

Livelihood Restoration Plan

for

**Cara Dušana, Džordža Vašingtona,
27 marta, Kraljice Marije street**

Belgrade Green Boulevard Project

City of Belgrade, City Administration, Secretariat for
Investments

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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”).

The Secretariat has developed this Livelihood Restoration Plan (LRP), with assistance from Consultants, outlining the possible impacts that could be experienced by businesses operating along or on the footprint of the Project during construction and the way in which these impacts will be avoided, or, if not possible, mitigated. Mitigation measures have been developed in accordance with the previously adopted Project Livelihood Restoration Framework (LRF), which was developed in accordance with national legislation and Policy Requirement 5 (PR 5) of the EBRD Environmental and Social Policy.

2 Planned Project Components and Lessons Learned

2.1 The Project Components and Location

The City of Belgrade estimates that there are approximately 3 million trips made daily in the City and this amount is expected to grow to 4 million daily trips by 2021. The City is undertaking various improvements of the road network and management of traffic, to address this expected increase in traffic and prevent congestion, especially during the peak rush hour periods.

Similar projects have already been completed by the City, while others are currently ongoing. With this latest loan, the City is planning to reconstruct the following section: Cara Dušana, Džordža Vašingtona, 27 marta and Kraljice Marije (see Figure 1), territorially located in two central Belgrade municipalities – Stari Grad and Palilula. The reconstruction will include widening of the street, shortening the sidewalks and a reconstruction of the tram lines, which will remain on the sides of the street. As part of the reconstruction, sidewalks will also be reconstructed.

This opportunity will also be used for replacement of some utilities underneath the pavement (e.g. heating system, sewerage, water supply, etc.).

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



2.2 Lessons Learned from Previously Implemented Projects

In the reconstruction of streets carried out earlier on other similar projects, the City has learned certain lessons which will be used for improving performance in the future. The following lessons, which are relevant for the planned Project, have been learned:

- Dividing of the street into sections during construction should be done to shorten the timeframe for works on a particular section and reduce the impacts on traffic, residents and businesses.
- The safety of pedestrians during works is a priority issue to address, as well as good access to shops, entrances to residential buildings, etc.
- A baseline to record the potentially affected structures, businesses and other property, including a photo log, is needed, to be able to predict possible problems and consider claims for damages upon completion of construction.
- Management of contractors is a key component of the work, particularly ensuring that the contractors are performing in accordance with the contract, including in relation to timelines. Further to that, a Community Liaison person needs to be in the contractor's team and needs to regularly inform people as well as manage grievances and compensation claims in relation to construction works.
- Continuous monitoring of contractor's social performance is needed.

To address these key lessons learned, the City of Belgrade will request from bidders in the contractor tendering procedure, to include a social issues expert in their team, as well as an environmental and occupational health and safety expert. In addition, the City will request from bidders for the performance of expert supervision to include social, environmental and

occupational health and safety experts in their team. The contractor is required to develop the document – Environmental and Social Management Plan, to describe the way in which issues in relation to environmental protection, occupational health and safety, as well as social issues and engagement with communities will be dealt with. This document will be approved and adopted by the expert supervision. In addition, laws and bylaws of the Republic of Serbia precisely define requirements in relation to occupational health and safety during construction. To further strengthen this component, the City of Belgrade has, in accordance with the Financial loan agreement with the EBRD, engaged a team of consultants for the implementation of the Project who provide technical assistance in managing the Project and support in the implementation of procurement. This team also has an expert in social issues assisting the City to fulfil its obligations, as well to ensure good quality implementation of the EBRD Environmental and Social Policy. Finally, the City of Belgrade will also deal with social issues in relation to the Project, through its bodies and organisational units, as well as through the expert supervision, monitoring the performance of contractors in areas of environmental protection, occupational health and safety and social issues, including grievance management.

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 Koščuška 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 Koščuška 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.

The City has developed a census form which is being used for all similar projects, which is described in Section 6 of this LRP.

