

REPUBLIC OF TÜRKİYE

MINISTRY OF AGRICULTURE AND FORESTRY

**DIRECTORATE GENERAL OF EUROPEAN UNION AND FOREIGN
RELATIONS**



**AGRICULTURE SECTOR RECOVERY IN TÜRKİYE'S EARTHQUAKE-
AFFECTED PROVINCES PROJECT**

(P181428)

STAKEHOLDER ENGAGEMENT PLAN

June 2024

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TASLAK

List of Abbreviations

ABDGM	Directorate General of European Union and Foreign Relations
BÜGEM	General Directorate of Plant Production
ÇİMER	Presidency's Communication Center
EIA	Environmental Impact Assessment
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESSs	Environmental and Social Standards
GBV	Gender-Based Violence
GD	General Directorate
GM	Grievance Mechanism
GRS	Grievance Redress Service
HAYGEM	General Directorate of Livestock
LMP	Labor Management Procedures
M&E	Monitoring and Evaluation
MoAF	Ministry of Agriculture and Forestry
OIPs	Other Interested Parties
PCU	Project Coordination Unit
PCU	Project Coordination Unit
RP	Resettlement Plan
RF	Resettlement Framework
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
ToR	Terms of Reference
TRGM	Directorate General of Agricultural Reform
WB	World Bank

Glossary

Grievance Mechanism is an accessible and inclusive system, process, or procedure that receives and acts upon complaints and suggestions for improvement in a timely fashion and facilitates resolution of concerns and grievances arising in connection with a project.

Implementing Agency refers to the Ministry of Agriculture and Forestry which will assume overall responsibility for the Project.

Proposed Project refers to Agriculture Sector Recovery in Türkiye's Earthquake-Affected Provinces Project.

Project Coordination Unit (PCU) refer to the staff of Directorate General of European Union and Foreign Relations (ABDGM) responsible for the overall coordination of Project, including monitoring and reporting to World Bank.

General Directorates (GDs) refers to the Directorate General of Agricultural Reform (TRGM), General Directorate of Plant Production (BÜGEM), and General Directorate of Livestock (HAYGEM) which are responsible for the implementation of the project, including the preparation and implementation of ESF instruments.

Provincial Organization refers to provincial organization of MoAF which includes (i) Provincial Organization Directly Affiliated with the Centre (research institutes and veterinary control institutes) and (ii) Provincial Organizations Directly Affiliated with the Centre (provincial directorates and district directorates).

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

Stakeholder Engagement is a continuous process used by the project to engage relevant stakeholders to generate sense of ownership to the project and for a clear purpose to achieve accepted outcomes. It includes a range of activities and interactions over the life of the project such as stakeholder identification and analysis, information disclosure, stakeholder consultation, negotiations and partnerships, grievance management, stakeholder involvement in project monitoring, reporting to stakeholders and management functions. It includes both state and non-state actors.

Stakeholder Engagement Plan (SEP) is a tool for managing communications with the project stakeholders at the sub-project or activity level. The SEP will describe the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and Borrower, distinguishing between project-affected parties and other interested parties. The SEP will also describe the range and timing of information to be communicated to project-affected parties and other interested parties, as well as the type of information to be sought from them. When a project consists of a program and/or series of sub-projects and the stakeholders/stakeholder engagement program cannot be identified in detail until the program/sub-project details have been identified, the SEP may be prepared initially as a framework instrument.

Executive Summary

This document is a Stakeholder Engagement Plan (SEP) that explains the stakeholder consultation and engagement process planned and to be implemented for the Agriculture Sector Recovery in Türkiye's Earthquake-Affected Provinces Project (the Project) which is implemented by the Ministry of Agriculture and Forestry (MoAF) and funded by the World Bank (WB).

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the Project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

Project stakeholders categorized under three groups, which are "Project-Affected Parties", "Other Interested Parties" and "Vulnerable/Disadvantaged Group/Individuals". Details of the stakeholder groups are provided in Section 3.

The environmental and social reports and plans were disclosed through MoAF website (<https://www.tarimorman.gov.tr/>). Feedback received during consultations will be provided after the stakeholder engagement activities. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan will be provided in Annex 1: Records of Meetings or Consultations.

