the environmental protection processes in Serbia is guided by two main laws and an international convention that Serbia has ratified:

- Law on Planning and Construction (Official Gazette of RS no. 72/09, 81/09, 145/14) This law regulates the system of spatial development of Serbia and requires public review and participation throughout the process of development and adoption of planning documents, including Location Permits, Construction Permits, and Operating Permits.
- Public participation was ensured in line with this Law, during Environmental Impact Assessment (EIA) procedure regarding necessity of EIA Study for the New PBI. In compliance with the national EIA procedure, interested parties were invited twice, through publication in daily newspaper Politika, to raise their concerns on the Project and the fact that no EIA would be needed, but no comments were received.

This procedure has been concluded with the Ministerial decision regarding the NO REQUIREMENT of an EIA Study for the New PBI. The same Decision defines the obligation of PERS to respect all protection conditions obtained from relevant institutions.

- Law on Strategic Environmental Assessment (Official Gazette of RS no. 135/04 and 88/10). This law governs preparation of strategic environmental assessments (SEAs) of certain plans or programmes that may have a significant impact on the environment. Draft SEAs must be disclosed to the public and public consultations must be held to receive comments before the SEA is adopted. This law does not apply to Petlovo Brdo Interchange Project.
- United Nations Economic Commission for Europe Convention on Access to Information, Public Participation in Decision making and Access to Justice in Environmental Matters (“the Aarhus Convention”), which was ratified by Serbia in 2009. The Aarhus Convention grants the public rights regarding access to information, public participation and access to justice, in governmental decision-making processes on matters concerning the local, national and trans-boundary environment. It is a way of enhancing environmental governance through public participation in the decision making process.

## 3.2 Requirements of the European Investment Bank

### Overarching Requirements

Stakeholder engagement will be planned for and carried out by PERS without discrimination, taking into account differences in risk exposure and the increased sensitivity and reduced resilience of vulnerable groups in line with Standard 7.

Stakeholder engagement, including disclosure and dissemination of information, will be planned for and carried out in line with the principles of prior, informed and free engagement and informed participation, in order to lead to broad community support by the affected communities and longer-term sustainability of the project's activities. In the event that broad community support is not attained, PERS is expected to dedicate all necessary resources and time to additional community engagement and public consultation initiatives, as is required.

Stakeholders' inputs will be documented and carefully considered throughout the project preparation and implementation phases.

Effective and meaningful engagement and consultation is a two way process to be guided by the following general principles:

- be initiated by PERS early in the process of identification of environmental and social risks and potential adverse impacts and continue throughout the project life cycle as risks and impacts arise;
- be inclusive of the affected communities, and accessible to any vulnerable groups within, and differentiated by various segments;
- be inclusive, beyond the affected parties, of any groups or individuals who have been identified as other interested parties; and,
- be adequately documented both in substance and process.

Factors such as literacy, unequal gender relations and access to dissemination media constitute factors to be carefully considered by PERS when pursuing an effective disclosure and information dissemination campaign.

### Procedural Requirements

Procedural Requirement outlines a systematic approach to stakeholder engagement that helps clients such as PERS build and maintain over time a constructive relationship with their stakeholders, in particular the locally affected communities. This approach includes the following steps, which are covered in the next sections of the SEP:

- Identification of project stakeholders and groups, especially people who could be affected by construction and operation of the Petlovo Brdo Interchange Project. This was done during 2012 and 2013 and updated in 2015. Petlovo Brdo Interchange Project stakeholders are identified in section 4.
- Stakeholder engagement process and information disclosure, throughout project development and implementation. During this step, Developers ensure that identified stakeholders are appropriately engaged on environmental and social issues that could potentially affect them through a process of information

disclosure and meaningful consultation. Past consultations are summarized in section 5 and planned engagement is described in section 6.

- Meaningful Public consultation, based on the disclosure of relevant information and a consultation process that is inclusive and culturally appropriate for all stakeholders.
- Grievance mechanism and process which allow anyone to express their concerns or make complaints, and to be assured the concerns will be handled promptly and consistently. The Project grievance mechanism is presented in section 7.
- Monitoring and Reporting; PERS is required to monitor the implementation of the stakeholder engagement plan and the performance of the grievance mechanism and report on both. In accordance to and as an integral component of a project's Environmental and Social Management System, monitoring and reporting procedures must be established early on in the operation by PERS.