3 Potential Impacts and Affected Businesses

3.1 Summary of Potential Impacts

In the longer term, this Project is expected to have important 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 impacts associated with the construction phase of the Project are also expected. Access to businesses (shops, kiosks, residential buildings, etc.) along or on the Project components' footprint in some locations will be more difficult during construction and could result in short term economic losses for business owners. The City of Belgrade will do whatever is possible to mitigate the aforementioned negative impacts by undertaking different activities, such as appropriate management of construction activities and making efforts to ensure that access to business and commercial premises is never completely blocked during construction activities. However, if this is not achieved in some cases, compensation and / or relocation measures may have to be executed to ensure that economic losses are recovered, which will be done in accordance with Serbian legislation and the EBRD Policy.

3.2 Description of Potentially Affected Businesses

For the preparation of this LRP, the Consultants walked the footprint of the Project components to record the types of currently operational businesses on April 1st and 2nd 2017.

The total number of active businesses presently located along the Cara Dušana, Džordža Vašingtona, 27 marta and Kraljice Marije street which will be refurbished is 352. Of these, 26 are portable kiosks or stands, which will need to be relocated during construction works. A total of 38 catering facilities are located along the street, some of which use street gardens of different sizes in warm weather. Another 50 shops sell food, including pastries (bakeries) and various beverages. The remaining businesses sell a variety of different products or provide services, as described further in the text, by street section.

At the time of this site visit, no informal street vendors were observed along the entire street. Despite daily interventions of the communal police, such vendors, selling low cost or second hand commodities, are sometimes present on the plateau next to the green market Bajloni, however this area is sufficiently far from the construction footprint. As the survey did not include conversations with owners/operators of businesses, there is no definite data on whether some of the affected businesses may be informal. However, the likelihood of an informal business operating in a permanent structure (store) or kiosk, is very low if not impossible.

On both sides of the street, buildings are mainly residential with occasional office buildings, including public institutions (approx. 18), such as City administration offices, schools, post offices, a university, etc. There are a variety of shops and other businesses with entrances from the street, but also businesses which are located off the street, in courtyards or in the buildings, for example, lawyers offices, tourist agencies, real estate agencies and similar. Approximately 5 to 10% of street spaces are closed, of which some are in poor condition and others are advertised as available for rent.

According to the preliminary assessment and experience from previous street reconstructions, the types of businesses which are most sensitive to construction related impacts, particularly noise and dust, include:

- Car washes (3)
- Catering facilities such as cafes and restaurants, especially those with street gardens (38, the majority with street gardens)
- Kiosks/ice cream stands (26)

Experience shows that some businesses, especially those selling food and beverages, may benefit or at least make up for their losses when selling products to construction workers and other project field staff. In addition, it is believed that all businesses will benefit once construction is completed, in the operation phase of the Project with improved utilities and a new, refurbished working environment.

An overview of the types of businesses that could be affected by the construction phase of the project, on both sides of the street (even and odd numbers), per section, is presented further in the text. The below sections were defined by Consultants for easier recording of businesses, between major streets cutting across the project component footprint. However, it is presently unknown how construction sections will be defined and if they will correspond to the below sections.

Tadeuša Košćuška – Kralja Petra

This section of the street has a number of businesses which could be more sensitive to impacts associated with construction activities. This includes 3 kiosks which would need to be moved, 1 car wash and 6 catering facilities, particularly those that have summer gardens on the street. The section also has one postal office, one school and one kindergarden, as well as a few other public institutions. Other businesses include particularly bakeries and convenience stores, pastry shops, pharmacies, banks, furniture shops, a car tire shop, dry cleaners, exchange offices, clothing stores, etc.