The stakeholder engagement methods to be used during project implementation, which aim to sustain ownership of the project stakeholders' and to increase the awareness on social impact of the project are explained in Section 4.2 and summary of the stakeholder engagement plan is given in Section 4.3.

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

Responsibility for overall project implementation, including management and coordination will lie with the MoAF, through the implementing units. The General Directorates (GDs) (TRGM, HAYGEM and BUGEM) will be responsible for specific subcomponents. GDs will be responsible of overseeing project activities under their respective subcomponents and ensure effective engagement with MoAF's units and relevant stakeholders at the provincial level. A Project Coordinating Unit (PCU) responsible for overall project coordination will be established under ABDGM. The PCU will be responsible for overseeing overall implementation and management of the project, ensuring proper application of all project-related requirements, and preparing all project documents to be submitted to the Bank. The PCU will host a dedicated multidisciplinary team of project management, technical, financial management, procurement, environmental, and social specialists with qualifications satisfactory to the WB. PCU's functions will be overseen by the leading Vice-Minister.

Description of GM used during the project implementation is summarized in Section 6.1. Any grievances that may occur during the project will be addressed at four levels. The GM at the first level will be undertaken by the ABDGM. Secondly, contractors will establish their own GM for undertaking grievances for sub-contractors and workers. As the third level the MOAF's GM (TİMER) will be effectively adapted for the Project. Finally, the Presidential Communication Center (CİMER) will constitute the fourth level of the GM of this project.

Stakeholder engagement activities will be monitored periodically and reported in project progress reports biannually.

Documentations of the stakeholder engagement activities will be kept in the archive of the MoAF. Information about the consultation activities will be reported to the Bank within the Project Progress reports.

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1. Introduction

This document is a Stakeholder Engagement Plan (SEP) that explains the stakeholder consultation and engagement process planned and to be implemented for the Agriculture Sector Recovery in Türkiye's Earthquake-Affected Provinces Project (the Project) which is implemented by the Ministry of Agriculture and Forestry (MoAF) and funded by the World Bank (WB).

WB will be providing finance to the Government of Türkiye to support short-term economic recovery and address more mid-term recovery and reconstruction needs across agrifood subsectors in Türkiye's earthquake-affected provinces (Adana, Adıyaman, Diyarbakır, Elazığ, Gaziantep, Hatay, Kahramanmaraş, Kilis, Malatya, Osmaniye, Şanlıurfa and Sivas [Gürün District]). Project investments are intended to contribute to restoring agrifood supply chain flows in the affected provinces by ensuring continued access by farmers and agribusinesses to key inputs and services. Additionally, it aims to promote mid to longer-term rebound and recovery, focusing on higher climate resilience, inclusiveness, and environmentally and socially sustainable agrifood production and processing.

The project covers three components which will be implemented by three general directorates of MoAF. The project components are described below. Detailed description of the project components are provided in project ESMF.

Component (1): Enabling Service Provision for a Climate Resilient Agriculture Sector Recovery

This component will be implemented by TRGM and Department of Supporting Services and has following subcomponents.

- Subcomponent 1.1: Irrigation Investments for Enhanced Water-Efficiency and Climate Resilience
- Subcomponent 1.2: Improving Access to Mechanization by Promoting Common Machinery Utilization Models

Component (2): Climate-Smart Recovery of the Livestock Sector

This component will be implemented by the General Directorate of Livestock (HAYGEM) and BÜGEM (Department of Meadow, Pasture, and Forage Crops) and has following subcomponents.

- Subcomponent 2.1: Recovered and Enhanced Productive Capacity of Small and Middle Scale Livestock Farm Enterprises
- Subcomponent 2.2: Restored and Improved Pastureland for Enhanced Livelihoods and Resilient and Sustainable Animal Production Systems

Component (3): Project Management, Monitoring and Evaluation

The General Directorate of European Union and Foreign Relations (ABDGM) will be responsible for the implementation of this component. ABDGM will manage all aspects of the project and ensure its successful execution.