In terms of monitoring, PERS will arrange for all necessary provisions to assure stakeholder engagement during the monitoring phase. Thereby, PERS will endeavour to involve independent third parties (e.g. CSOs, NGOs, national human rights institutions) or to facilitate community-driven monitoring, where practical and acceptable by the communities concerned.

In terms of reporting, PERS will establish regular communication and reporting channels back to the communities and individuals impacted and concerned, whether through non-technical summaries of progress updates, engagement activities, public meetings, targeted issue-based consultations.

#### **4 STAKEHOLDER IDENTIFICATION AND COMMUNICATION METHODS**

There are several categories of stakeholders. The first category includes people, institutions, and organisations that will be directly or indirectly affected by the Project, those who own properties that will be affected by the Project, and nearby residents who live within sight or sound of the project and project traffic. The second category includes people and institutions who participate in implementation of the project: road users, PERS, construction contractor(s), and equipment suppliers. The final category includes people and organizations who may influence and/or make decisions on implementation of the project. These would include national ministries and agencies, local governments and authorities, and nongovernmental organisations (“NGOs”) with interest or expertise.

A variety of communication methods will be used as appropriate for each set of stakeholders. In general, these include:

- Public and individual meetings
- Announcements in media
- Provision of general information on notice-boards at public locations
- Regular mail and E-mail correspondence
- Publication of relevant project information on the Developer's website (<http://www.putevi-srbije.rs/>).

Table 1 shows the various categories of stakeholders for the Petlovo Brdo Interchange Project.

<b>Table 1. Categories of Petlovo Brdo Interchange Project Stakeholders</b>		
<i>Stakeholders who may be affected by the Project</i>	<i>Stakeholders who participate in Project implementation</i>	<i>Stakeholders who may influence and make decisions on Project implementation</i>
<ul style="list-style-type: none"> <li>Residents of settlements near Ibarska road within the zone of Petlovo Brdo</li> </ul>	<ul style="list-style-type: none"> <li>PERS</li> <li>EIB</li> <li>PERS employees</li> <li>Construction contractors and employees</li> <li>Equipment and material</li> <li>Suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Local self-government (LSG)</li> <li>Local inspectorates and public utilities (spatial &amp; urban planning, cadaster, communal affairs, environment, roads, etc.)</li> <li>City of Belgrade Secretariats</li> <li>Government institutions</li> </ul>
<ul style="list-style-type: none"> <li>Belgrade – Petlovo brdo residents</li> <li>Owners of commercial buildings along the Ibarska road from park-forest “Borici” to Metro supermarket</li> <li>Ibarska road users</li> <li>City of Belgrade</li> </ul>	<ul style="list-style-type: none"> <li>PERS and MCTI</li> <li>City of Belgrade</li> </ul>	<ul style="list-style-type: none"> <li>Competent State Ministries of the Republic of Serbia</li> <li>City of Belgrade and State Agencies/Institutes (nature protection, environment, energy, roads, culture, civil aviation, etc.)</li> <li>NGOs – local and national level</li> </ul>

## **5 PREVIOUS STAKEHOLDER ENGAGEMENT**

### **5.1 Stakeholder Engagement in line with the Law on EIA**

PE “Roads of Serbia” has engaged stakeholders since 2012, through their local representative and formally in official meetings with government institutions and consultation meetings with the public. This was particularly intense throughout the environmental and social appraisal process in the period from July 2012 to October 2012. The purpose of these activities has been to inform and hear concerns of interested parties and project affected groups and persons, government institutions, and the public about the project and relevant environmental and social issues.

During 2012 PERS initiated and completed a separate Environmental Impact Assessment (EIA) procedure regarding EIA Study for the New PBI. In compliance with the national EIA procedure, interested parties were invited twice, through publication in daily newspaper Politika, to raise their concerns on the Project and the fact that no EIA would be needed, but no comments were received.

This procedure has been concluded with the Ministerial decision regarding the NO REQUIREMENT of an EIA Study for the New PBI. The same Decision defines the obligation of PERS to respect all protection conditions obtained from relevant institutions.

## **5.2 Public Consultation, Belgrade, 18 July 2013, PERS Premises**

Additional round of public consultations was organized by the PERS on 18 July 2013.

