

**Stakeholder Engagement Plan**  
**for**  
**The Belgrade Green Boulevard Project**

**City of Belgrade, City Administration, Secretariat for  
Investments**

*Updated in December 2018*

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## 1 INTRODUCTION

The City of Belgrade signed a financial loan agreement with the European Bank for Reconstruction and Development (EBRD) on 11.07.2017. in the amount of 20 million EUR for financing the Belgrade Green Boulevard Project (the Project) – reconstruction of the streets Kraljice Marije, 27 marta, Džordža Vašingtona and Cara Dušana. This section is 3 km long and consists of the mentioned four streets (the Project Components). The Project is being implemented by the Secretariat for Investments of the City of Belgrade Administration (the “Secretariat”).

This document is the Stakeholder Engagement Plan (SEP) describing the planned stakeholder consultation and engagement process for the Project. It outlines a systematic approach to stakeholder engagement that will help the City of Belgrade and the Project develop and maintain over time a constructive relationship with their stakeholders. The document also includes a grievance mechanism for stakeholders to raise their concerns about the Project.

The original SEP for similar Projects implemented by the City of Belgrade was developed in October 2011, while this is an updated version from December 2018.

## 2 DESCRIPTION OF THE PROJECT AND EXPECTED IMPACTS

### 2.1 SUMMARY OF THE PROJECT

There are currently approximately 3 million trips made daily in Belgrade. According to the City’s Transport Master Plan this amount is expected to grow to 4 million daily trips by 2021. The addition of 1 million trips will cause added congestion on Belgrade’s existing road network, especially during the peak rush hour periods.

The City has engaged in the reconstruction and repairs of numerous main streets in Belgrade, as well as the construction and relocation of tram lines. Previous similar projects have been implemented from the end of 2011, while at the moment of updating this plan, the accent is on the following planned section, which includes four streets in Belgrade on the territory of the municipalities Stari Grad and Palilula:

- Cara Dušana
- Džordža Vašingtona
- 27 marta and
- Kraljice Marije

The reconstruction of these streets will also be used for replacement of some utilities underneath the asphalted areas (e.g. heating system, sewerage, water supply, etc.).

The footprint will be divided into 6 sections during construction. When determining the sections as well as the duration of works, several factors were taken into account, including traffic, construction timelines, as well as potential impacts on residents and businesses.

Section 1 represents the footprint between Ruzveltova and Starine Novaka streets, with a total length of 517 m (including the intersection of Starine Novaka and Kraljice Marije streets). It is estimated that the works will last 200 calendar days.

Section 2 represents the footprint between Starine Novaka and Takovska streets, with a total length of 483 m (including the intersection of Takovska and Džordža Vašingtona streets). It is estimated that the works will last 135 calendar days.

Section 3 represents the footprint between Takovska street and Despot Stefan Boulevard, with a total length of 425 m. It is estimated that the works will last 70 calendar days.

Section 4 represents the footprint between Despot Stefan Boulevard and Francuska street, with a total length of 446 m (including the intersection of Despot Stefan Boulevard and Džordža Vašingtona