The Project is being prepared under the WB's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the Project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

3. Stakeholder Identification and Analysis

3.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility:* If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

3.2. Affected parties and other interested parties

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category (Table 1):

- Communities
- Farmers
- Shepherds
- Business owners

The projects' stakeholders also include parties other than the directly affected communities, including (Table 1):

- Central and regional organizations of MoAF
- Authorities
- Cooperatives
- Contractors and supervisor consultants
- Suppliers
- Universities
- NGOs
- Media

3.3. Disadvantaged/vulnerable individuals or groups

Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following (Table 1):

- Elderly people
- People with disabilities
- Illiterate people
- Tenant people
- Women
- Migrants

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

Table 1: Stakeholder Groups

Subcomponent	Stakeholder Category	Stakeholder	Level of Interest	Level of Influence
Component (1): Enabling Service Provision for a Climate Resilient Agriculture Sector Recovery				
Subcomponent 1.1: Irrigation Investments for Enhanced Water-Efficiency and Climate Resilience	Project-Affected Parties	<ul style="list-style-type: none"> • Farmers • Landowners/communities in the close vicinity of the construction sites 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • Irrigation cooperatives • Regional/Provincial/District Directorates/Organizations of MoAF • Provincial/District Municipalities • Ministry/Provincial Directorate of Environment, Urbanization and Climate Change • Contractors & Subcontractors • Supervisor consultants • State Hydraulic Works (DSI) • NGOs • Media 	High/ Medium	High/ Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Elderly people • People with disabilities • Illiterate people • Tenant people • Woman people • Migrant people 	Low	Low
Subcomponent 1.2: Improving Access to Mechanization by Promoting Common Machinery Utilization Models	Project-Affected Parties	<ul style="list-style-type: none"> • Animal husbandry businesses 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • Irrigation cooperatives • Regional/Provincial/District Directorates/Organizations of MoAF • Contractors & Subcontractors • Machine & Equipment suppliers • NGOs • Media 	High / Medium	High / Medium

Subcomponent	Stakeholder Category	Stakeholder	Level of Interest	Level of Influence
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Elderly people • People with disabilities • Illiterate people • Tenant people • Woman people • Migrant people 	Medium / Low	Medium
Component (2): Climate-Smart Recovery of the Livestock Sector				
Subcomponent 2.1: Recovered and Enhanced Productive Capacity of Small and Middle Scale Livestock Farm Enterprises	Project-Affected Parties	<ul style="list-style-type: none"> • Farmers 	High	High
	Other Interested Parties	<ul style="list-style-type: none"> • Regional/Provincial/District Directorates/Organizations of MoAF • Provincial/District Municipalities • Provincial Directorate of Environment, Urbanization and Climate Change • Contractors & Subcontractors • NGOs • Media 	High/ Medium	High/ Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Elderly farmers • Farmers with disabilities • Illiterate farmers • Tenant farmers • Woman farmers • Migrant farmers 	Low	Low
Subcomponent 2.2: Restored and Improved Pastureland for Enhanced Livelihoods and Resilient and Sustainable Animal Production Systems	Other Interested Parties	<ul style="list-style-type: none"> • Regional/Provincial/District Directorates/Organizations of MoAF • Machine & Equipment suppliers • NGOs (e.g., Veterinary Pharmacology and Toxicology Association, etc.) • Media 	High / Medium	High / Medium
	Vulnerable/Disadvantaged Group/Individuals	<ul style="list-style-type: none"> • Elderly people • People with disabilities • Illiterate people • Tenant people • Woman people • Migrant people 	Medium / Low	Medium

Subcomponent	Stakeholder Category	Stakeholder	Level of Interest	Level of Influence

4. Stakeholder Engagement Program

4.1. Summary of Stakeholder Engagement Done during Project Preparation

The stakeholder engagement activities conducted during project preparation period will be provided in Annex 1 of this plan. The environmental and social reports and plans were disclosed through MoAF website (<https://www.tarimorman.gov.tr/>). Feedback received during consultations will be provided after the stakeholder engagement activities. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan will be provided in Annex 1.