Representatives of NGO PB, NGO GSPB, JKP "Greenery Belgrade", Serbian Institute for Nature Protection (INP) and Highway Institute Belgrade (Designer and Environmental Specialist) participated on this Public Consultations. All Project details were presented to the participants, especially Project impact and Project related mitigation measures, compensatory measures and monitoring activities.

As a kind of compensatory measure, PERS offered restocking and re-arranging the recreational area within the park-forest "Borici" to PAPs representatives in order to ensure existence of proper resting and gaming area, supplied with adequate number of tables, benches and children playgrounds.

## **5.3 Meeting with PAPs, Belgrade, 06 March 2014, PERS Premises**

Following acceptance by the parties, the EIB-CM organized a first mediation meeting with the parties on 4 March 2014. During the mediation meeting PERS presented a new Project design that took into account the concerns raised previously by the NGOs, notably the preservation of the major part of Park-Forest "Borici". New concerns were raised during the mediation meeting, notably as far as access to local businesses was concerned and it was therefore agreed that the discussions on this issue would continue between the parties in order to find a solution. It was also agreed that once a new design solution was available a meeting on the improved design would be held to which the population of the settlement would be invited.

Accordingly, on 6 March 2014 PERS held a meeting with the Representatives of the NGO GSPB. During this meeting, in presence of the Designer, the interested parties were enabled to review the Detailed Design for PBI and analyze various alternatives regarding elimination of the negative environmental and social impacts of the Project.

## **5.4 Meeting with PAPs, Belgrade, 08 May 2014, PERS Premises**

Most of the participants in this meeting were private and commercial buildings owners. PERS representatives explained that no disturbance to the existing service road will occur during Project implementation, and that there will be no widening of the Ibarska road towards their buildings.

Additionally, NGO "Petlovo Brdo" representatives proposed a completely new alignment of Ibarska road, outside the spatial area aimed for Project implementation. PERS representatives elaborated that such proposal is in direct conflict with existing Spatial Plans, and basic disadvantages of proposal are time loss, enormous rising of Project costs, potential problems related with Project funding and absolutely no guaranties that process of Spatial Plan changes will be successful.

## **5.5 Consultations with PAPs – Action Plan, Belgrade, 17 May 2014, KCR**

Consultations of PAP during which the Environmental and Social Action Plan (ESAP) was presented to the interested public, were held at the Cultural Center of Rakovica (KCR), located in the municipality of Rakovica in whose territory this Project will be implemented.

The Public Announcement with reference to the consultation was published in the daily newspaper "Politika" on 3 May 2014 and was placed on the PERS website. NGO's representatives informed citizens about the new round of consultations (by delivering flyers – invitations and placing the invitation letter on their blog).

Consultation was attended by about 80 people, in the presence of the EIB-CM representatives, as observers. PERS presented the key reasons why it is necessary to implement the Project in shortest term, and explained in detail the main Project and its alternatives. The public presentation was properly completed and the citizens' objections were registered.

## **5.6 Consultations with PAPs – Action Plan, Belgrade, May 27 – Jun 06, 2014**

PERS representatives have provided premises in the immediate environment of the Park-Forest "Borici", created the necessary graphics presentation and survey sheets and invited citizens to participate in consultation in relation to this Project once again.

JPPS has prepared a leaflet (flyer) that was appended in close to 30 different places within the Park-Forest "Borici" and announcement with a call for consultations was placed on the PERS website. In these the interested parties and persons were invited to come to the premises for consultations that were held every working day from 11 to 13h. Two PERS representatives were always present at the consultations, providing answers on questions raised by interested public. A tour in the Park-Forest "Borici" was repeatedly done during the process of consultation, and communication with the public regarding the implementation of this Project was established there too.

At the PERS request the Contractor clearly marked with wooden sticks the Project boundary line (border of Project intervention). It was done in order to help the interested persons to gain insights into the forest zone, which is intended for realization of the Project.

During 10 days of consultations all Project details and possible alternatives were explained to each participant. Survey sheets were delivered to PAP and most of them replied in written form. Each particular opinion and remark was deeply analysed by PERS and detailed answers with explanations were sent to each sender.