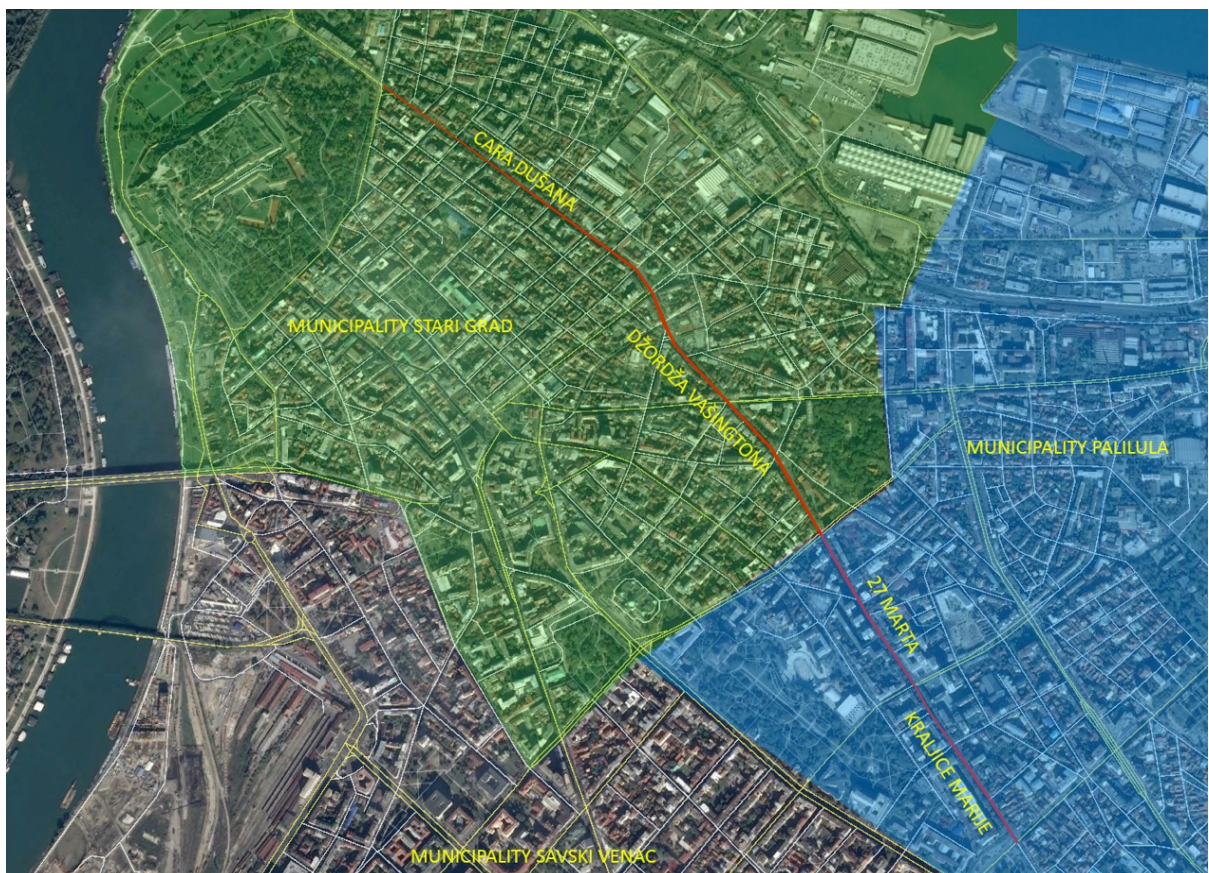
street, as well as the intersection of Francuska and Cara Dušana streets). It is estimated that the works will last 70 calendar days.

Section 5 represents the footprint between Francuska street and Kralja Petra street, with a total length of 615 m. It is estimated that the works will last 135 calendar days.

Section 6 represents the footprint between Kralja Petra and Tadeuša Košćuška street, with a total length of 462 m (including the intersection of Kralja Petra and Cara Dušana street, as well as the intersection of Tadeuša Košćuška and Cara Dušana streets). It is estimated that the works will last 200 calendar days.

To reduce traffic congestions and negative impacts on businesses, as well as the daily life of citizens, it is planned for the works to be carried out on two sections simultaneously. The works would begin on sections 3 and 4, then continue on sections 5 and 2, and in the end sections 1 and 6.

**Figure 1 Location of the streets Cara Dušana, Džordža Vašingtona, 27 marta and Kraljice Marije**



## 2.2 SUMMARY OF EXPECTED IMPACTS

In the longer term, this Project is expected to have benefits such as improved public transport, overall less car traffic and congestion during peak traffic hours and improvements in air quality in the City of Belgrade. In addition, certain utility services such as sewerage, water, electricity, telephone lines, heating, etc. will be repaired during the reconstruction/repairs of tram lines and roads, further improving citizens' quality of life.

Temporary negative environmental and social impacts associated with the construction phase of the Project are also expected. Typical construction related nuisances such as noise and dust shall also need to be mitigated in accordance with best practice. As part of certain project components, citizens will have difficulties accessing their residential properties; in some locations they may have restricted access to parking areas and while the works are ongoing, traffic and public transport will have to be carefully managed. As a result of experience gained on previous projects, this will be managed

carefully, with alternative solutions being provided where possible. Advantage will be taken of the construction activities to improve utilities in certain areas, which may result in short term disruption of services for residents.

Another possible impact is related to access to shops and kiosks along the Project footprint, which will be more difficult during construction and could result in short term economic losses for business owners. Most of the impacts will be mitigated by appropriate management of construction activities, for example organising them in a way so that access to business and commercial premises is never completely blocked. These issues are addressed in more detail in a separate document, the Livelihood Restoration Plan (LRP) for the streets Cara Dušana, Džordža Vašingtona, 27 marta and Kraljice Marije.