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

The stakeholder engagement methods to be used during project implementation, which aim to sustain ownership of the project stakeholders' and to increase the awareness on social impact of the project are explained below.

Formal Meetings: Official meetings will consist of internal meetings to be held within MoAF and its relevant DGs; and meetings to be held with different government authorities and relevant NGOs, and institutions to be engaged during preparation and implementation phases of the Project. In addition, stakeholder engagement meetings will be held.

Project Opening and Closure Meetings: Multi-stakeholder meetings will be held to announce and disseminate project activities and results, both at the beginning and end of the project life cycle.

Disclosure Meetings: Disclosure meetings will be held to share with the stakeholders the ESF instruments (ESMF, SEP, RF, LMP, Environmental and Social Commitment Plan [ESCP] and other relevant implementation documents) developed for the Project. The announcements for these meetings will be made via e-mails, MoAF's and relevant DGs' official websites, social media accounts (WhatsApp, Facebook, etc.), public notice boards, billboards, announcement in villages through speakers, and newspapers. In case the meetings are carried out via digital platforms, feedback on shared documents will be collected through official correspondences, online feedback forms and e-mails to support the effectiveness of these meetings. The ESF instruments to be prepared for the Project or the subprojects are living documents which can be updated in accordance with any change on the project and sub-projects.

Consultation Meetings: These meetings will be organized to inform the project stakeholders about the scope and timeline of subproject activities and to seek feedback from project affected parties (including vulnerable groups). Consultation meetings should include all potential stakeholders to be affected by the project activities including community members, vulnerable/disadvantaged groups, Non-Governmental Organizations (NGOs) and/or all other stakeholders identified throughout the Project life cycle. The meeting minutes and participant lists of the meetings will be recorded. Consultation meetings can be conducted virtually or face to face public participation meetings can be organized (specifically local meetings).

Workshops, trainings: These events will be organized to reach out the target stakeholders (farmers, farmer associations, greenhouse construction companies and technology providers, etc.) for each subcomponent to raise their awareness regarding the Project and the trainings/supports to be given within the scope of the Project.

Digital Communication Tools: The MoAF's and its relevant GDs' websites, social media accounts, national/local television channels, Tarım TV (<https://www.tarimtv.gov.tr/>), radio stations and SMS will be used to inform stakeholders about the progress, and important developments of the Project. Press releases will also be shared with the press.

Other Engagement Methods: Focus group discussions, site visits and in-depth interviews, which are also common stakeholder engagement methods, can be used during the project implementation if any additional engagement activities are required.

Grievance Mechanism: A proper grievance mechanism (GM) will be established and operated for the Project in compliance with the World Bank's ESS10 requirements. The details of the GM are provided in Chapter 6 of this document. In order for this mechanism to function properly and timely manner, a GM focal point will be assigned as part of the PCU to oversee the entire process. The GM focal point will also be responsible for reporting the project's grievance redress process for monitoring purposes. This person will also be responsible to coordinate the grievance mechanism to ensure its smooth functioning within the project by coordinating the grievance mechanism and will provide channels for the project stakeholders to provide feedback on the project activities and/or raise concerns.

4.3. Stakeholder Engagement Plan

In the light of information given in the previous paragraphs, the summary of the stakeholder engagement plan is given in Table 2.