## **5.7 FINAL Consultations with Complainants – Settlement Agreement**

Settlement Agreement with the Complainants is reached on December 01, 2015 and signed on February 09, 2016. According to Contract Agreement PERS is obliged to :

A) Save 87% of the park forest by avoiding construction of direct and indirect ramps within the park forest;

- B) Ensure service roads and safe traffic connections on Ibarska road, approaches to all private and commercial buildings along the Ibarska road;
- C) Fully compensate the trees cut;
- D) Build new playground area within the forest area;
- E) If and when a need to build the ramps in phase II of the project arises, the situation will be re-assessed and an agreement with all PAP will be sought regarding possible construction of the remaining part of the Project (one direct and one indirect ramp in the zone of Park-Forest “Borici”) or another arrangement that may be feasible at the time (Page 4 of Public Consultation Report).
- F) Prepare a Stakeholders’ engagement Plan and maintain close cooperation with the community during the next stages of the project.

The Complainants renounced any further claims against Roads of Serbia regarding the Petlovo Brdo Interchange Project, provided that the terms of this Agreement are complied with. Accordingly, on the basis of the amicable settlement of the dispute achieved by this Agreement, the Complainants withdrew and abandoned the complaint submitted to the EIB Complaints Mechanism.

Public participation and consultations will continue during developing of a New Detailed Design for Petlovo Brdo Interchange Project, as described in section 6.

## **6 STAKEHOLDER ENGAGEMENT PROGRAMME**

PE “Roads of Serbia” intends for the Project to serve as an example of good international practice in road project development. The means and timing of PERS communications with internal and external stakeholders are shown in Table 2.

General information related to the various stages of Project development will be available as follows:

- PERS website (<http://www.putevi-srbije.rs/>)
- PERS local premises and headquarters office (Vlajkovicева 19a, Belgrade)
- Project Designer’s premises
- Complainants Blog address: (<http://zelenonaselje-petlovobrdo.blogspot.rs/>)
- Complainants Facebook address:  
(<https://www.facebook.com/groups/zelenonaseljepetlovobrdo/>)



<b>Table 2. “Petlovo brdo” Interchange Stakeholders and Communication Methods</b>			
<i>Stakeholders</i>	<i>Number of people</i>	<i>Type and Method of Communication</i>	<i>Timing</i>
<b>Internal Stakeholders</b>			
PERS , MCTI, City of Belgrade Institutions, Greenery Belgrade, Forest Directorate	10 0	- Internal letters and newsletters, notifications, intranet - Grievance procedure - Bulletin boards	Prior to and throughout Project construction and implementation
Contractor employees	Approx. 100	- Information in contract - Bulletin board - Grievance procedure	Prior to and throughout construction.
<b>External Stakeholders</b>			
All	1000s – 10000s	- PERS website: <a href="http://www.putevi-srbije.rs/">http://www.putevi-srbije.rs/</a> - Complainants Blog address - Radio and newspaper announcements - Public meeting - Grievance mechanism	- New detailed design (NDD) disclosed for comment during design phase, starting from April 2016 - Public meeting in Designers and PERS premises
NGO “Green Settlement” Petlovo Brdo	50	- PERS website: <a href="http://www.putevi-srbije.rs/">http://www.putevi-srbije.rs/</a> - Complainants Blog address - Radio and newspaper announcements - Public meeting - Grievance mechanism	- New detailed design (NDD) disclosed for comment during design phase, starting from April 2016 - Public meeting in Designers and PERS premises
Residents living & working along Ibarska Road between Orlovaca Interchange and Tempo intersection	100s – 1000	- PERS website: <a href="http://www.putevi-srbije.rs/">http://www.putevi-srbije.rs/</a> - Complainants Blog address - Radio and newspaper announcements - Public meeting - Grievance mechanism	During design phase During construction phase
Other residents of settlement of Petlovo brdo	1000s	- PERS website: <a href="http://www.putevi-srbije.rs/">http://www.putevi-srbije.rs/</a> - Complainants Blog address - Public meeting - Grievance mechanism	During design phase During construction phase

<b>Table 2. "Petlovo brdo" Interchange Stakeholders and Communication Methods</b>			
Local authorities responsible for territories where construction will take place: Petlovo Brdo municipality and settlements	n/a	- Official correspondence - Meetings - Formal reports as required	Prior to and throughout construction and operation
Emergency services, fire brigades, utility owners and operators, local police (in connection with traffic management) in Belgrade, and Rakovica Municipality	n/a	- Official correspondence - Meetings	Prior to and throughout construction and operation
Other relevant authorities and institutes (construction/environmental, civil aviation, traffic/roads, telecommunications, cultural heritage)	n/a	- Official correspondence, including formal reports as required - Meetings	Prior to and throughout construction and operation
Other NGOs	n/a	Notice of public meetings and reports	- At disclosure of NDD documents - Upon completion of periodic monitoring reports

All relevant Project documents, namely:

1. Settlement agreement - Petlovo Brdo Interchange
2. Complaints Mechanism - Flowchart
3. Presentation of Petlovo Brdo Interchange Project
4. Final Report on Public Consultations for "Petlovo Brdo" Interchange Project, december 2015.
5. Environmental and Social Action Plan for "Petlovo brdo" Interchange Project
6. Invitation for Public Consultations
7. Information regarding Public Consultations and planned activities
8. Grievance form

are already disclosed (in English and Serbian) for public insight on PERS web site.

Proces of Public Consultations took almost 3 years. All project documents were available for public insight and comments. Final report on public consultations contains all details regarding consultations with complainants and other PAPs.

Several public meeting were held in Belgrade between 2013 and 2015. The location and time of public consultations were advertised in the pubic media listed in Table 4 at least a 3 week before the consultations was held.

<b>Table 3. Key Locations for Information</b>			
<i>Location</i>	<i>URL</i>	<i>Street address(es)</i>	
PERS	<a href="http://www.putevi-srbije.rs/">http://www.putevi-srbije.rs/</a>	282 Bulevar kralja Aleksandra, Belgrade +381 113040701	19a Vlajkovicева Str. Belgrade, I floor +381 113034744
Belgrade, Petlovo Brdo NGO GSRH	<a href="http://zelenonaselj-petlovbrdo.blogspot.rs/">http://zelenonaselj-petlovbrdo.blogspot.rs/</a>	Milorada Draskovica br. 24a, 11000 Belgrade	
EIB	<a href="http://www.eib.org/about/accountability/complaints/cases/belgrade-by-pass-highway-interchange-petlovo-brdo.htm">http://www.eib.org/about/accountability/complaints/cases/belgrade-by-pass-highway-interchange-petlovo-brdo.htm</a>	EIB Regional Office for the Western Balkans Vladimira Popovića 38-40, 11070 Belgrade Serbia +381 113121756 +381 113121929	EIB 98-100, boulevard Konrad Adenauer L-2950 Luxembourg

<b>Table 4. Public Media in Which Announcements were / will be made</b>
<b>Politika</b> , Belgrade - national press
<b>Vecernje Novosti</b> , Belgrade – national press
<b>B92 a.d, Belgrade</b> , Belgrade – national radio and television network and a website
<b>Studio B</b> , Belgrade – national radio and television network and a website

## **7 GRIEVANCE MECHANISM**

PE “Roads of Serbia” will accept all comments and complaints associated with the Project or the Company, including comments on the New Design of Petlovo Brdo Interchange Project. An example form that can be used to submit grievances is provided in Appendix A. This is only an example form and does not have to be used in order for a grievance to be made. (A separate mechanism will be available to PERS representatives and contractors.)

Any person or organisation may send comments, complaints, requests for information, or other communications in person or via post/mail, telephone, or email using the contact information provided below. Individuals who submit comments or grievances have the right to request that their name be kept confidential. Grievances may be submitted anonymously, although in such cases, the person will not receive any response.

All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided. All grievances will be registered and acknowledged within five working days and responded to within 20 working days.

Contact details for submitting comments and concerns regarding the Project are available in Section 8 below.

## **8 DEVELOPER’S CONTACT INFORMATION AND RESPONSIBLE PERSON**

Communications with PERS regarding Petlovo Brdo Interchange Project may be directed to:

PE “Roads of Serbia” (or PERS)  
Bulevar kralja Aleksandra 282, 11000 Beograd  
Phone: + 381 11 3034744  
Fax: + 381 11 6301 527  
E-mail: igor.radovic@putevi-srbije.rs  
Contact person: Igor Radovic, M.Sc.Civ.Eng.

## Appendix A – Grievance Mechanism

Figure 6 – Flowchart for processing grievances

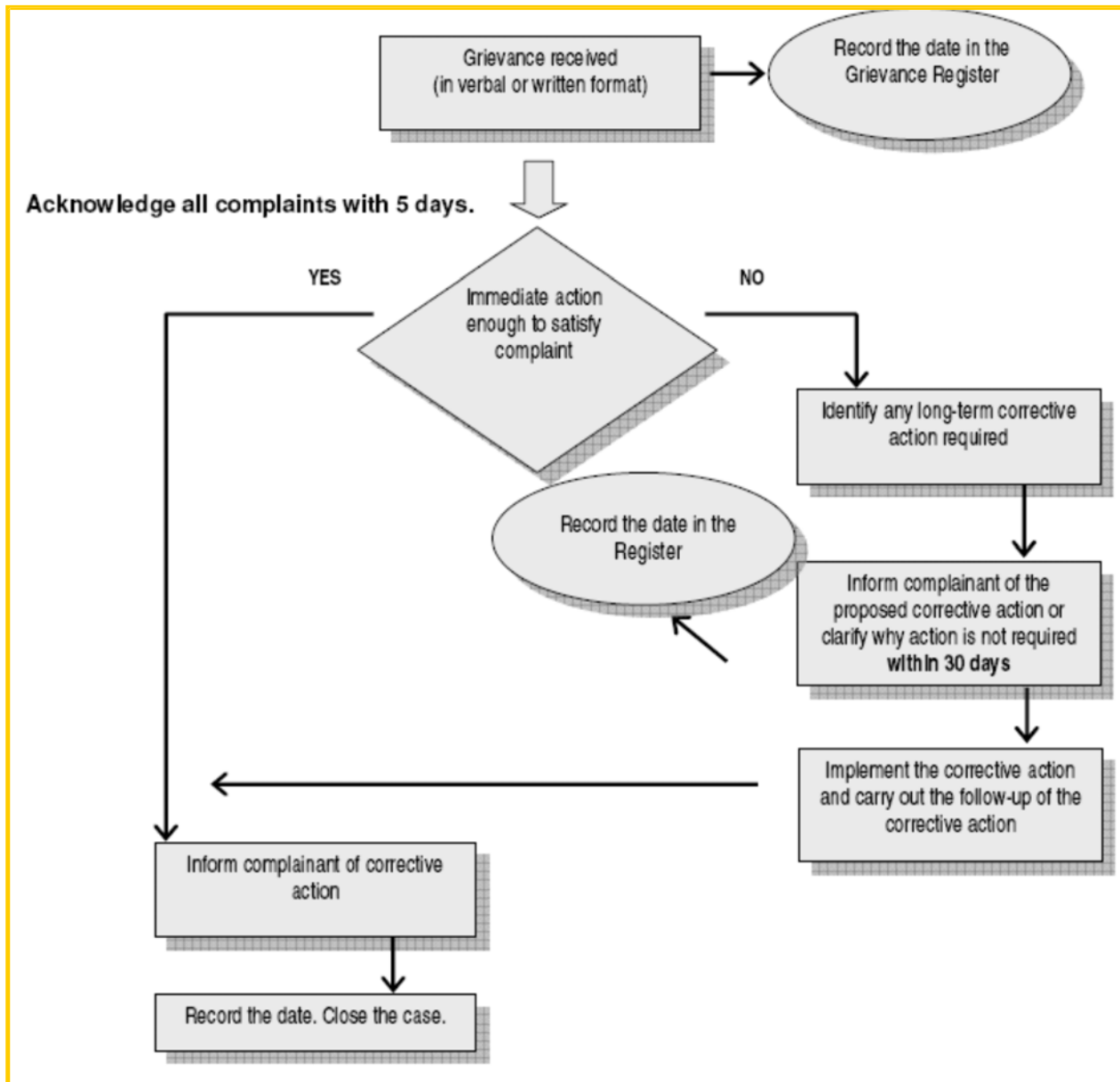


Figure 7 – Example Grievance Form

<b>Grievance Form</b>	
<b>Reference No:</b>	
<b>Full Name</b> (optional)	
<b>Contact Information</b> (optional)	<b>By Post: Please provide mailing address:</b> _____ _____ _____
	<b>By Telephone:</b> _____
<b>Please mark how you wish to be contacted (mail, telephone, e- mail).</b>	<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>	
	<b>One time incident/grievance (date _____)</b> <b>Happened more than once (how many times? _____)</b> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	
<b>Please return form to:</b>	<b>Or to:</b>
PE Roads of Serbia 282 Bulevar kralja Aleksandra Belgrade, Serbia	Phone: + 381 11 3034744 Fax: + 381 11 6301 527 E-mail: igor.radovic@putevi-srbije.rs Contact person: Igor Radovic, M.Sc.Civ.Eng