A detailed presentation of project impacts and foreseen mitigation measures is presented in the Environmental and Social Action Plan (ESAP).

### **3 REGULATORY REQUIREMENTS**

#### **3.1 LEGISLATION OF THE REPUBLIC OF SERBIA**

Key legislation of the Republic of Serbia, addressing stakeholder engagement, relevant to this Project includes:

- The Constitution of the Republic of Serbia (Official Gazette of the RS 98/06) provides a wide platform for public participation and access to information. It also provides the public with the right to submit requests, petitions and proposals. Article 74 states that everyone has the right to a healthy environment and to timely and complete information about the state of the environment, as well as an obligation to preserve and improve the environment.
- The Law on Free Access to Information of Public Importance (Official Gazette of the RS 120/04, 54/07, 104/09 and 36/10) regulates citizens' rights in relation to access to information, held, used and managed by public institutions, sets out the principles and exceptions in the achievement of these rights, as well as the procedures for accessing this information and their protection.
- The Law on the Protector of Citizens (Official Gazette of the RS 79/05 and 54/07)

The process of adoption of planning documents, which also includes public disclosure of documents, is regulated by the Planning and Construction Law (Official Gazette of the RS 72/09, 81/09, 64/10 – Constitutional Court Decision (CCD), 24/11, 121/12, 42/13 – CCD, 50/13 – CCD, 54/13 – Constitutional Court Rescript, 98/13 – CCD, 132/14, 145/14).

The main activities which must be undertaken before the adoption of the plan / study include:

- Through media, inform the public about the details of disclosure of the draft plan/study (e.g. where hard copies are available and the dates and times when they can be reviewed) and invite citizens / organisations to submit comments and/or participate in public hearings. Citizens and organisations can request that their comments are responded to in writing;
- Organisation of public disclosure to present the draft plan/study (held in the local administration building);
- Process comments received from all interested stakeholders and revise/complement the draft plan/study accordingly, as well as prepare a report on which comments were not taken into account and why;
- Deliver the revised plan/study and report to the responsible authority which determines whether all comments were adequately considered and processed.

#### **3.2 LENDERS REQUIREMENTS**

The Project is required to meet best international practice and specifically the requirements for stakeholder engagement and public consultations, as specified in the EBRD Environmental and Social Policy of 2014.

These requirements are described in detail in PR 10 of the Policy "Information Disclosure and Stakeholder Engagement". The EBRD policy considers stakeholder engagement an ongoing process which involves:

- the client's public disclosure of appropriate information so as to enable meaningful consultation with stakeholders
- meaningful consultation with potentially affected parties, and
- a procedure or policy by which people can make comments or complaints.

#### 4 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The Urban Master Plan of Belgrade for the period until 2021 which was adopted in 2008 and the new plan from 2017 (Master Plan of the City of Belgrade Traffic Infrastructure – SMART PLAN 2021/2027/2033) contain a general description of proposed traffic improvements in Belgrade. The reconstruction of the proposed Project component is being carried out in accordance with conditions from the planning documents (General Regulation Plan of the Construction Area of the Local Self Government Units – City of Belgrade from 2016, detailed regulation plans), which were publicly disclosed during their development and adoption, as well as their subsequent changes, in accordance with the legislation of the Republic of Serbia.

The City Public Utility Companies, with managers appointed by the City of Belgrade, have already been informed of the planned Project components. There are regular meetings of the Secretariat for Defence, Emergency Situations, Communication and Coordination of Relations with Citizens, which carries out activities aimed at coordination and planned implementation of projects on an annual basis, by enterprises which were set up by the City of Belgrade. Its responsibility includes the coordination of planned works which are to be implemented by communal enterprises, i.e. the networking of all plans into a unique IT system, which enables synchronised implementation of infrastructure works. The Project has been presented in these meetings, which are held once a week. Once construction begins, the Secretariat will hold meetings for this specific Project, on site, once a week, which will also be attended by representatives of this Secretariat and minutes will be prepared and distributed to all participants.