Table 1 Affected businesses in the section Tadeuša Košćuška – Kralja Petra

Street numbers	Kiosk	Catering facility (restaurant, café)	Shop (food) and bakery	Various goods	Public institution / service	Other
Even	2	3	8	27	1	-
Odd	1	3	3	7	4	-
Total	3	6	11	34	5	-

Kralja Petra – Francuska

This section also has sensitive businesses, including one car wash and 8 catering facilities, however it does not have any kiosks or stalls which would have to be removed during construction. The section has one church, one school and a number of office buildings, as well as a similar number of various businesses as the previous section, including food and beverage shops, bakeries, particularly banks, betting shops, hairdressers, glass cutter shops, clothing stores, shops selling technical goods, furniture, etc. Some spaces are in poor condition and closed.

Table 2 Affected businesses in the section Kralja Petra – Francuska

Street numbers	Kiosk	Catering facility (restaurant, café)	Shop (food) and bakery	Various goods	Public institution / service	Other
Even	0	1	5	23	0	-
Odd	0	7	4	16	1	Church
Total	0	8	9	39	1	-

Francuska – Despota Stefana

This is a particularly lively part of the street, as it houses one of the most popular green markets in Belgrade, which also has a number of entrances from other streets. While there are flower

shops in front of the green market, which customarily keep flowers on the street in good weather, these can be held inside if necessary during the construction period. There are a number of kiosks in front of the green market, however 2 are closed. The section also included 3 catering facilities and a number of convenience stores and bakeries, as well as fruit and vegetable shops. The number of other types of shops is higher than in other sections, although there is also a slightly higher number of closed spaces than in other sections. Businesses include a number of shops selling electrical or other types of home equipment, hair dressers, pharmacies, clothing and shoes, jewellery, various repair shops, betting shops, exchange offices and banks.

Table 3 Affected businesses in the section Francuska – Despota Stefana

Street numbers	Kiosk	Catering facility (restaurant, café)	Shop (food) and bakery	Various goods	Public institution / service	Other
Even	0	3	5	28	0	-
Odd	5 (2 empty)	0	5	38	0	Green market
Total	5 (2 empty)	3	10	66	0	

Despota Stefana – Takovska

This section is characterized by a number of public institutions, including one health institution and a school, on the odd side of the street. There are also a few kiosks which would need to be moved during construction. On the even side of the street, there are a few catering facilities with street gardens and the least number of other businesses out of all the street sections. The street is particularly wide in this section and overall it appears to be the least sensitive section from a business impact perspective. Other shops include food and beverage shops, bakeries, stores selling home equipment, clothing, mobile phones, etc.

Table 4 Affected businesses in the section Despota Stefana – Takovska

Street numbers	Kiosk	Catering facility (restaurant, café)	Shop (food) and bakery	Various goods	Public institution / service	Other
Even	1	3	2	18	0	-
Odd	3	0	1	0	3	-
Total	4	3	3	18	3	-

Takovska – Starine Novaka

The number of kiosks is higher than in other sections, particularly on the even side of the street. This section is characterised by a higher number of businesses than in other locations, including one hotel, a number of catering facilities particularly with street gardens and a small shopping centre. However, the street is also wide enough in some locations to prevent any significant impacts on businesses. One part of the street passes below a second green market, however it is sufficiently away from the street to anticipate any significant impacts. The types of businesses are similar as in the previous sections, from food and beverages to various appliances. City of Belgrade offices and a post office are also present in this location, as well as other office space.

Table 5 Affected businesses in the section Takovska – Starine Novaka

Street numbers	Kiosk	Catering facility (restaurant, café)	Shop (food) and bakery	Various goods	Public institution / service	Other
Even	6	5	5	22	3	-

Odd	1	5	2	33	1	-
Total	7	10	7	55	4	Small shopping centre

Starine Novaka – Ruzveltova

As in the previous section, the number of kiosks is higher than in other locations, this time on both sides of the street, as is the number of catering facilities with street gardens, particularly in the vicinity of the university building. This section also has one car wash. Overall the number of other shops and similar businesses is lower than in the previous section and these are mostly located on the odd side of the street. These businesses include, various food shops and bakeries, betting shops, laundry facilities, photocopying, exchange offices, clothing shops, banks, etc. however a slightly higher number of spaces are closed compared to other street sections.

Table 6 Affected businesses in the section Starine Novaka – Ruzveltova

Street numbers	Kiosk	Catering facility (restaurant, café)	Shop (food) and bakery	Various goods	Public institution / service	Other
Even	3	3	2	4	1	-
Odd	4	5	8	22	4	-
Total	7	8	10	26	5	-

4 Legal Framework for Compensation of Economic Losses

4.1 Legislation of the Republic of Serbia

Compensation for damages, including damages associated with economic losses which can be caused by construction works in relation to this Project, is regulated by the Law on Obligations of the Republic of Serbia (Official Gazette of the SFRY No. 29/78, 39/85, 45/89 and 57/89 and the Official Gazette of the FRY No. 31/93 and the Official Gazette of the SaM No. 1/2003).

4.2 Summary of EBRD Requirements

In summary, the EBRD requirements of PR 5 “Land acquisition, involuntary resettlement and economic displacement” address the following key issues relevant for this Project:

- if land acquisition, permanent or temporary, causes loss of income or livelihoods, affected people should receive:
 - compensation for loss of assets or access to assets, at full replacement cost
 - compensation for the cost of re-establishing commercial activities elsewhere
 - compensation for lost net income during the period of transition
 - compensation for the costs of the transfer and reinstallation of the plant, machinery or other equipment
- compensation in kind will be offered in lieu of cash compensation where feasible,
- the Client is required to improve or, at a minimum, restore the livelihoods and standards of living of displaced persons, including those who have no legally recognisable rights or claims to the land, to pre-Project levels
- the Client is required to establish a grievance mechanism to receive and address in a timely fashion specific concerns about compensation and relocation that are raised by displaced persons.

4.3 Gaps Between Serbian Legislation and EBRD Requirements

With respect to this Project, the following gaps in the legislation of the Republic of Serbia in comparison to EBRD's PR 5:

- The right to compensation of damages, including compensation for lost net income, according to national legislation, can be requested in court. However, the EBRD policy requires from the client to consider all business losses and compensate those incurred as a result of the implementation of the Project, at full replacement cost;
- Compensation of damages of formally registered businesses can be determined under national legislation, however compensation cannot be determined for any losses incurred by informal businesses, as is required under the EBRD policy;
- Provision of livelihood restoration assistance for any affected businesses is not required under Serbian legislation, while it is required under the EBRD policy;
- Provision of moving allowance and relocation assistance, particularly for vulnerable groups, as required under the EBRD policy, is not required by legislation of the Republic of Serbia;
- The establishment of a Project specific grievance mechanism, required under the EBRD policy is not foreseen under the legislation of the Republic of Serbia.

In order to overcome these gaps and comply with EBRD requirements, the City of Belgrade will abide by principles and entitlements set out in the Project LRF and this LRP. This will be adequately documented by the Secretariat for Investments and will be subject to review by EBRD.

5 Key Principles of Livelihood Restoration

The compensation and relocation of affected businesses will be carried out in compliance with (i) the applicable legislation of the Republic of Serbia, (ii) the 2014 EBRD Environmental and Social Policy and (iii) international best practice, in a way that ensures:

1. All business owners in the Project components' affected area recorded through the census have the right to submit requests for compensation for their economic losses, as outlined in the entitlements matrix (the date of the census will be the cut off date for eligibility).
2. In the event that the loss of income is proved in accordance with Serbian legislation and EBRD's PR 5, adequate compensation will be provided.
3. The Secretariat for Investments will attempt to reach negotiated settlements with all affected business owners, in accordance with Serbian legislation and EBRD's PR 5.
4. Compensation will be provided to the amount that adequately replaces economic losses and will be provided in kind instead of in cash, whenever possible.
5. A specific grievance mechanism has been established for the Project, as described further in the text.

6 Census and Eligibility

The planned works are not expected to start until summer 2019 and as businesses frequently change owners and/or the types of products, services they provide, a detailed census defining eligibility could not be undertaken at the time of developing this LRP.

Therefore, prior to starting construction activities, in spring 2019, the Secretariat will organise a census of businesses located along the footprint of the project which may be affected and will therefore be entitled to assistance and/or compensation as described in the Entitlements matrix (see Table 7). During the census, businesses will be provided with leaflets containing important information in relation to construction, as described in section 8 of the LRP.

Surveyors will walk along the project footprint and record the following information on all potentially affected businesses:

1. Identification number
2. Street name
3. Street number
4. Function: Residential / Trade and services / Mixed / Public services / Public space
5. Name and type of business activity (e.g. bakery, convenience shop, hairdresser, etc.)
6. Estimated area of business space / shop
7. Type of business entity (formal / informal)
8. Ownership: City of Belgrade / Municipality / Private / mixed
9. State of the building / physical asset: 1-4; 1: excellent condition, 4: poor condition
10. Comments

All records will be supported with photo documentation, to record the initial state and later determine possible damages caused by construction works.

The date of the census will serve as the cut off date for eligibility, meaning that any businesses that move into the project area after this date will not be entitled to assistance / compensation under this LRP.

7 Prevention / Mitigation Measures and Entitlements

7.1 Prevention and Mitigation of Impacts

The following measures will be undertaken to ensure that negative short term impacts on businesses during the construction phase are fully mitigated, or at least minimised:

1. Construction will be organised in sections along the street, to shorten the duration of works per section and therefore the length of impacts on businesses.
2. In planning construction phases and timelines, based on the results of the census, the Secretariat will take into account locations of more sensitive business activities (car wash, catering facilities with street gardens) and will try to organise works in those sections in a way that will reduce negative impacts on their operations to the greatest possible extent.
3. Catering businesses will not be issued with permits for street gardens during construction and in that way will not have an obligation of paying fees for operating gardens during that period.
4. Construction works will be announced to businesses in advance, i.e. the start date and the planned end date, so that they too can plan their activities. For example, some businesses may decide to take their collective summer break (close shop), during the first few weeks of construction.
5. Kiosks will be moved by the relevant municipality to nearby locations, where those leasing them will be able to continue their business operations.
6. During construction, uninterrupted safe access for pedestrians (and vehicles, where necessary), will be provided at all times to each individual business.
7. A grievance mechanism will be implemented by the contractor and the Secretariat, to ensure that grievances are addressed promptly and efficiently. The Secretariat will request regular reports from contractors on grievance management and will periodically monitor how grievances are being managed.

8. A Community Liaison person on behalf of the contractor will be present in the field during construction to inform affected businesses, in advance, about any significant developments in relation to construction and respond to urgent grievances.

7.2 Entitlements of Affected Businesses

If despite all undertaken prevention / mitigation measures businesses experience substantial financial losses because of difficult access for their customers or because of construction nuisances (dust, noise), they will be able to submit claims for compensation. If the claims are proved / established in accordance with Serbian legislation and EBRD's PR 5, compensation will be provided by the City of Belgrade. The City will provide compensation in kind instead of cash (e.g. exemption from payments of city communal or other fees) whenever possible, to the amount that adequately replaces economic losses.

Businesses will be able to submit claims directly to the Secretariat for Investments, as described in section 9.2. Claims will have to be substantiated by all available documentation to prove that losses have been incurred as a result of construction activities/nuisances. At a minimum, the businesses will have to submit their financial records for the previous 12 months, so that the Secretariat can compare their turnover during construction with the turnover in the same time period in the previous year, when there was no construction. Businesses will also be requested to state their proposals for the type/amount of compensation to mitigate their economic losses.

The City of Belgrade will aim to resolve all issues amicably, to avoid having to resort to judicial remedies. If the City of Belgrade determines that the claim is valid, compensation will be provided in accordance with the agreement with the affected business (the type/amount of compensation and deadline for providing it). If the claim is not accepted by the City, the claimant will be informed of the decision together with a justification and will be able to resort to the judicial system. All cases will be well documented by the Secretariat and subject to review by EBRD.

Table 7 Entitlements matrix

Category of business	Number of potentially affected businesses	Type of impact	Type of assistance that will be provided
Businesses operating from permanent structures, shops	326 - Kraljice Marije, 27 marta, Džordža Vašingtona and Cara Dušana street	Significantly difficult or no access to the structure, causing temporary economic losses. Construction nuisances (noise, dust) causing reduced business turnover and temporary economic losses.	Compensation for economic losses, occurring as a result of difficult or no access to the shop / business and / or construction nuisances. In case economic losses are proved / established in accordance with Serbian legislation and EBRD's PR5, compensation will be provided in kind instead of in cash whenever possible, to the amount that adequately replaces economic losses.
Businesses operating from mobile structures, i.e. kiosks / ice cream stands	26 - Kraljice Marije, 27 marta, Džordža Vašingtona and Cara Dušana street	Relocation to allow for reconstruction activities	Kiosks / ice cream stands will be moved by the relevant municipalities (Stari Grad or Palilula) to nearby locations where their lessees can continue to operate their businesses from them.

8 Disclosure of Information

Prior to construction, all businesses, formal and informal, located along or on the footprint of the street will be recorded as part of a Project census (see section 6) and receive a Project leaflet. As for previous projects, the leaflet will be prepared by Beokom service, which is a part of the Secretariat for Defence, Emergency Situations, Communication and Coordination of Relations with Citizens, with assistance from the Secretariat for Investments and municipalities Stari Grad and Palilula.

The leaflet will summarise expected impacts and how they will be addressed, as well as how construction will be phased/sectioned and how long the construction activities are expected to last in each section. The leaflet will also inform affected business owners, under which conditions and how to submit questions and grievances related to the Project (see section 9). It will include the contact details of the contractor's Community Liaison person and the expert supervision, who will address grievances on behalf of the contractor and the expert supervision, including urgent grievances resulting from construction activities.

The Secretariat will also hold meetings with stakeholders in the municipalities Stari Grad and Palilula, to present the Project, inform them of the planned start of construction works as well as the planned duration of works, as presented in the Project Stakeholder Engagement Plan.

9 Grievance Management and Compensation Claims

9.1 Grievance Management

As described in the Project Stakeholder Engagement Plan, all comments and complaints associated with the Project, including those that relate to impacts on businesses located along the Project footprint, will be accepted for consideration. Complaints will be acknowledged by the City of Belgrade, i.e. the person in charge of accepting and processing grievances. The contractor and expert supervision will name their contact persons when they are selected through the tender. Comments and complaints can also be submitted through Beokom which is a part of the Secretariat for Defence, Emergency Situations, Communication and Coordination of Relations with Citizens.

Persons in charge of accepting and processing grievances will receive complaints in person, by phone or via post, through the online form available on the City of Belgrade official website (<http://www.begrad.rs/cir/pitajte-gradsku-vlast/>), by fax or email. Project related grievances received through the Beokom servis will be forwarded to the Secretariat for Investments, which will respond to them. Contacts for grievances are available in the Project Stakeholder Engagement Plan.

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 days. They will be responded to within 20 days from when they are received and registered. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

The Secretariat and the contractor will keep a grievance log of all grievances, based on which grievance management reports will be produced and presented in annual reports on environmental and social management 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.

9.2 Compensation Claims

Compensation claims are not to be submitted through the general grievance mechanism mentioned above, as they will be processed as part of a discrete procedure.

This procedure will be described in detail to those who approach Beokom, the contractor, the expert supervision or the Secretariat with a claim that their business activity has been impacted by construction and as a result they are experiencing economic losses.

These claims will be forwarded to the Secretariat, which will inform a working group set up by the City of Belgrade and contact the claimant and set up a meeting to discuss and address the claim. The claimant will be requested to present business financial records and other available documents, to substantiate the claim, as described in section 7.2. A representative of the contractor and expert supervision will also participate in the meeting, as the contractor may have to participate in the execution of compensation, depending on the type of compensation agreed with the affected business.

Compensation claims will be recorded and documented separately to other Project grievances and presented in reports to EBRD.

10 Institutional Responsibility

Project implementation will be managed by the City of Belgrade, City Administration, Secretariat for Investments. The Secretariat will be in charge of the overall implementation of this LRP and will report on progress to the EBRD. The main activities include carrying out a census of affected businesses, taking all available measures to prevent impacts, assessing compensation claims and ensuring compensation is executed as agreed with the affected business, monitoring contractor's performance, as well as cooperation with Beokom and municipalities Stari Grad and Palilula on preparing Project leaflets and addressing grievances.

The contractor and expert supervision will also have an important role in preventing impacts on businesses (see section 7.1), as well as regularly informing affected businesses on all aspects of construction (planned next steps, possible delays, etc.) and managing grievances, including addressing urgent issues in the field. The contractor and expert supervision will have a designated Community Liaison Person who will carry out this work and will report to the Secretariat.

Beokom servis and the municipalities Stari Grad and Palilula will assist the Secretariat in developing the Project leaflet and will receive all complaints, questions and grievances, which will be forwarded to the Secretariat for a response.

Finally, the two municipalities on whose territories the construction will take place (Stari Grad and Palilula), will be in charge of relocating all movable businesses which have to be relocated (kiosks and ice cream stands) to nearby locations.

11 Implementation Schedule

The implementation of this Project component is expected to commence in spring 2019, with the census of affected businesses as the first activity. Construction is planned to start in summer of 2019 and finish within one year.

As mentioned before, the construction works will be divided into sections (see section 2.2), to enable better traffic management and shorten negative impacts on street residents and businesses.

12 Monitoring and Reporting

The Secretariat for Investments will regularly monitor the implementation of the LRP against the below listed indicators and will produce quarterly reports during construction and a final report six months upon completion of all works, which will be submitted to the EBRD.

Table 8 Key performance indicators

Indicator	Source of Information	Frequency of Measurement
<i>Input indicators</i>		
Number of staff / departments involved in the implementation of the LRP (production and dissemination of Project leaflets, organisation of the census, processing of compensation claims, grievance management, etc.)	Secretariat management reports Contractor and expert supervision reports Beokom reports	Quarterly throughout construction
<i>Output indicators</i>		
Number of Project affected businesses recorded by the census	Census, Project implementation reports	Once, in spring 2019
Number of Project leaflets printed and disseminated	Beokom and municipality Stari Grad and Palilula reports	Once, in spring 2019
Number of received and number of approved compensation claims and types of compensation provided	Project implementation reports	Quarterly throughout construction
Number of relocated businesses (kiosks, ice cream stands)	Municipal reports Project implementation reports	Quarterly throughout construction, per phase/section being implemented
<i>Outcome indicators</i>		
Number of resolved and outstanding (or unresolved) grievances	Grievance management records Project implementation reports Contractor and expert supervision reports	Quarterly throughout construction
Does compensation represent full replacement cost? Determine whether recipients of compensation were able to recover their economic losses	Meetings / contacts with Project affected business owners or operators	Quarterly starting from spring 2019, until 6 months after construction has been completed.

Annex 1 – Photos of potentially affected businesses

Figure 2 Green market in Cara Dušana street section



Figure 3 Café with street garden in Cara Dušana street section



Figure 4 Kiosk which may have to be relocated in Džordža Vašingtona street section



Figure 5 Cafés with street gardens in Kraljice Marije street section



Figure 6 Car wash in Kraljice Marije street section