Table 2: The Overview of the Stakeholder Program

Project Phase	Consultation Subject/ Message to be delivered	List of information to be disclosed	Method Used	Target Stakeholder	Frequency	Responsible Party
Preparation	<ul style="list-style-type: none"> • Inform the stakeholders about the scope and need of the Project. • Consult the stakeholders about <ul style="list-style-type: none"> ○ project design, ○ environmental and social risks and impacts, ○ proposed mitigation measures, • ESMF, GMs • Seek feedback 	<ul style="list-style-type: none"> • Project concept, E&S principles and obligations • ESF documents (ESCP, ESMF, SEP, LMP, RF) 	<ul style="list-style-type: none"> • Opening meeting • Public announcements • Non-technical project summaries/presentations • Electronic publications • Social media • Press releases • Consultation meetings (virtual/face-to-face) • Digital communication tools • Grievance Mechanism • Poster, brochure, leaflet, etc. • SMS 	<ul style="list-style-type: none"> • Project Affected Parties • Other Interested Parties • Disadvantaged/Vulnerable Groups/Individuals 	<p>Before the commencement of component activities</p> <p>Throughout the project lifecycle</p>	<ul style="list-style-type: none"> • PCU • GDs
Implementation & Construction	<ul style="list-style-type: none"> • Inform the stakeholders about the project scope and ongoing activities • ESF documents (ESMF, ESMPs, RPs, SEPs, etc.) • GMs • Seek feedback 	<ul style="list-style-type: none"> • ESMPs • SEPs • LMP • RPs • GM procedure • Regular updates on Project development 	<ul style="list-style-type: none"> • Public announcements • Non-technical project summaries/presentations • Electronic publications • Social media • Press releases • Disclosure meetings • Consultation meetings (virtual/face-to-face) • Focus group discussions, • Site visits • In-depth interviews • Workshops & trainings • Digital communication tools • Grievance Mechanism • Poster, brochure, leaflet, etc. • SMS 	<ul style="list-style-type: none"> • Project Affected Parties • Other Interested Parties • Disadvantaged/Vulnerable Groups/Individuals 	<p>Prior to start of implementation of the project, and as needed during the project lifecycle</p>	<ul style="list-style-type: none"> • PCU • GDs • Provincial Organizations • Supervision Consultant • Contractor

Operation	<ul style="list-style-type: none"> • GMs • Receive feedback 	<ul style="list-style-type: none"> • Project outputs • Redress of grievances 	<ul style="list-style-type: none"> • Closure meeting • Consultation meetings • Disclosure meetings, • Focus group discussions, • Site visits • In-depth interviews • Workshops & trainings • Digital Communication Tools/social media • Poster, brochure, leaflet, etc. • SMS 	<ul style="list-style-type: none"> • Project Affected Parties • Other Interested Parties • Disadvantaged/Vulnerable Groups/Individuals 	After completion of project activities	<ul style="list-style-type: none"> • PCU • GDs
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4.4. Reporting Back to Stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

5.1. Resources

MoAF PCU and GDs will be in charge of stakeholder engagement activities.

The budget for the SEP is 845,000 USD and is included in Component 3 of the project.

Table 3: SEP Budget

Budget Categories	Estimated Cost (USD)
Communication and Visibility Activities	
Communication Specialist (1)	182,000
Project Opening Ceremony	30,000
Project Closing Ceremony	30,000
Commissioning Ceremonies	600,000
Grievance and Redress Mechanism	3,000
Total SEP Budget	845,000

5.2. Management Functions and Responsibilities

This section describes the institutional arrangements for the SEP aspects of the full project management and implementation.

Responsibility for overall project implementation, including management and coordination will lie with the MoAF, through the implementing units. One environmental specialist and one social specialist will assist in managing and implementing the environmental and social issues associated with this project. The E&S specialists will be employed under the PCU and responsible for ensuring overall compliance of the proposed Project with ESF requirements. While each specialist will have a primary focus, they will be available to provide support across subcomponents as needed and support the GDs. All specialists will be onboarded at the beginning of the proposed Project and will maintain their positions throughout the project implementation.

The responsibilities of the key actors in SEP Implementation are given below:

GDs will be responsible of overseeing project activities under their respective subcomponents and ensure effective engagement with MoAF's units and relevant stakeholders at the provincial level.

A Project Coordinating Unit (PCU) responsible for overall project coordination will be established under ABDGM. The PCU will be responsible for overseeing overall implementation and management of the project, ensuring proper application of all project-related requirements, and preparing all project documents to be submitted to the Bank. The PCU will host a dedicated multidisciplinary team of project management, technical, financial management, procurement, environmental, and social

specialists with qualifications satisfactory to the WB. PCU's functions will be overseen by the leading Vice-Minister.

A Project Steering Committee (PSC) will be established to ensure effective coordination at a higher level and provide strategic advice. The PSC will have participation of senior leadership of MoAF, including Deputy General Directors from the relevant GDs, Head of Strategy Development Directorate, Head of Budget Department ve PCU Coordinator. Senior officials of the Ministry of Treasury and Finance and Presidency's Strategy and Budget Office will be invited to join specific sessions, based on project needs. The PSC will be chaired by the line Vice Minister of the MoAF with the PCU acting as the Secretariat. The key functions of the PSC will be to review the Annual Workplans and Budgets, monitor implementation progress, ensure effective institutional coordination, and provide guidance as needed for ensuring the delivery of project outputs and achievement of project outcomes.

The communication with the communities will be ensured throughout the life of the proposed Project.

6. Grievance Mechanism

The main objective of a Grievance Mechanism (GM) is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

Description of GM used during the project implementation is summarized in below table.

Table 4: Description of GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	National Level: CİMER Webpage: https://www.cimer.gov.tr https://giris.turkiye.gov.tr/ Hotline: Alo 150 Mail Address: T.C. Cumhurbaşkanlığı Külliyesi 06560 Beştepe – Ankara Phone: +90 312 590 2000 Fax: +90 312 473 6494	-	Presidency's Directorate of Communications
	National Level: TİMER Webpage : https://timer.tarimorman.gov.tr/ https://www.turkiye.gov.tr Hotline: ALO 180 Mail Address: T.C. TARIM VE ORMAN BAKANLIĞI Tarım ve Orman İletişim Merkezi Üniversiteler Mahallesi Dumlupınar Bulvarı, No: 161 06800, Ankara		MoAF through TİMER
	Project Level: Complaint Committee composed of representatives of PCU, GD, regional directorates, supervision consultants and contractors.		Complaint Committee
	Regional Level: Provincial and District Directorates of MoAF		MoAF through the provincial and district directorates

Step	Description of Process	Time Frame	Responsibility
	<p>Sub-Project Level: Project sites</p> <p>International Level: World Bank GM Independent Inspection Panel (IIP) http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service</p>		Contractors
			World Bank
Grievance uptake	<p>Grievances can be submitted via the following channels through above mentioned implementation structure:</p> <ul style="list-style-type: none"> • Toll-free telephone hotline/Short Message Service (SMS) line • E-mail • Letter to Grievance focal points at local facilities • Complaint form to be lodged via any of the above channels (Annex 2) • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box 	-	<p>Presidency's Directorate of Communications</p> <p>MoAF through TIMER</p> <p>MoAF through PCU</p> <p>MoAF through the provincial and district directorates</p> <p>Contractors</p> <p>World Bank</p>
Sorting, processing	Any complaint received is forwarded to PCU, Logged in grievance log (Annex 4) and categorized according to the following complaint types: internal/external	Upon receipt of complaint	Local grievance focal points and PCU
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by the implementing structures	Within 2 days of receipt	<p>Presidency's Directorate of Communications</p> <p>MoAF through PCU</p> <p>MoAF through the provincial and district directorates</p> <p>Contractors</p> <p>World Bank</p>
Verification, investigation, action	Investigation of the complaint is led by PCU. A proposed resolution is formulated by Complaint Committee and communicated to the complainant by telephone or e-mail.	Within 10 working days	Complaint Committee composed of representatives of PCU, GD, regional directorates, supervision consultants and contractors.
Monitoring and evaluation	Data on complaints are collected by PCU and reported to WB every 6 months.	Every 6 months	PCU
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is	-	PCU

Step	Description of Process	Time Frame	Responsibility
	collected via Grievance Closeout Form (Annex 3)		
Training	<p>Training needs for staff/consultants in the GDs, provincial/District directorates, Contractors, and Supervision Consultants are as follows:</p> <ul style="list-style-type: none"> -Training of GRM committees on procedures to manage complaints -Training on gender-based violence (GBV) 	Within 3 months of creation of PCU and GDs	PCU

The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

Any grievances that may occur during the project will be addressed at four levels. The GM at the first level will be undertaken by the ABDGM. Secondly, contractors will establish their own GM for undertaking grievances for sub-contractors and workers. As the third level the MOAF’s GM (TIMER) will be effectively adapted for the Project. Finally, the Presidential Communication Center (CIMER) will constitute the fourth level of the GM of this project.

In addition to project’s GM for its internal and external stakeholders, the ESS 2 requires establishment of a Workers’ Grievance Mechanism (WGM) for the project workers. The project workers will use the WGM to convey their concerns or suggestions regarding their working conditions and workplace. Details about the WGM is provided in the project LMP.

Although the risk from project activities is low, the grievance mechanism shall include handling Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) complaints. The GM that will be in place for the project workers will also be used for addressing SEA/SH related issues and will have in place mechanisms for confidential reporting, with safe and ethical documenting of SEA/SH issues.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

Stakeholder engagement activities will be monitored periodically and reported in project progress reports biannually.

Documentations of the stakeholder engagement activities will be kept in the archive of the MoAF. Information about the consultation activities will be reported to the Bank within the Project Progress reports and will include,

- Number and type of consultations
- Number of participants, type of stakeholders engaged
- Critical issues discussed, raised during the consultations,
- Number of grievances received (disaggregated data: gender, province, category of grievance, status of the grievances [closed, pending, resolved, etc.], etc.)

7.2. Reporting back to stakeholder groups

The SEP will be periodically (annually) revised and updated as necessary in the course of project implementation. Semi-annual summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The semi-annual summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways including the Ministry website, advertisements or SEP.

8. References

1. 2017. "World Bank Environmental and Social Framework." World Bank, Washington, DC.
2. 2018. "Guidance Note for Borrowers: ESS10: Stakeholder Engagement and Information Disclosure"
3. 2022, Türkiye Climate Smart and Competitive Agricultural Growth Project Stakeholder Engagement Plan, MoAF, Ankara
4. <https://www.cimer.gov.tr/50sorudacimer.pdf>

Annexes

Annex 1: Records of Meetings or Consultations

Annex 2: Grievance Form

Annex 3: Grievance Closeout Form

Annex 4: Grievance Log

Annex 1: Records of Meetings or Consultations

Stakeholder (Group and Individual)	Dates of Consultations	Summary of Feedback	Response to Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/Date to Complete Follow-up Action(s)
<ul style="list-style-type: none"> - ABDGM (Project Coordination Unit) - Implementing General Directorates (Department Heads): <ul style="list-style-type: none"> • ABDGM • HAYGEM • BÜGEM • TRGM - Representatives from the Provincial Directorates (the Provincial Directors and Deputy Directors) of: <ul style="list-style-type: none"> • Adana • Adıyaman • Diyarbakır • Elazığ • Gaziantep • Hatay • Kahramanmaraş • Kilis • Malatya • Osmaniye • Şanlıurfa and Sivas 	29.12.2023	<ul style="list-style-type: none"> - An internal project introduction meeting was conducted. - Subcomponents of the project was introduced to the implementing agencies. - The questions were answered and comments were received. 	-	Future meetings will be organized during start and implementation phases of the project.	-

Annex 2: Grievance Form

GRIEVANCE FORM			
Reference No <i>(to be filled by institution)</i>			
<p>Personal Information</p> <p><i>Although giving name and address is not compulsory, it should be kept in mind that during the feedback process regarding the grievance some problems may occur due to lack of information. Personal information will be used to identify if there exist special circumstances with respect to your grievance and it will be stored and processed according to Personal Data Protection Law No. 6698. You can choose to fill partly or not to fill.</i></p>			
Full Name			
Province		District	
Neighborhood/Village		Locality	
Preferred way of communication , (Please provide your contact details: mail address, e-mail address, telephone number, etc. in you would like to be informed about the resolution process, actions to be taken)			
Grievance			
Your proposal for solution (if any)			
Signature		Date	

Annex 3: Grievance Closeout Form

GRIEVANCE CLOSEOUT FORM	
Grievance closeout number:	
Reference No of the Grievance	
Define immediate action required:	
Define long term action required (if necessary):	
Compensation Required?	[] YES [] NO
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
4.	
5.	

Annex 4: Grievance Log

Complaint Date	Name of Complainant	Complaint Subject	Remedial Measures	Complaint Closure Status	Closing Date	Explanations