At present, there is no project specific grievance mechanism, as there are already adequate systems in place set up for this very purpose. According to the Law on Free Access to Information of the Republic of Serbia (Official Gazette of the RS No. 120/2004, 54/2007, 104/2009 and 36/2010), a public authority is obliged to provide access to information in the public interest available to it, within the framework defined by the Law. All stakeholders can request information from the City administration, by post or in person, as well as through an online form available on the City of Belgrade official website (<http://www.beograd.rs/cir/pitajte-gradsku-vlast/>). The City of Belgrade also has a call centre which provides information to citizens and responds to grievances (Beokom), which is a part of the Secretariat for Defence, Emergency Situations, Communication and Coordination of Relations with Citizens. Grievances, questions and suggestions are distributed by Beokom to the relevant City departments to provide answers and resolve any issues. In this way, citizens, as a stakeholder group, are also actively involved.

#### 5 STAKEHOLDER IDENTIFICATION AND ANALYSIS

The Secretariat for Investments has identified stakeholder groups that may be affected by and/or interested in the implementation of the Project, as well as proposed communication methods for each group, presented in Table 1.

**Table 1 Project stakeholders**

Stakeholder/s	Type of Communication and Proposed Method	Responsibility	Timing
<b>External stakeholders</b>			
Citizens of Belgrade (drivers and passengers of the public transport system)	ESAP and SEP published on the City of Belgrade website ( <a href="http://www.beograd.rs/">http://www.beograd.rs/</a> )	Secretariat for Investments Municipalities	Prior to commencement of the Project and throughout implementation.

Stakeholder/s	Type of Communication and Proposed Method	Responsibility	Timing
	Public presentations  Daily newspapers and TV stations (Politika, Blic, Studio B, RTS 1, etc.)	Beokom	Announcements for each Project component prior to construction.
Owners and users of commercial and/or business space along the Project footprint (i.e. shops, kiosks, etc.)	LRF published on the City of Belgrade website ( <a href="http://www.beograd.rs/">http://www.beograd.rs/</a> )  Public consultation meetings  Daily newspapers and TV stations (Politika, Blic, Studio B, RTS 1, etc.)  Project leaflet	Secretariat for Investments  Beokom  Construction contractor and expert supervision	Prior to commencement of the Project.  Announcements for each Project component prior to construction.
Residents living along the footprint of the Project;	Public presentations  Project leaflet  Daily newspapers and TV stations (Politika, Blic, Studio B, RTS 1, etc.)	Secretariat for Investments  Beokom	Prior to commencement of the Project.  Announcements for each Project component prior to construction.
Beokom	Official correspondence, submitting of received grievances related to the Project	Secretariat for Investments	Prior to the commencement of the Project.
City Public Utility Companies (water and sewerage, parking, roads, waste management, parks, public heating, street lighting, public transport)	Official correspondence  Meetings of the Secretariat for Defence, Emergency Situations, Communication and Coordination of Relations with Citizens	Secretariat for Investments	Prior to commencement of construction activities and during implementation.
Telekom Serbia; EPS (Electric Power Industry of Serbia);	Official correspondence and meetings	Secretariat for Investments	Prior to commencement of construction activities and during implementation
The Cabinet of the Mayor of Belgrade	Regular reporting on project progress, impacts and undertaken measures	Secretariat for Investments	Throughout the implementation of the Project
Belgrade City government departments:  <ul style="list-style-type: none"> <li>• Secretariat for Traffic</li> <li>• Secretariat for Public Transport</li> <li>• Secretariat for Environmental Protection</li> <li>• Secretariat for Communal and Housing Activities</li> </ul>	Official correspondence and meetings	Secretariat for Investments	Throughout the implementation of the Project

Stakeholder/s	Type of Communication and Proposed Method	Responsibility	Timing
<ul style="list-style-type: none"> <li>• Secretariat for Urban Planning and Construction Activities</li> <li>• Secretariat for Legalisation of Structures</li> <li>• Secretariat for Finances</li> <li>• Secretariat for Inspection</li> <li>• Secretariat for Property and Legal Issues, Building and Zoning Inspection</li> <li>• Secretariat for Provision of Information</li> </ul>			
Inspection departments <ul style="list-style-type: none"> <li>• City Environmental Protection Inspection Department;</li> <li>• City Construction Inspection Department;</li> <li>• City Traffic Inspection Department;</li> <li>• Labour Inspection Department (Ministry of Labour and Social Policy);</li> </ul>	Project documentation  Official correspondence and meetings  Project reports	Secretariat for Investments	Throughout the implementation of the Project
Interested NGOs and other organisations (e.g. associations of cyclists).	City of Belgrade website ( <a href="http://www.begrad.rs/">http://www.begrad.rs/</a> )  Public presentations  Daily newspapers and TV stations (Politika, Blic, Studio B, RTS 1, etc.)	Secretariat for Investments  Beokom	Throughout the implementation of the Project
<b>Internal stakeholders</b>			
Secretariat for Investments' employees	Internal newsletter, bulletin board. Code of conduct.	Secretariat for Investments Senior Management	Throughout the implementation of the Project
Labour Unions	Union newsletter. Information on request to union representatives.	Secretariat for Investments Senior Management	Throughout the implementation of the Project
Construction workers, contractor and subcontractor employees	Information in contract, bulletin board, training. Code of conduct.	Secretariat for Investments Senior Management	Upon the selection of subcontractors and during construction.

## 6 DISCLOSURE OF INFORMATION AND STAKEHOLDER ENGAGEMENT

The ESAP, SEP and LRP will be published on the City of Belgrade website (<http://www.begrad.rs/>).



If more than one year passes between public consultation meetings and the initiation of construction activities or if significant changes are made in the final design, the Secretariat for Investments will organise new public consultation meetings.

Before construction activities begin, the Secretariat for Investments, with assistance from municipalities will organise public presentations to present the Project, expected impacts and foreseen mitigation measures. The project grievance mechanism will also be presented at this meeting. Beokom will assist the organisation of public presentations and will announce them in the local media, at least 10 days in advance and all interested stakeholders will be invited to attend.

Announcements in the local media and on the City of Belgrade website will also be made at least two weeks in advance of construction works for each component of the Project. Media announcements will inform public transport users and drivers of foreseen changes in the public transport regime and the traffic management plan (e.g. which streets are going to be closed for traffic, for how long, etc.). The Secretariat, together with Beokom and the municipalities will also develop and distribute Project leaflets to inform affected residents and business owners to prepare for the beginning of construction and to inform them where and how they can submit their grievances related to the Project.

A summary report of environmental and social impacts, and undertaken mitigation and enhancement activities, together with a summary of processed external grievances will be posted annually on the City of Belgrade website and will be provided to the EBRD.

## **7 GRIEVANCE MECHANISM**

The Secretariat, Beokom, the contractor and expert supervision, will receive all comments and complaints associated with the Project. A sample of the Project Public Grievance Form is provided at the end of this document (Appendix A). Any legal entity or individual may send comments and/or complaints in person, by phone or via post, through the online form available on the City of Belgrade official website, by fax or email using the contact information provided at the end of this document. Project related grievances received through Beokom will be forwarded to the Secretariat for Investments, which will respond to them.

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 formally registered and acknowledged within 5 working days. They will be responded to within 20 working days from the moment of registration. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

The Secretariat will keep a grievance log of all grievances (including those received and addressed by the contractor or the expert supervision, based on which grievance management reports will be produced and included in the annual environment and safety reports, posted on the City of Belgrade website and submitted to the EBRD.

At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Serbia.

## **8 CONTACT DETAILS FOR THE PUBLIC**

Beokom

Address: Tiršova 1

Tel: 0800 110 011; 3605 609

e-mail: [bks@beograd.gov.rs](mailto:bks@beograd.gov.rs)

web address: <http://www.beograd.rs/>

Secretariat for Investments of the City of Belgrade Administration

Address: Trg Nikole Pašića 6

Tel: 3233 967; 3216 309; 3216 124

email: [investicije@beograd.gov.rs](mailto:investicije@beograd.gov.rs)

Contact details of the contractor and the expert supervision could not be added at the time when this version of the SEP was being developed and will be added subsequently, when the contractor and the expert supervision have been identified.

**APPENDIX A**

Project Comments and Complaints Sample Form

<b>Reference No.:</b>	
<b>First and last name</b>	
<b>Contact details</b>  <b>Please specify how you prefer to be contacted (by post, telephone, email)</b>	<input type="checkbox"/> <b>Postal address:</b> Please specify the postal address: _____ _____ _____ <input type="checkbox"/> <b>Telephone:</b> _____ <input type="checkbox"/> <b>email:</b> _____
<b>Description of the incident or grievance:</b> What happened? Where did it happen? Who did it happen to? What is the outcome of the incident or problem?      	
<b>Date of the incident / complaint</b>	
	1. One time incident / complaint (date _____) 2. Happened several times (how many times? _____) 3. Ongoing (currently experiencing the problem)
<b>How would you prefer for the complaint/ problem to be resolved?</b>      	
Signature:	Date: