

ALPASLAN II DAM AND HYDROELECTRIC POWER PLANT

VOLUME VIII

Stakeholder Engagement Plan



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List of Abbreviations

EADA	Eastern Anatolia Development Agency
EAP	Emergency Action/Preliminary Plan
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
EMP	Environmental Management Plan
EMRA	Energy Market Regulatory Authority
EPFI	Equator Principles Financial Institutions
ERAP	Emergency Response Action Plan
ESIA	Environmental and Social Impact Assessment
ETL	Energy Transmission Line
EU	European Union
GDMA	General Directorate of Mining Affairs
GDSHW	General Directorate of State Hydraulics Works
GDH	General Directorate of Highways
IFC	International Finance Corporation
IFI	International Financial Institution
MD	Ministry of Development
NEIA	National Environmental Impact Assessment
PAP	Project Affected People
PAV	Project Affected Village
RAP	Resettlement Action Plan
SEAP	Stakeholder Engagement Action Plan
SHW	State Hydraulic Works
SIA	Social Impact Assessment
SAP	Social Action Plan
WB	World Bank

1. INTRODUCTION

Stakeholders include any individuals or groups that may be (i) affected or likely to be affected (directly or indirectly) by the project (“affected parties”), or (ii) may have an interest in the project (“other interested parties”)¹. The goal of the Alpaslan II HEPP Project Stakeholder Engagement Action Plan (SEAP) is;

1. To identify stakeholders, define their roles and capacity for engagement
2. To illustrate a roadmap for modes of interaction with stakeholders, including options for and constraints of engagement and information disclosure, to ensure that stakeholder involvement in the Project is transparent, inclusive, responsive, and collaborative; and desired project outcomes are reached. To inform the Environmental and Social Impact assessment of the Project
3. To guide Alpaslan II Project team’s relationship with stakeholders during the construction and operation phases of the Project.

The SEAP is a “living” document, which will be reviewed on a regular basis (initially quarterly and then annually) to ensure that as issues/opportunities arise they are reflected in the Plan. The current SEAP incorporates only those stakeholders that are known at this stage. As the project develops other stakeholders may become known to the Project and these will be incorporated in to revisions of the SEAP. Significantly as the wider socio-economic impact in the area of influence is analysed, the SEAP will have to be revised to take into account the additional stakeholders in the Project’s area of influence.

The Alpaslan II Reservoir will extend over a total area of 56,56 km². The HEPP will have an installed capacity of 280 MW consisting of 4 turbines, two of which will have a capacity of 110 MW each, and two with 30 MW each, generating a total of 880 GWh-energy per annum.

2. PURPOSE AND SCOPE OF ALPASLAN II HEPP PROJECT STAKEHOLDER ENGAGEMENT ACTION PLAN (SEAP)

This SEAP is an action plan for the Alpaslan II Project that identifies the stakeholders of the Project, and develops a mechanism and programme for stakeholder engagement. It is critical to involve stakeholders in the Project, as their level of engagement directly impacts overall Project success. The SEAP not only identifies stakeholders, but also defines their roles and capacity for engagement. Levels of involvement vary significantly according to the type, capacity, influence and impact of the stakeholder. Whilst the SEAP outlines modes of engagement with each stakeholder, it also focuses on the opportunities and risks that this may create. Stakeholders range from the local community to international NGOs. In the case of local stakeholders, in particular, specific attention is given to ensure that the strategy for engagement incorporates mechanisms that enable female participation.

The SEAP assures that the nature of engagement is transparent, responsive, inclusive and collaborative. Specific measures are incorporated during monitoring and evaluation (M&E) to assure transparency. Moreover, stakeholders are not merely passive receivers of information; hence SEAP ensures that they are widely involved in the social and environmental impact areas of the project cycle during construction and operation phases. SEAP also ensures that stakeholder engagement is inclusive without discrimination due to social, economic, cultural or political status-and the Project aims to respond to requests and demands raised by the stakeholders in a timely manner.

Alpaslan II SEAP ensures that:

¹ EBRD PR 10, para 8, page 69

- Stakeholders, i.e., individuals, groups, communities, and organizations affected by and/or interested in the project are involved in the assessment and management of the potential environmental and social impacts of the project, and
- The Project provides relevant, timely and accessible information to stakeholders in a transparent and understandable format.

Thus, the SEAP provides an analysis of stakeholders; defines the consultation approach and strategies, presents a medium to address public views and/or concerns; determines resources and responsibilities for implementation and monitoring of the consultation program; and explains the ongoing grievance mechanism. One of the key components of the SEAP is identification of the stakeholders and their roles in the Project. The level of communication and involvement differs significantly among the stakeholders depending on their interests and impact on the Project as well as the Project impact on the stakeholders. Hence, the SEAP clearly identifies each stakeholder, outlines opportunities of involvement and also recognizes risks/constraints for involvement. SEAP also presents engagement strategies with each stakeholder, since engagement level and involvement varies significantly amongst stakeholders. SEAP illustrates method of engagement, timeline for engagement, along with opportunities and risks for engagement strategy.

SEAP aims to involve different groups of stakeholders in decision-making and targets participatory mechanisms as opposed to mere information sharing. By engaging stakeholders through a SEAP the Project endeavours to ensure:

- Enhanced relations with Project Affected Populations (PAPs)
- Early identification of potential issues, conflicts and benefits
- Improved communication channels
- Enhancement of social capital
- Formation of new collaborations
- Promotion of local capacity building
- Increased community cohesion
- Boost in Project ownership
- Reduction in future costs by mitigating social risk

There is an emphasis on inclusion especially of vulnerable groups and an approach, which uses specific tools and appropriate language to ensure effective engagement. Keeping affected people fully informed of their rights and responsibilities is crucial to the success of the resettlement planning and the Project. To achieve this objective, information must be made accessible and understandable. Information should be translated into local languages if needed and use appropriate tools to make the information accessible to literate and non-literate individuals alike (radio, television, public notice board, newspapers, leaflets and flyers, and door to door canvassing). Special efforts should be made to reach vulnerable groups lacking access to media and information exchange.

3. LEGAL FRAMEWORK

The importance of stakeholder engagement is widely recognized in national legislation as well as international and corporate standards and guidelines.

1. National Guideline: Turkish national regulations
2. Standards established by International Financial Institution (IFI): EBRD Performance Requirements (PRs) specifically PR10, Equator Principles, World Bank/IFC Policies and Guidelines
3. Corporate Guideline: Enerjisa's Corporate Stakeholder Engagement Plan (SEP)

3.1 National Requirements for Public Participation²

Under the scope of the Turkish National Environmental Impact Assessment Regulation (Article 9, 1st clause), it is a legal obligation for the project owner to organize a public participation meeting in project area on a date which is determined in agreement with the Ministry of Environment and Urban Planning with the aims to inform project affected people regarding the investment and to collect their ideas and comments regarding the project. Additionally, the 2nd clause of the same article of the EIA Regulation states that activities such as questionnaires and seminars/workshops can be conducted by the project owner prior to an environmental impact assessment process and recommends these as an additional activity to Public Participation Meeting, which is a legal obligation, with the aim of increasing public participation.

3.2 IFI Standards: EBRD Performance Requirements, Equator Principles, World Bank/ IFC Policies and Guidelines

3.2.1 EBRD Performance Requirements for Stakeholder Engagement (PR 10)

The EBRD is considering to provide finance for the Project and therefore the Project is required to comply with the EBRD's environmental and social requirements.

The EBRD's Environmental and Social Policy (ESP, 2008), and in particular Performance Requirement 10 on "Information Disclosure and Stakeholder Engagement", includes specific requirements for stakeholder engagement. EBRD Requirements for disclosing information to the public on the Project's to which it intends to provide finance is described in the EBRD's Public Information Policy (PIP, 2008). While the EBRD policies are well aligned with the other international financial institution requirements for stakeholder engagement, there are some additional requirements for stakeholder engagement with reference to European Union requirement and international conventions and treaties regarding stakeholder engagement. European Union requirements includes those set out in the EIA Directive as well as the Aarhus and Espoo Conventions.

EBRD Performance Requirement (PR) 10 sets out the requirements for information disclosure and stakeholder engagement. These are summarised below.

Stakeholder engagement is described as an ongoing process involving (i) the client's public disclosure of appropriate information so as to enable meaningful consultation with stakeholders, (ii) meaningful consultation with potentially affected parties, and (iii) a procedure or policy by which people can make comments or complaints. This process should begin at the earliest stage of project planning and continue throughout the life of the project.

² The EIA Regulation as published in the official gazette dated 17 July, 2008 and numbered 26939

PR 10 outlines a systematic approach to stakeholder engagement that intends to help clients build and maintain over time a constructive relationship with their stakeholders, in particular the locally affected communities. The process of stakeholder engagement is an essential component of the appraisal, management and monitoring of environmental and social issues associated with the client's investments.

PR 10 requires that the Project devises a stakeholder engagement plan to define how communication, including the provision of information, with the identified stakeholders will be handled throughout project preparation and implementation (construction and operation), including the grievance mechanism envisaged. The grievance mechanism sets out the procedure through which stakeholders can raise issues or ask questions and how these will be handled and responded to by the Project.

Following the completion of environmental and social investigations, EBRD requires that the public is provided with adequate information on the environmental and social aspects of the Project. The Project must make the Environmental and Social Impact Assessment (ESIA) and supporting documentation publicly available to allow sufficient time for public comment. For private sector Category A projects, the ESIA must be disclosed for a minimum of 60 days prior to consideration of the Project by the EBRD's Board of Directors. Disclosure of the ESIA is the responsibility of the Project although the ESIA is required to be available at the EBRD offices in Turkey and in London. In addition, notification of the documents' availability is posted on the EBRD website along with the non-technical summary of the ESIA as well supporting consultation and action plans, as appropriate. provide The ESIA will be disclosed in the local language (Turkish) and English in a manner that is accessible and culturally appropriate, taking into account any vulnerable people (for example ethnic groups or displaced persons).

EBRD strongly encourages project sponsors to place ESIA's on their websites to improve public accessibility to the documents, and to otherwise release information in electronic, as well as written format. Where an ESIA has been released on a website, the EBRD's website will provide a direct link to the project sponsor's website. EBRD encourages project sponsors to leave ESIA's in the public domain indefinitely, and at least for the life of the Bank's involvement with the project. In no case should the ESIA be removed prior from the public domain prior to Project completion, and will in any event, remain permanently in the public domain through EBRD offices in Turkey and in London.

3.2.2 Equator Principles⁶

The Equator Principles Financial Institutions (EPFIs) adopted a set of policies issued in 2006 and revised in 2013 that were developed for determining, assessing and managing social and environmental risk in project financing to ensure that the projects financed by the EPFIs are socially and environmentally responsible. Accordingly, they point out significance of the Principles to the borrowers, as the responsible for the planning and implementation of the Project activities so that negative impacts on project-affected ecosystems and communities can be avoided where possible, and if these impacts are unavoidable, they should be reduced, mitigated and/or compensated for appropriately³.

The Equator Principles follow IFC's guidelines for sustainability. With reference to stakeholder engagement, the Equator Principles highlight the following:

On Principle 5: Consultation and Disclosure for Projects "the government, borrower or third party expert has consulted with project affected communities in a structured and culturally appropriate manner. Affected communities are communities of the local population within the project's area of influence who are likely to be adversely affected by the project. Where such consultation needs to be undertaken in a structured manner, EPFIs may require the preparation of a Public Consultation and Disclosure Plan (PCDP). Consultation should be "free" (free of external manipulation, interference or coercion, and intimidation), "prior" (timely

³ Equator Principles (EP III), June 2006, 1

disclosure of information) and “informed” (relevant, understandable and accessible information), and apply to the entire project process and not to the early stages of the project alone”⁴. Moreover, a grievance mechanism should be in place and “The borrower will inform the affected communities about the mechanism in the course of its community engagement process and ensure that the mechanism addresses concerns promptly and transparently, in a culturally appropriate manner, and is readily accessible to all segments of the affected communities”⁵.

Equator Principles that are relevant to the Project are Equator Principle No.2 Social and Environmental Impact Assessment; Equator Principle No.4 Action Plan and Management System; Equator Principle No.5 Consultation and Disclosure and Equator Principle No.6 Grievance Mechanism. ⁶:

3.2.3 World Bank/ IFC Policies and Guidelines⁷

For the social aspect of the Project, Enerjisa takes certain basic documents of World Bank Group Policies and Guidelines into consideration. These references are as follows:

- IFC Sustainability Framework, Performance Standards and Guidance Notes, 2012
- WB Operational Policy (OP) 4.12 issued on December 2001

IFC’s Sustainability Framework consists of IFC’s Policy and eight Performance Standards on Environmental and Social Sustainability. Performance Standard 1 include specific requirements for stakeholder engagement

Performance Standard 1 aims to identify and evaluate environmental and social risks and impacts of the project; to adopt a mitigation hierarchy to anticipate and avoid, or where avoidance is not possible, minimize, and, where residual impacts remain, compensate/offset for risks and impacts to workers, affected communities and the environment; to promote improved environmental and social performance of clients through the effective use of management systems; to ensure that grievances from affected communities and external communications from other stakeholders are responded to and managed appropriately; and to promote and provide means for adequate engagement with affected communities throughout the project cycle on issues that could potentially affect them and to ensure that relevant environmental and social information is disclosed and disseminated. A key aspect of PS1 is stakeholder engagement. Stakeholder engagement is viewed as “the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project’s environmental and social impacts”⁸. PS1 affirms that the nature of engagement relies on the Projects’ risks and impacts, and usually involves “stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism, and ongoing reporting to Affected Communities”.

3.3 Enerjisa’s Corporate Stakeholder Engagement Plan⁹

Enerjisa has a Corporate Stakeholder Engagement Plan (SEP) that was prepared in 2009 in order to guide the Enerjisa’s Project Directorate for each new investment on how to engage all potential stakeholders into project management process in a continuous and constructive manner. Considering all national and international requirements, Enerjisa has designed this Plan with the aim of;

- Defining all potential stakeholders;
- Providing an interactive system that provides potentially impacted communities with appropriate information on the nature of the proposed action (the planned project), receive feedback at a local and national level during the planning, construction, and operation phases;

⁴ Equator Principles (EP III), June 2006, 4

⁵ Ibid, 5

⁶ Equator Principles (EP III), June 2006

⁷ IFC Performance Standards on Environmental and Social Sustainability, 2012

⁸ IFC Sustainability Framework, 2012, 21

⁹ Corporate Stakeholder Engagement Plan for Enerjisa Enerji Üretim A.Ş., January 2009

- Providing opportunities with other project affected groups especially CSOs to voice their opinions about the proposed action throughout the project life cycle; and
- Defining detailed action plans, monitoring and reporting procedures.

To achieve these goals, Enerjisa adhered to the following principles¹⁰ of the consultation processes:

- Written and oral communications in a language understandable to all stakeholders;
- Easy accessibility to both written information and to the consultation process by relevant stakeholders;
- Use of oral or visual methods to explain information to the public; and
- Clear mechanisms to respond to people's concerns, suggestions and grievances.

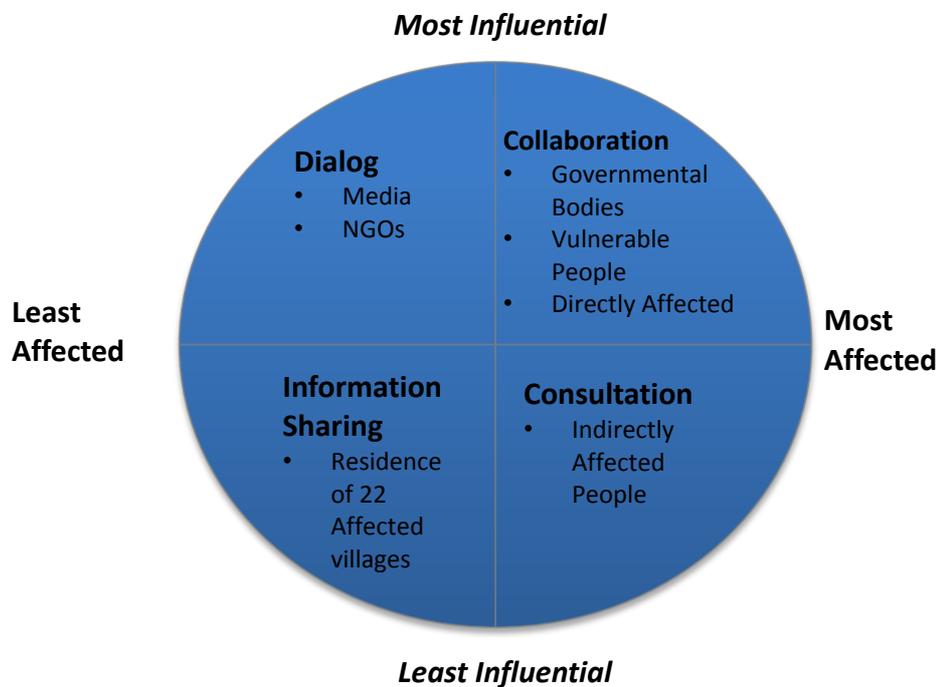
This SEAP is abided by all these international standards (EBRD , IFC PS1 and Equator Principles) combined with Enerjisa's corporate stakeholder engagement policy summarised above. SEAP ensures that all the stakeholders that are impacted by the Project or interested in the project are involved in the Project from early stages to completion and during operation. The SEAP provides a mechanism whereby the views and concerns of all stakeholders are shared, and project specific actions are taken in order to mitigate concerns of the stakeholders.

¹⁰ Corporate Stakeholder Engagement Plan for Enerjisa Enerji Üretim A.Ş., January 2009, 6

4. STAKEHOLDER ANALYSIS

Stakeholder analysis is the first step in a SEAP. The goal of the stakeholder analysis is to identify each stakeholder group, describe their role and responsibility in the project, present the opportunities for involvement with these stakeholders and outline possible risks for engagement. It is important to conduct an inclusive stakeholder analysis, however, there is a level of prioritization according to levels of impact, influence and interest in the Project. Dynamics amongst stakeholders are also taken into consideration while describing risks and opportunities of involvement. Figure 1 presents a brief analysis of stakeholders according to impact and influence. Table 2 analyses the stakeholders in detail.

Figure 1. Stakeholder Identification and Engagement Patterns



4.1 Stakeholders

This section presents an analysis of the main, although not necessarily definitive, groups of stakeholders

4.1.1. Civil Society Stakeholders

Civil society stakeholders include individual members of the local community, non-governmental organisations that represent specific interests of people and businesses and civil society groups. Each is discussed below.

4.1.1.1 Local Community Stakeholders

People that will be affected physically and socio-economically during the project phases of land acquisition, construction, and operation of the Project can be categorised as being directly and/or indirectly impacted. Within these two groups, special attention is given to vulnerable people.

The first group is *directly affected people (PAP)*. PAPs comprise of:

- The villagers who will lose fully or a partially their immovable assets such as houses and cultivated lands, areas and pastures;
- Permanent residents with title that have lost all/some immovable assets
- Permanent residents without title that have lost access to immovable assets or lost right of usage
- Title holder non-residents that have lost their immovable assets
- Permanent residents that have not lost any of their immovable assets but lost most or majority of their pasture land and people whose activities extend into the project reservoir area at certain times during the year.
- The people who have not lost their immovable assets but whose transport access to their real estate and/or pastures will be limited / blocked due to the construction of the project.
- The households located on the new route of the Muş-Varto highway, who are to be displaced
- Those people potentially impacted by downstream impacts associated with the Project.

Impacts to a large proportion of these directly affected people will be managed through a Resettlement Action Plan (RAP), which will incorporate a livelihood framework. These people will receive stakeholder engagement measures specific to the RAP and measures, which are more generally about the Project.

The second group is the *indirectly affected people*. These include;

- The residents of the affected villages that have not lost any assets but are still impacted by the project due to the changes in socio-economic environment,
- The residents in the city center of Muş and the district of Varto, and
- Local traders, entrepreneurs and groups offering transportation services.

Although, this group has not lost any of their assets, the Project will impact their lifestyles due to changes in the socio-economic environment. Therefore, their inclusion is essential in order to offer them the opportunity to explore the benefits and risks of the Project.

Vulnerable groups are a specially highlighted group within the category of local communities:

These groups are considered vulnerable because the project may pose additional social and economic risks for these groups that are already in a disadvantaged situation or/and have limited capacity to manage significant changes to their livelihoods. The vulnerable groups can be categorized according to their key features or indicators¹¹. In Alpaslan II Project, vulnerable groups are assessed in terms of gender and human physical need based (gender/age/disability) vulnerable groups; and according to vulnerability due to loss of assets. Potentially vulnerable groups include:

- PAPs that have lost all/most of their arable land and had to share their compensation with a large group of titleholders, even though in practice they were the only cultivators.
- PAPs that lose all/ most of their arable land and there is no additional land to replace their land loss.
- PAPs that do not lose land but lose all or most of their pasture areas.

¹¹ <http://www.ebrd.com/environment/e-manual/r16eia.html> scoping and identification of vulnerable groups

- PAPs whose names were not registered in title deeds and therefore are officially “landless” even though their income is based on cultivation of the lost land, and
- Homeless¹²; there are PAPs who are residing in relatives/friends homes without rental payments because they are poor.
- Socially vulnerable groups which includes below categories;
 - a. Gender based: Women
 - b. Age based: Elderly
 - c. Disability based: Disabled
 - d. Poverty based: The Poor

4.1.1.2 Local, National and International NGO Stakeholders

Local NGOs

There are only few local NGOs that are active in the Mus region. Two active NGOs are:

- Mus human rights association
- Mus office of the disabled

National NGOs

In Turkey there are various national level environmental and social protection NGOs that are currently active.

Below is a list and description of some of these national level NGOs;

- Natural Life Preservation Association (*NLPA*):

The objective of this association is to protect and preserve the rich variety of plants and animal species in Turkey and assists in identification of the living requirements of these species and helps to promote preservation efforts for them.

- Doga Association (Doga Dernegi)

The mission for Doga Association is to defend the rights of nature in all its forms and including all its processes, which are necessary for the creation and sustenance of life. They are especially active for access to water rights in Turkey.

- TEMA

The TEMA Foundation (The Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats) was founded in 1992 with the mission to create effective and conscious public opinion on environmental problems, specifically soil erosion, deforestation, desertification, climate change and biodiversity loss. It is one of the biggest and most effectively structured NGOs in Turkey. Especially for the Project’s afforestation efforts the project can definitely be in communication with TEMA.

International NGOs

Below is a list of some select international NGOs that may have an interest in the Project:

¹² These are the people who have the possibility of being homeless as a result of the project

- Greenpeace:

Greenpeace is an international organization that works for environmental conservation and the preservation of endangered species.

- Bankwatch

Bankwatch is an international NGO that monitors the activities of international financial institutions and proposes constructive environmental and social alternatives to the policies and projects they support.

- International Rivers

International Rivers is an International NGO that protects rivers and defends the rights of communities that depend on them. They work to stop destructive dams and promote water and energy solutions for a just and sustainable world.

Civil Society Groups

These include informal groupings of civil society for example a neighbourhood social group or a local youth sports group. Consultation with such groups can not only identify local interests but is also a good way of reaching and networking with local people.

4.1.2 Governmental Stakeholders

These stakeholders are governmental entities that have an influence on the design, implementation and operation phases of the project. They can be grouped into national, provincial, regional and local government stakeholders:

National Level Governmental Stakeholders:

- Ministry of Environment and Urban Planning,
- Ministry of Food, Agriculture and Livestock,
- Ministry of National Education,
- Ministry of Health,
- Energy Market Regulatory Authority (EMRA),
- Directorate General of National Property, and
- Turkish Electricity Transmission Company (TETC)
- State Hydraulic Works (SHW)

Provincial Level Governmental Stakeholders:

Provincial governmental bodies are;

- Muş Governorship,
- Muş Special Provincial Administration (MSPA),
- Muş Provincial Directorate of Environment and Urban Planning,
- Muş Provincial Directorate of Agriculture and Livestock,
- Muş Directorate of Culture and Tourism,
- Muş Directorate of National Education, and

- Muş Directorate of Health

Regional Level Governmental Stakeholders:

Regional Governmental bodies are;

- Varto Regional Directorate of Special Provincial Administration,
- Varto Sub-governorship, Varto Municipality,
- Varto Directorate of Food,
- Agriculture and Livestock,
- Varto Directorate of Forestry,
- Varto Directory of Public Education,
- Varto Directorate of National Education,
- Varto Land Registrar Office, and
- Varto Directorate of Health

Local Level Governmental Stakeholders:

Local Governmental Bodies are the mukhtars of Akkonak, Akpınar, Alagün, Aligedik, Dumlusu, Mescitli, Aşağlalagöz, Aşağhacıbey, Bağıcı, Değerli, Kayalıdere, Kayalık, Kumlukıyı, Kuşluk, Özenç, Şanlıca, Taşbilek, Tepeköy, Ulusirt, Yurttutan, and Zorabat villages. The cooperation of these mukhtars is vital since they are the contact people with PAPs and with the village cooperatives. As they are the elected leaders and representatives of their villages, they form the communication bridge between PAPs and Enerjisa.

4.1.3 Groups and Associations Representing Commercial Stakeholders

Commercial associations have roles in community development and mitigation of adverse impacts of the Project. There are a number of commercial associations in the region, at different levels of capacity that can be involved in the Project.

- Muş Chamber of Commerce is the NGO for commercial development of Muş town. Cooperation with this Chamber might be helpful in restoring livelihoods of PAPs and developing the region.
- Eastern Anatolia Development Agency (EADA) is already an expert on the project-affected area due to its prior projects in the region. Thus, their know-how can be useful for local development. Also, Enerjisa might be an investor in the Agency's development schemes for public-private partnership to support local entrepreneurs.
- Commercial Associations on regional and local levels are also necessary stakeholders of the Project since they could take active role in community development. Muş and Varto Agricultural Credit Cooperatives might be useful to create alternative income generating schemes and to increase PAPs access to credit for more intensive farming techniques.
- The Cooperatives of Muş and Varto such as Transportation Cooperative; Muş Plain Irrigation Cooperative increases PAPs active participation to the Project and directly affects income restoration. Their participation as stakeholders is vital to mitigate the adverse social impacts of Alpaslan II HEPP Project.
- Tarlam Consulting has been established in Muş province and employs 27 agriculture engineers, veterinarian and dairy products expert. This firm has been authorized by Ministry of Health and provides consultancy services to all villages regarding agricultural production and livestock and is compensated by the government in return. This group should also be included as a stakeholder that should be consulted during Alpaslan II HEPP project.

4.1.4 Media Stakeholders

The involvement of media, NGOs and regional and local commercial associations is also necessary for the Project. Media, especially on regional and local levels, regularly provides updated information on Muş Province and Varto district and Alpaslan II Project. As in all of the cases, media is critical to generate the public perception and information dissemination (Annex 7 has the list of the local media institutions that are accredited by Muş Governorship)

5. Alpaslan II HEPP Project Public Consultation and Disclosure Requirements

5.1 Public Consultation and Disclosure to Date

As a part of preliminary project works such as land assessment and asset inventory for Project areas, Enerjisa has since 2010 been interacting with the local public and other stakeholders. Information about technical works, construction works, land assessment and land acquisition processes concerning the Project was disseminated through its offices in the centre of the District of Mus and in the Project site. The latter was opened in 2011. The details of the public consultations up to date can be found in Annex 12.

5.2 Disclosure of the Project Documents (ESIA) and Supplementary Lenders Information Package (SLIP)

Following the completion of the environmental and social project related documentation; EBRD requires that the public is provided with adequate information on the environmental and social aspects of the operation to enable stakeholders to provide Enerjisa with comments on the proposed plans and measures. To facilitate this objective Enerjisa should make the relevant documentation, as outline below, publicly available via different channels targeted toward the needs of the specific audiences.

The public consultation process will be open for review and comment and revised as appropriate throughout the course of the project. This will include making publicly available the findings and analyses of the environmental and social studies as they emerge at critical milestones throughout the ESIA.

ESIA Documents to be disclosed

The Project ESIA consists of documents and reports developed for the purposes of local environmental permitting as well as supplementary documents that go beyond national legislation developed to meet the requirements of the EBRD. These supplementary reports together form a Supplementary Lenders Information Package.

The Project ESIA includes the following:

1. Non-Technical Summary
2. Environmental Assessment Report to Turkish environmental permitting requirements
3. Electrical Transmission Line Interim ESIA
4. Relocation road EIA and EMP
5. Project Description Report
6. Project Alternatives Report
7. Project Area of Influence Report
8. Environmental and Social Management Plan
9. Trans boundary Impact Assessment Report
10. Project Operation & Downstream Impact Assessment Report
11. Cumulative Impact Assessment Report
12. Greenhouse Gas Assessment Report
13. Resettlement Action Plan
14. Stakeholder Engagement Action Plan
15. Social Impact Assessment Report

The Project ESIA will be available both in English and in Turkish via the EBRD website (www.ebrd.com) and Enerjisa website (www.enerjisa.com.tr). Hard copies of the ESIA will also be available at EBRD offices in Istanbul and London. Hard copies will also be shared with the local administrations at a province level. Enerjisa field office will also have the package of printed documents ready for dissemination on demand basis. Below provincial governmental bodies will have printed copies of both the Turkish and English versions of the whole package of documents by 15th of April 2014:

- Mus Governorship
- Mus and Varto Municipality
- Mus State Hydraulic Works (SHW)

Information Meetings

There will also be public information meetings organized in order to inform the public of the availability of the project documents and present them with outcomes of the assessment and key information from the Non-technical Summary. Printed copies of the documents will be available during these meetings. There will also be Kurdish translators available during these meetings in order to communicate the content of the meetings to non-Turkish speakers.

Public information meetings will bring together stakeholders of both civil society, government and commercial stakeholders. The date and place will be announced to communities 2 weeks prior to the meeting time via; local newspapers; via governorship and via public announcement mechanisms available such as written announcements on Mukhtar's office and verbal announcements via village mosque speakers.

Proposed dates and places for these meetings are as below:

- Mus public information meeting—May 2014
- Varto public information meeting- May 2014
- Meetings with affected villages to start beginning of May 2014 and be held in each affected village separately. Non-technical summary document will be available for dissemination and also information on whole package of documents will be disseminated to the villages. If PAPs would like to access the documents they can get printed copies from the Enerjisa field office and online via Enerjisa website. During the village meetings Enerjisa officers will make simple presentations to the villagers and have Kurdish speakers to do the same presentations to the non-Turkish speakers in parallel.

The Project will also identify ways to ensure that women are also part of the consultation processes. Depending on the socio-economic structure of the local areas, meetings will be organised in a manner, which ensures that women are able to participate and voice their opinions freely.

In consultation with village leaders the Project will ensure that vulnerable and marginal people are also fully informed and given an opportunity to have their views heard.

6. STAKEHOLDER ANALYSIS MATRIX

The Stakeholder Analysis Matrix is a vital component of Stakeholder analysis. It gives a clear overview of the profile of stakeholders, enables an understanding of the relationship between the stakeholders and the Project, and draws attention to the possible opportunities and constraints resulting from their involvement to the Project. The matrix below (Table 6.1) comprises of the following:

- *Name of the stakeholder organization/ group/ individual* contains official name of the stakeholders relevant to the Project.
- *Level of Activity* refers to the scale of responsibility and action of the stakeholder. In this context, this scale is determined as national, provincial, regional, and local.
- *Stakeholder Description* contains the responsibilities and the activities of stakeholders.
- *Role in the Project* refers to how stakeholders are related to the Project.
- *Project-related Level of Knowledge* displays the scope of knowledge of stakeholders about the Project. “Advanced” level means that these stakeholders have high level of knowledge on the Project. These are usually top decision makers and/or approval mechanisms.
- *Possible Constraints to Participation* outlines the constraints to stakeholders of participation to the Project.

Table 6.1. Stakeholder Analysis Matrix

Stakeholder Analysis Matrix					
Name of stakeholder organization, group or individual	Level of Activity	Stakeholder Description	Role in the Project	Project Related Level of Knowledge	Possible Constraints to participation
Stakeholders					
Local Communities					
Directly Affected People					
Permanent residents with title that will lose all/some of their immovable assets	Local	These PAPs will be directly affected by the Project through land loss and are compensated for their lost assets either through cash compensation or in kind. Enerjisa has a full list of these PAPs.	As directly affected people, livelihood and wellbeing of these PAPs have been substantially impacted by the Project. Any Project investment in community building/ local development will have direct impact on this group. Moreover, dissatisfaction on behalf of PAPs may have adverse impact for the Project implementation. Therefore, it is critical to engage PAPs throughout the Project design, implementation, construction and operation.	Predominantly agrarian, Project information is based on Enerjisa's public information dissemination, which includes regular visits to the affected communities on a monthly basis. Information has also been collected through socio-economic survey and census.	The PAPs could oppose suggestions for engagement due to resistance to change in life-style.
Permanent residents without title that will lose access to their immovable assets or lost right of usage	Local	These PAPs will be directly affected by the Project, but due to lack of title ownership, they could not be legally compensated for their lost land. These PAPs need to be identified as stakeholders.			Identification of these PAPs will be critical, there needs to be transparent identification mechanism in place in order to ensure title claims are rightfully assessed.
Title holder non-residents that will lose their immovable assets	Local	The region is prone to high migration. However the migrated population still own assets in the project affected area.			Finding non-residents is challenging, as they have migrated before the Project however Enerjisa field officers can investigate further via village mukhtars whereabouts of these non-resident PAPs
Permanent residents that will not lose any of their immovable assets but lost most or majority of their pastureland.	Local	These PAPs will be affected negatively by the pressure to be formed for the limitation of the common areas of the project. These households will experience economic loss, as they will lose pastureland that may have been used to graze livestock.			These PAPs are not included in the asset databases of the project because they do not lose immovable assets. It is necessary for Enerjisa to follow up on the loses of these PAPs through project monitoring and define mitigation strategies according to individual needs.

<p>People who will lose their immovable assets but whose transport access to their real estate and/or pastures will be limited / blocked due to the construction of the project.</p>	<p>Local</p>	<p>The transport access of these PAPs to their own lands and/or pastures can be limited due to the project. The transport road of some people to the cultivated lands can be blocked during the project construction period and in the event of submerging/reservoir constructions.</p>			<p>Changes to be made on the Road construction plans within the project can cause an increase in the number of these households. Efforts will be made to assess the full social impact of loss of transport routes but it still may not be possible to capture all impacted people. It is expected that a robust grievance mechanism and effective monitoring will identify PAPs that have been missed.</p>
<p>The households located on the new route of the Muş-Varto highway, who are to be displaced</p>	<p>Local</p>	<p>A section of the Muş Varto highway, which will be inundated after the project, will be moved to the higher elevations by being displaced. Some of the people, who live at the top elevations, will lose their lands due to the construction of the new road. Likewise, the other households will be affected by the works during the new road construction.</p>			<p>Due to the fact that the expropriation plans for the new Muş Varto highway are not completed the households, which will be affected from the road expropriation, are not determined and need to be included in the consultation frame as soon as they are identified.</p>
<p>The PAPs identified in the wider Area of Socio-economic influence</p>	<p>Local</p>	<p>The broader area of socio-economic influence impacts PAPs in downstream settlements, neighbouring villages and upstream settlements. These PAPs will not receive any cash compensation since they will not lose any assets, yet they will be impacted significantly by the Project through water fluctuations, limited access to riverbeds, livestock production, limited access to pastures, and health and safety concerns.</p>			

Indirectly Affected People					
Residents of Akkonak, Akpınar, Aligedik, Alagün, Aşağıalagöz, Aşağıhacıbey, Bağıcı, Değerli, Dumlusu, Kayalidere, Kayalıkale, Kumlukıyı, Mescitli, Özenç, Sanlıca, Taşdıbek, Tepeköy, Ulusirt, Yurttutan, Zorabat, Kayalık, Alagün Villages that have not lost any assets but are still affected by the Project	Local	These are all residents in the Project affected villages that will not lose their land or assets due to the project but nevertheless will be affected by economic development caused by the Project.	Even though these groups have not lost their land due to Project, the size and scale of the Project will affect their surroundings. It is essential to include these groups as stakeholders to explore the opportunities and risks posed by the Project.	These PAPs have been informed through Enerjisa public information dissemination, which includes regular visits to the affected communities on a monthly basis and EIA meetings.	There may be resistance to Project since they have not lost assets and are not compensated financially but nevertheless face life-style changes due to Project social and environmental impact.
Residents of Mus province and Varto town	Local	These people are the residents of the Central and Varto districts of the province of Muş.		These PAPs have been informed through Enerjisa public information dissemination and via local media about the project.	The Project is expected to cause migration, and growth in Mus province and Varto town. There may be discontentment towards inward migration.
Local tradesmen, entrepreneurs, transport services	Local	These are local businessmen, or those involved with commerce that may come across increased opportunities due to population growth at Muş Province and Varto District.		These PAPs have been informed through Enerjisa public information dissemination and via local media about the project	As the need for the services is expected to increase, this group is expected to flourish.
Vulnerable Groups					
Land Based Vulnerability					
Land/home ownership with multiple shareholders. Project affected Persons (PAPs) that have lost all/most of their arable land and had to share their compensation with a large group of titleholders, even though in practice they were the only cultivators	Local	The vulnerability of these PAPs is due to when land value is shared equally amongst all shareholders, the PAPs that actually cultivate the land and generate their income based on the land are not compensated according to their income, but according to their share of land.	Inclusion of vulnerable groups to construction and implementation phases of the Project will allow minimizing adverse social impacts while giving them voice to participate in social and environmental projects that would affect their livelihoods.	These PAPs have been informed through Enerjisa public information dissemination, which includes regular visits to the affected communities on a monthly basis.	Resentment for loss of land and resistance to alternative income strategies could pose constraints for engagement.
Landless as result of the project in the settlements where only lands will be lost. PAHs that lose all/most of their arable	Local	Lack of land for replacement leads to vulnerability and it is critical for these PAPs to invest in land and replace their existing land with			

land and there is no additional land to replace their land loss		similar land from the project area.			
PAPs that do not lose land but lose all or most of their pasture areas	Local	These PAP are vulnerable because pastures offer livestock grazing opportunities and without pastureland, it will not be economically feasible to engage in livestock production. PAPs will lose significant incomes from pasture losses and will not be economically compensated for these losses since pastureland belongs to the Treasury.			
Deedless Land Users. These PAHs are the land users (usually on treasury land) whose names were not registered in the title deeds. These households do not have legal titles and therefore are officially "landless", even though they cultivate the land and their income is based on agriculture	Local	Use of treasury land is common practice in Project affected settlements. Users will be compensated for trees or any structures they have built on treasury land, however they cannot be compensated for land loss.			
Gender, Age and Disability Based Vulnerability					
Socially vulnerable groups which includes women and children living in the project area	Local	These include any socially vulnerable group such as women, children, disabled and elderly that have restricted mobility and high dependency to surrounding conditions.	Participation of vulnerable groups in the stakeholder engagement process aims to make these groups have a voice in order to minimize the negative effects of the project and increase positive outcomes of the project. Due to the fact that these groups are already	These PAPs have been informed through Enerjisa public information dissemination, which includes regular visits to the affected communities on a monthly basis.	Social norms and cultural participation barriers may act as a hindrance for their engagement.
Governmental Institutions					
National Level					
Ministry of Environment and Urban Planning	National	Government ministry office that is responsible from environment and forestry affairs in Turkey.	National governmental decision maker. Permits required during Project construction, implementation and operation are obtained through these	These bodies have thorough information on the Project. All required documents, such as EIA, are approved or shared with these	Bureaucracy prone to larger scale institutions may delay engagement

			stakeholders. Their endorsement is critical for realization of the project. Their interest is vested in sustainable development of the region through environmentally friendly community development initiatives.	institutions.
Energy Market Regulatory Authority (EMRA)	National	Independent body regulating electricity, natural gas, petrol and LPG markets in Turkey. It functions as an independent body from the government; it is a supreme board.	This is one of the most important governmental bodies -supreme board- that has a direct role during land acquisition phase of the Project. All the expropriation processes are done through EMRA.	
Ministry of Food, Agriculture and Livestock	National	Government ministry office that is responsible from food, agriculture and livestock affairs in Turkey.	National governmental decision makers. Permits required during Project construction, implementation and operation are obtained through these stakeholders. Their endorsement is critical for realization of the project. Their interest is vested in sustainable development of the region through environmentally friendly community development initiatives.	
Ministry of National Education	National	Government ministry office that is responsible from educational affairs in Turkey.		
General Directorate of Land Registry and Cadastre	National	Official Institution tied to the General Directorate of the land registry and cadastre, and the Ministry of Environment and Urban Planning is responsible for the following: to undertake contracts and all kinds of registrations concerning the immovable assets, to determine the fundamental principles for the arrangements of the title registrations, to determine the legal and technical status of the immovable assets by realizing the establishment of cadastres, and to keep the information up-to-date.		
General Directorate of State Hydraulic Works	National	It was established as a competent authority possessing a supplementary budget and a legal entity and is responsible for the planning, managing, developing and		

		operating of all water sources in Turkey.			
Ministry of Health	National	The government ministerial office that is responsible for health affairs in Turkey.			
General Directorate of Natural Heritage	National	To make contributions to the management of the natural, historical and cultural values with the sustainability approach, live in a healthy and clean environment on the biological diversity conservation in Turkey.			
General Directorate of Plant Production	National	To increase the production, productivity and diversity of the plant products; to determine and audit the inputs and production technologies utilization compatibility and standards used in plant production; to direct plant production in order to ensure integration with the agriculture and industrial sectors; to designate, support, and generalize new production types by protecting the human health - ecological balance, and to coordinate with the relevant institutions for the prevention of the contaminations which may occur as a result of the activities within its working scope; to ensure the reclamation and preservation of the meadows, pastures, winter pastures and summer pastures and to take the necessary measures for this; to set up the information systems concerning plant production and to ensure their use; to carry out the services concerning the activities and operations of the agricultural lands.			

General Directorate of Livestock	National	To develop and promote livestock and to determine incentive principles; to determine the animal production inputs, the characteristics of the animal holdings and to issue permits and determine approval principles concerning them; to generalize the breeds of livestock; to carry out relevant studies in order that animal production is undertaken using the methods protecting the balance between human health and the ecological system, and to audit this method; to carry out activities for the increasing of animal production; to carry out studies concerning animal production and development projects; to implement animal development programs; to determine and conduct the technical criteria for importing and exporting of breeding animals; to set up information systems concerning the livestock; to carry out studies concerning the marketing of animal production.			
Ministry of Culture and Tourism	National	To keep values alive , develop, extend, promote, assess, and adopt them, to prevent the destruction of historical and cultural assets, to use all of the opportunities of the country suitable for tourism in order to make a contribution to the national economy; to take the measures required for developing, marketing, promoting and supporting the tourism			
Security General Directorate	National	To ensure that services for			

		maintaining of the order and safety of the community in accordance with the relevant legislation, are conducted.			
Gendarmerie General Command	National	The gendarmerie of the Republic of Turkey is the armed, military security and law enforcement agency ensuring the order and safety of the community within its responsibility area and performing the tasks foreseen by the other legislation and regulations.			
Turkish Electricity Transmission Company	National	The State Economic Enterprise, which is responsible for high-voltage electricity transmission.			
Provincial Governmental Bodies					
Muş Governorship	Provincial	Chief governmental administration in Muş	Provincial governmental decision makers. Permits required during Project construction, implementation and operation are obtained through these stakeholders. Their endorsement is critical for realization of the project. Their interest is vested in sustainable development of the region through environmentally friendly community development initiatives.	These bodies have thorough information on the Project. All required documents, such as EIA, are approved or shared with these institutions.	Difficulty in reaching responsible parties
Muş Special Provincial Administration (MSPA)	Provincial	Semi-autonomous provincial governing body and is responsible from building and maintenance of schools, residences and day-cares, building and maintenance of other governmental buildings, roads, promoting arts and culture, protection and conservation of nature, social services and regional planning.			Relations with PAPs on behalf of MSPA may be limited due to personnel capacity of the institution.
Muş Provincial Directorate of Environment and Urban Planning	Provincial	Government directory that is responsible from environment and forestry in Muş Province.			Personnel capacity and bureaucracy may affect engagement
Muş Provincial Directorate of Food, Agriculture and Livestock	Provincial	Government directory that is responsible from agricultural issues in Muş Province.			Reaching key responsible personnel may be complex
Muş Directorate of Culture and Tourism	Provincial	Government directory that is responsible from culture and tourism affairs in Muş province.			Reaching key responsible personnel may be complex
Muş Directorate of National Education	Provincial	Government directory that is responsible from educational affairs in Muş province.			
Muş Directorate of Health	Provincial	Government directory that is			

		responsible from educational affairs in Muş province.			
Regional Governmental Bodies					
Varto Regional Director of Special Provincial Administration	Regional	Semi-autonomous regional governing body and is responsible from building and maintenance of schools, residences and day-cares, building and maintenance of other governmental buildings, roads, promoting arts and culture, protection and conservation of nature, social services and regional planning.	Regional governmental decision makers and approval mechanisms. There is a direct steady contact with these stakeholders on a day-to-day basis per Project requirements. Their support is necessary for the realization of the project. Their cooperation is vital since the Project cannot be fully operated without licenses and permits granted by these authorities. Furthermore, their stake is also in sustainable regional development, which the Project is targeting to achieve.	These bodies have thorough information on the Project. All required documents, such as EIA, are approved or shared with these institutions.	Major constraints that may be faced at the regional governmental level are: Limited personnel capacity of the institutions Difficulty in reaching out to the right parties Time delays due to overburdening of the institutions Delays in written correspondence due to bureaucratic nature of the institutions
Varto Sub Governorship	Regional	Chief administration of Varto.			
Varto Municipality	Regional	Regional administrative unit in Varto that has an elected mayor and a council.			
Varto Directorate of Food, Agriculture and Livestock	Regional	Regional government directory that is responsible from agricultural issues.			
Varto Directorate of Forestry	Regional	Regional government directory that is responsible from forestry.			
Varto Directorate of Public Education	Regional	Regional government directory that is responsible from life-long education.			
Varto Directorate of National Education	Regional	Regional government directory that is responsible from education.			
Varto Land Registrar Office	Regional	Regional government office responsible from sale and transfer public land.			
Varto Directorate of Health	Regional	Regional government directory that is responsible from health.			
East Anatolian Development Agency	Regional	The agency that aims to realize local potential in order to enliven the economy and ensure sustainable development.	It can act as an important mechanism for local practical knowledge to be used in developing the income strategies for the PAPs and for		The following may be the limitations of the agency: Reaching the representatives of

			local development. Furthermore, Enerjisa can be an investor in their local development diagrams by investing in the public-private partnership in order to support the local entrepreneurs.		the agency who held responsibility may be difficult.
Local Governmental Bodies					
Mukhtar of all affected villages; Akkonak, Akpınar, Aligedik, Alagün , Aşağıalagöz, Aşağıhacıbey, Bağıcı, Değerli, Dumlusu, Kayalidere, Kayalıkale, Kumlukıy, Mescitli, Özenç, Sanlıca, Taşdıbek, Tepeköy, Ulusırt, Yurttutan, Zorabat, Kayalık, Alagün	Local	Headman of the Project Affected Villages (PAV), they are the elected leader of affected villages and represents the interest of his village at the meetings.	Key contact people with the PAVs and with the village cooperatives. They are the vocal and have capacity to impact the PAVs. Therefore, it is essential to keep steady relations with the mukhtars in order to achieve a two-way communication between the demands at the local level (by PAVs) and properly communicated response of Enerjisa. They will act as bridge of communication and they are vital to Project sustainability.	The information on Project is based on Project information shared by Enerjisa. Mukhtars are regularly informed by the Project and their input is highly appreciated.	As the capacity of the villagers are limited for adaptation to new conditions and making abrupt changes to their life-style, influencing the villagers could be problematic for the mukhtars They may lack the technical skills and technical capacity to interact regularly They may not have strong communication skills to convey Enerjisa's messages in the right manner.
Civil and Commercial Stakeholders					
Media (Annex 7 lists all of the Media Stakeholders and their contacts)					
Muş Web	Local	Online local media sector that caters to the residents and non-residents of Muş and Varto who would like to receive up-to-date information on their town.	Online media sources that have up-to-date information on Alpaslan II project and cover the Alpaslan II Project regularly. The tone and coverage of the Project is critical to impact public perception on the Project. Furthermore, media is a vital partner for information dissemination. Close ties to the local media sources would enable more efficient public outreach programs.	Media's information on the Project is based on press bulletins prepared by Enerjisa and public responses	Prone to fast dissemination of biased information
Muşun Sesi	Local				
Muş Ovası	Local				
Şark Telgraf	Local				
Günaydın Muş	Local				
Muş Olay Gazetesi	Local				
Haber 49	Local				

Groups and Associations Representing Commercial Stakeholders					
Muş Agricultural Credit Cooperatives	Regional	Local cooperatives, which support agricultural entrepreneurship projects.			
Turkish Labor Agency Mus provincial Directorate	Regional	The first legal regulation regarding public employment services in our Turkey is Labor Law with the date 1936 and the number 3008, which is our Turkey's first law. Said Law had set forth forbidding private offices executing agency business for seeking jobs and employees and establishing the Institution of Providing Jobs and Employees in three years which could enable that this service would be executed by the government.	It is necessary to use the activities of these institutions, if their current structures are completely functional, in order to create an alternative income source. It will be beneficial to ensure credit in order that these PAPs access the intensive agricultural techniques because the economy is mainly dependent on agriculture.	Their information is limited; the project employees do not inform them directly. The information that they have is the information heard from the news or obtained from the professional environment. Even though they have been invited to the public meetings organized by Enerjisa, their participation has not been observed.	Some of the cooperatives are quite unproductive because of the lack of technical information on management and investments.
Muş Irrigation Association	Local	The association, which provides irrigation services for the region of Muş.			
Muş Chamber of Commerce and Industry	Local	Establishment for the local businesses working with the aim of taking the interests of businesses much further and for increasing the capacity of the entrepreneurs.	It can assist with the livelihood restoration of the PAPs and the development of the region.	Their information is limited; the project employees do not inform them directly. The information that they have is the information heard from the news or obtained from the professional environment.	The capacity and the status of the members within the body of the Chamber of Commerce are limited.
Local NGOs					
Muş Office for the Disabled	Local	Established in order to render services for the needs of the disabled people living in Muş and the surrounding areas.	It provides services in order to meet the needs of the disabled persons among the PAPs and to receive support from the state or	Their information is limited; the project employees do not inform them directly. The information that they have is the information heard from the news or obtained from the professional environment.	
Muş Human Rights Association	Local	Established in order to meet the needs of human rights of the people living in Muş and the surrounding areas, and to solve their problems and direct them.	It provides services to meet the needs that may occur in the field of the human rights of the PAPs and to solve their problems.		

National Level NGOs					
Natural Life Preservation	National	The objective of this association is to protect and preserve the rich variety of plants and animal species in Turkey and assists in identification of the living requirements of these species and helps to promote preservation efforts for them.			
Doga Association	National	The mission for Doga Association is to defend the rights of nature in all its forms and including all its processes, which are necessary for the creation and sustenance of life. They are especially active for access to water rights in Turkey	National level NGOs are important for the project to keep in the information dissemination loop and share information on demand basis as requested from these NGOs.	Their information is limited;. The information that they have is the information heard from the news or obtained from the professional environment.	If these local NGOs are misinformed about the project then they have the tendency to misinfluence public about the project
TEMA	National	The TEMA Foundation (The Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats) was founded in 1992 with the mission to create effective and conscious public opinion on environmental problems, specifically soil erosion, deforestation, desertification, climate change and biodiversity loss. It is one of the biggest and most effectively structured NGOs in Turkey. Especially for the Project's afforestation efforts the project can definitely be in communication with TEMA			
International Level NGOs					
Greenpeace	International	Greenpeace is an international organization that works for environmental conservation and the preservation of endangered species.	There are NGOs that operate at the international level in a number of different roles: as oversight agencies, representatives of key	To date the Project has not had direct contact with the full range of international NGOs that may have interest in its activities, so information	If the Project information is not shared appropriately with the international NGOs it would be harder for them to express their views and concerns in a

Bank Watch	International	Bankwatch is an international NGO that monitors the activities of international financial institutions and proposes constructive environmental and social alternatives to the policies and projects they support.	interests, or even as advocacy groups. It is important for the Project to keep in the information dissemination loop and share information on demand basis as requested from these NGOs so there is no misinformation regarding the Project.	sharing has been limited. The disclosure period is an opportunity to rectify this situation.	timely manner.
International Rivers	International	International Rivers is an International NGO that protects rivers and defends the rights of communities that depend on them. They work to stop destructive dams and promote water and energy solutions for a just and sustainable world.			
Possible Future Stakeholders					
People migrating for employment opportunities	Local	The Project is expected to cause inward migration to Muş and Varto District.	The migrant population will endeavor employment possibilities. Thus will have increased income opportunities.	N/A	Integration to local communities and changes to neighborhood culture could lead to minor resentment among existing population.
Academic Institutions					
Muş Alparslan University	Local	Local Association providing transport services	It increases the participation of the PAPs in the project and affects the recovery of income directly. In the current situation, it is growing in terms of member and truck numbers and provides truck services for the project.	This commercial association obtains the information concerning the project from the public meetings organized monthly for the project affected people by Enerjisa.	A great majority of these cooperatives are established in order to provide services for the project and their technical practical information and capacities are limited.
Other Stakeholders					
Gendarmerie	Local	Military force charged with police duties among civilian populations.	Helpful in maintaining security in project affected area and surrounding	Gendarmerie can obtain information about the Project from the Project Management any time.	Gendarmerie relationship with the project can distant some of the PAPs from the project however the project will make sure that there will be no misunderstanding regarding the use of gendarmerie for the safety of the Project.

Muş Bar Association	Provincial	Public occupational organization	It has the potential to play a key role in legal issues.	It may provide information on laws. As being one of the revered institutions of the province it may help resolve disputes.	Its stance towards the project may be biased.
Muş Governorship Project Coordination Center	Provincial	The body of the Muş Governorship	Cooperation with the Center may pave the way for implementing projects.	It may have limited knowledge about the project.	Even though the Center may have immense knowledge on the province and has the capacity to bring other governmental bodies together for the proper implementation of the project(s), it may not be able to be possible due to bureaucratic obstacles and / or financial constraints.
Union of Merchants and Craftsman	Local	Aims to strengthen cooperation between merchants and craftsmen.	It may provide assistance for the restoration of the livelihood of the PAP's.	The Union may involve in vocational trainings in order to help restore the livelihood of the PAP's.	It is doubtful that the Union may be able to mobilize its members and resources.
Chamber of Drivers	Local	Established to increase solidarity between the drivers.	It may play a role in providing assistance for the restoration of livelihood of the PAP's.	Direct contact with the Chamber is quite limited.	The capacity of the Chamber is quite limited.
Private Security (Enerjisa has to specify the name and contact info)	Local	Private company in charge of the security of the worksite.	Helpful in maintaining security within the worksite.	All the private security people are from the region. Since they are already amongst the PAPs, they have been informed by Enerjisa.	Presence of security entry clearance mechanisms with identification document checks could impede PAPs from visiting the Project office frequently.

7. GRIEVANCE AND REQUEST MANAGEMENT SYSTEM¹³

With regard to international requirements, Enerjisa established a grievance mechanism to receive and resolve the project-affected communities' environmental and social concerns and complaints. Enerjisa will be accessible to its stakeholders and respond to their complaints in the shortest possible time. The critical issue for responding to complaints is to ensure that all received complaints are recorded; that the community liaison officer is responsive to complaints; and that corrective actions are mutually acceptable. Thus, responses to complaints will be satisfactory for both parties, actions are followed up, and the complainants will be informed about the outcomes of the corrective actions.

For the Project, on-site project community relations specialists will be responsible for establishing close relationship with local people, governmental bodies and other interest groups, informing them about the Project progress when needed, listening to their concerns about the Project and recording them, receiving demands and complaints, recording them regularly and sharing them with the Project Team in Ankara and Istanbul to overcome them as soon as possible.

In addition phone numbers of the Project site office number and Community Relations Specialist, Construction Contractor's Site Manager and Project Site Manager of Enerjisa were given to mukhtars so that they can directly access the responsible person of the construction works and Project when needed. Mukhtars as the leader of the rural settlements are also responsible for sharing all project-related information with local people when Enerjisa communicates any project related information to them and conveying local people's demands and complaints to Enerjisa on time. Besides, a social liaison office has been built at the site. Project affected people can access and convey their grievances by visiting the contact office.

The address of Enerjisa contact office for delivery of grievances physically is given as below;

Alpaslan II Barajı ve HES Saniyesi

Adres: Mus- Varto Karayolu

40 km Dumlusu Koyu Mevkii

Tel: 0. 436. 711 3377

Mobile number of the Community Relations Officer Murat Yağcı:0 530 0164812

E-mail: muratyagci@enerjisa.com

¹³ Template of Grievance Records can be found in Annex 10

8.1 Grievance Mechanism at a Glance

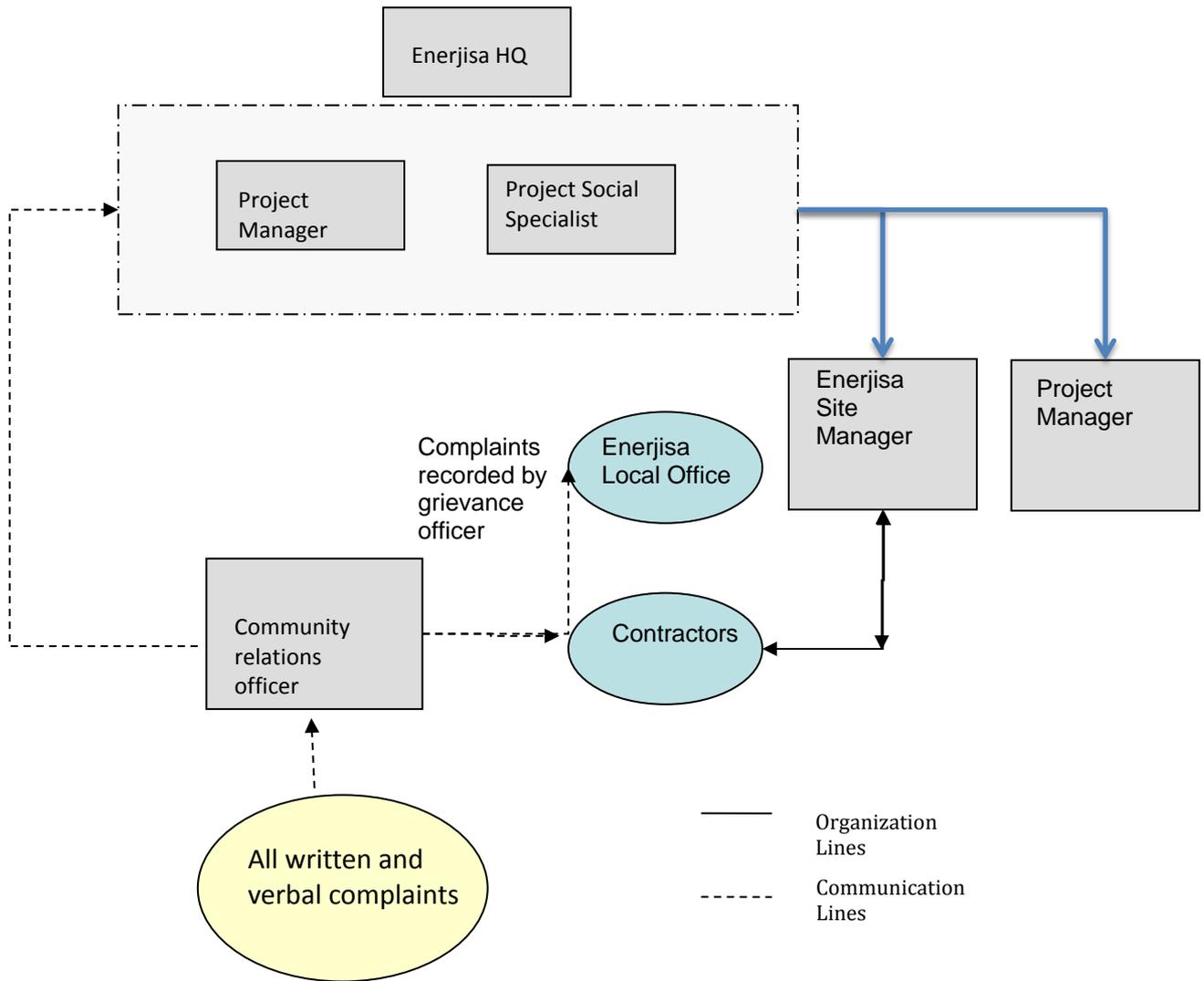
The complaint mechanism designed and used by Enerjisa is processed as follows:

- Grievances are collected through monthly/bi-monthly¹⁴ visits to Project affected villages and PAP's visits to Social liaison office. Community relations officer also record the grievances and the minutes during these visits and send them Project Manager, Site Manager, Social Specialist at central office.
- These grievance forms can also be obtained from the village mukhtars. The verbal complaints are received at the one-to-one meetings and/or by the petition.
- Attempts are made to close all open grievances within one month as possible. If this is not going to be possible, the PAP making the complaint is informed within one month that the period should be extended and if possible, the person making the complaint is asked to sign the completion letter.

All complaints are recorded in an Excel database as weekly/monthly and all of the steps taken concerning the complaints are noted here. This ensures follow-up of the developments concerning the incident. Grievance/demand form prepared by Enerjisa can be found in **Annex 10**.

¹⁴ Bi-monthly means every two months

Enerjisa Grievance Mechanism Chart



8. INDICATIVE SEAP TIMELINE

Indicative SEAP timeline illustrates how the engagement will take place, in addition to frequency of engagement. These identified modes of engagement and frequency will be done in parallel to disclosure of ESIA package and will complement each other. The timeline matrix lists the name of the stakeholders, and the objective of engagement with these stakeholders. The frequency of these engagements will take place as mentioned in “Time/ Frequency of Engagement” part below. However, the frequency of the meetings might be increased when needed/ desired by PAPs.

- The objectives of engagement depict why it is important to engage with these stakeholder, and level of engagement with the stakeholder. Level of engagement defined in objective varies from information dissemination, to consultation, or collaboration.
- Mode of engagement lists communication tools and types that could be utilized for engagement, such as face-to-face meetings, to brochures
- Time/frequency of engagement maps out a timeline for engagement
- Opportunities outlines gains from engagement and reflects the possible positive outcomes of engagements
- Constraints define any obstacles that could impede or limit engagement

Table 8.1. Indicative SEAP Timeline

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
Local Communities					
Directly Affected People					
<ul style="list-style-type: none"> • Permanent residents with title that have lost all/some immovable assets • Permanent residents without title that have lost access to immovable assets or lost right of usage • PAPs in wider area of socio-economic influence including downstream 	<p>Inclusion of the people directly affected by the project is critical in terms of the project stakeholder engagement strategy. Cooperating with them will mitigate the negative impacts of the project. The engagement period shall cover the following:</p> <ul style="list-style-type: none"> • To share/distribute the information concerning the expropriation period and construction stages of the 	<ul style="list-style-type: none"> • Brochures were/will be distributed related to “General Project Information” as in Annex 2 that gives the overview of the Project and simple and understanding enough for the PAPs in the affected villages. • Brochures will be distributed specific to the “Project land acquisition” process of that is simple and specific to the PAPs that will 	<ul style="list-style-type: none"> • All printed brochures will be available at the Project site office and the Contractor’s site office and will be available during the monthly visits of the project community relations officers for distribution. There will also be grievance boxes in each inundated village and a separate box will be put beside them for Enerjisa distribution purposes in order to disseminate the 	<ul style="list-style-type: none"> • The increasing engagement during the project cycle will be recognized by the PAPs and ensure the appreciation of the project by them. • The more they appreciate the project, the more they are satisfied from the overall performance of the project. 	<ul style="list-style-type: none"> • Managing the PAPs’ demands and requests can be exhaustive. Expectations not based on reality and requests exceeding the project’s capacity can cause disappointment. In order not to increase the PAPs’ expectations, it is

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
<p>area that are impacted by the Project</p> <ul style="list-style-type: none"> Permanent residents that have not lost any of their immovable assets but lost most or majority of their pastureland. The people who have not lost their immovable assets but their access to their immovable assets and/or pastures will be limited / blocked due to the project construction. The households located in the new route of the Muş-Varto highway are to be displaced Permanent residents without title that have lost access to immovable assets or lost right of usage PAPs in wider area of socio-economic influence that are impacted by the Project 	<p>Alpaslan II Project.</p> <ul style="list-style-type: none"> To ask the experiences of the PAPs concerning the expropriation; discussions concerning the expropriation and compensation payments' schedules. To reduce the anxieties of the PAPs concerning the expropriation, construction, mining affairs and all other environmental/health impacts of the project. To cooperate with the PAPs for community development efforts by evaluating their skills and focus on their priorities for this. To include the PAPs in community development efforts in order to establish the proposed projects according to their needs. To follow-up the expectations/satisfactions of the stakeholders in the Project. To understand the opinions of the PAPs'; to respond to them in order to mitigate negative impacts. To avoid any health and safety risks posed by downstream impacts during Project operation resulting mainly from 	<p>subjected to land and home acquisition. The details of the timeline for the land acquisition should be specified in this brochure and alternatives for the how and when of the objection mechanisms for the PAPs to land acquisition should be communicated via this brochure. Maps showing the inundated villages will be also included in the brochures.</p> <ul style="list-style-type: none"> Brochures on health and safety, including information on Projects' expected environmental impact on water level fluctuations, limitations to water use from river-bed, safety by the dam, and health and safety impact of water fluctuations will be shared with PAPs in the downstream settlements, settlements surrounding reservoir area. Bi-monthly face-to-face meetings with the project community relations officer will enable PAPs that can not read and elderly in order to express their concerns and questions related to the project during the meetings. During these bi-monthly meetings in order to include 	<p>produced brochures/leaflets/employment opportunities, etc</p> <ul style="list-style-type: none"> The Brochures will be updated and redistributed if and when changes to the information that they contain are updated or annually Posters for billboards on riverbed and dam health and safety will be posted prior to impoundment. These posters will be updated if there are any significant changes to the shared information. Briefings in schools will be given on dam health and safety issues annually. Schools will be invited to visit once a year. School bulletins will be updated annually. Brochures will be distributed to children on dam health and safety twice a year. Copies of brochures will be left at school to share with new coming students and at village headman's office. There will be an annual open day to invite PAPs to visit the dam once the dam is operational 	<ul style="list-style-type: none"> If the interests, capacities and skills of the PAPs are taken into consideration when designing the joint development efforts and the project, this will be useful for all PAPs. In this way, the engagement will enable the improvement in the livelihoods of the PAPs and sustainable development 	<p>necessary to determine the limitations of the joint development.</p> <ul style="list-style-type: none"> Response timing is very important. Most PAPs give priority to their own problems and want to receive a reply for them immediately. Delays in receiving replies cause dissatisfaction and unwillingness in engagement.

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
	<p>water fluctuations and develop mitigation mechanisms to prevent any adverse impact</p> <ul style="list-style-type: none"> To form an agenda and determine the follow-up strategy until the next meeting. To be in agreement on a common table for actions to be taken for Enerjisa and stakeholders. 	<p>women and elderly that stay at homes women focus groups will be gathered and Enerjisa community relations team will meet with the women via these focus groups and gather their concerns/ grievances and communicate them to the project office.</p> <ul style="list-style-type: none"> Project grievance mechanism will also be used by the PAPs in order to communicate their concerns/grievances and receive answers/actions from the project responsible in a timely manner. The community relations team shall take care of the complaints of the Project Affected Public and monitor them. Grievance forms will be available at Enerjisa site office, mukhtar office and in villages where Enerjisa information boxes/bulletins are existing. They can also communicate their grievance via the telephone that is determined by Enerjisa and the number will be communicated to the villagers via village information bulletins and in the project information brochures and via face-to-face meetings and through mukhtars. During the operation phase, Enerjisa will engage with 	<ul style="list-style-type: none"> Signs will be put with the approval of DSI and their support prior to impoundment Bi-Monthly (Refer to Annex 1 for timing) face to face meetings with the Community relations team in village centers open to general public, in order to update the project affected villagers regarding the; <ul style="list-style-type: none"> Project proceedings Land acquisition updates To collect their grievances Construction Schedule and any construction related news (dynamite explosions; water level fluctuations; road blockages; any other health and safety information; ; etc) Employment opportunities any other relevant topics of the month <p>The timing of these meetings will be communicated to the village via mukhtar/via village-Enerjisa</p>		

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
		<p>downstream communities in cooperation with DSI to inform them about the downstream risks associated with dam operation. The mode of engagement for information sharing will be:</p> <ul style="list-style-type: none"> ○ A website for general public information, including an informative description of the risks associated with the dam operation and the disclosure of environmental parameters measured at the dam (reservoir level, water flows and meteorological parameters, if any) and real-time information on the outflow value and variation. The website shall be developed such that it is accessible by mobile phones; ○ Rapid information tools (such as SMS alerts) agreed with those regularly working along/in the river bed (quarries, large and small irrigation users) and exposed to rapid flow variations; ○ Awareness raising campaigns in villages in the Project area to inform people, children, livestock 	information bulletin and via project information brochures.		

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
		<p>farmers, fishermen, water sport clubs, etc.) about the risks and the tools put in place to inform people;</p> <ul style="list-style-type: none"> ○ Regular communication campaigns (annual open-day, information in schools, etc.); ○ Specific communication campaigns through appropriate local media (radio, newspaper, brochures and information boards) to (i) inform people about any incidents/accidents and (ii) inform people early about seasonal operation changes (typically when the overflow spillway is planned to start operating); ○ Signs and posters informing the public about the risks at all places exposed to rapid flow variations and where people can access the riverbed. ○ Inform PAPs that use local governor's Social Support Program (SODES) such as kayaking, rafting about river safety risks. 			

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
Indirectly Affected People					
Residents of Akkonak, Akpınar, Aligedik, Alagün , Aşağialagöz, Aşağıhacıbey, , Değerli, Dumlusu, , Kayalıkale, Kumlukıy, Mescitli, Özenç, Sanlıca, Taşdıbek, , Ulusirt, Yurttutan, Zorabat, Kayalık Villages that have not lost any assets but are still affected by the Project	<ul style="list-style-type: none"> To share/distribute the information concerning the project cycle and potential impacts of the project to the indirectly affected people. 	<ul style="list-style-type: none"> Brochures were/will be distributed related to “General Project Information” as in Annex 2 that gives the overview of the Project and simple and understanding enough for the PAPs in the affected villages. Project grievance mechanism will also be used by the PAPs in order to communicate their concerns/grievances and receive answers/actions from the project responsible in a timely manner. The community relations team shall take care of the complaints of the Project Affected Public and monitor them. Grievance forms will be available at Enerjisa site office, mukhtar office and in villages where Enerjisa information boxes/bulletins are existing. They can also communicate their complaints via telephone that is determined by Enerjisa and the number will be communicated to the villagers via village information bulletins and in the project information brochures and via face-to-face meetings and through mukhtars. 	<ul style="list-style-type: none"> The annual town hall meetings shall be organized in an accessible place for everyone in 2nd or 3rd quarter of every year. Posters, information brochures and announcements to be made in mosques will provide the participation of the concerning residents in the meetings. During these meetings the agenda will also be shared with the potential attendees and during the meeting Enerjisa will have a reporter to take notes of the meetings and also the meetings will be video taped. The reporter will prepare the minutes of the meeting as issues discussed and actions proposed and at least 3 weeks after the meeting Enerjisa will distribute these minutes and agreed actions list to the meeting attendees. 	<p>The participation of this group will considerably affect the appreciation of the project.</p> <p>The results of meetings will provide valuable information for improving the project cycle and the joint efforts to be realized for the project.</p>	<p>Unless the annual meeting is not held on a certain agenda and with the efforts of the residents, irrelevant demands can come into view.</p> <p>Furthermore, there will be irrelevant events in order to try to prevent the obtaining of useful results from the meeting.</p>
Residents of the Central and Varto districts of the province of Mus					
Local tradesmen, entrepreneurs, transport services	<ul style="list-style-type: none"> The aim here is to provide the participation of the indirectly affected people in the development projects and so to form a capacity and to follow-up/present the activities concerning the alternative income strategies. 				

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
		<ul style="list-style-type: none"> Annual town hall meetings will be arranged in Mus and Varto city centers which the timings will be pre announced via local newspapers/leaflets and city announcement mechanism 			
Vulnerable groups					
Project affected Persons (PAPs) that have lost all/most of their arable land and had to share their compensation with a large group of titleholders, even though in practice they were the only cultivators	The vulnerable groups are the important stakeholders and the main objective is to recognize them in order to provide the positive impacts of the project.	<ul style="list-style-type: none"> Independent focus group meetings prepared according to the groups' interests. <ul style="list-style-type: none"> During these bi-monthly meetings in order to include women and elderly that stay at homes women focus groups will be gathered and Enerjisa community relations team will meet with the women (it will be observed regarding the use of languages if Kurdish is a requirement to communicate with this group. If so a Kurdish translator will also be present during the meetings) via these focus groups and gather their concerns/ grievances and communicate them to the project office. During these meetings the project brochures that are available will 	In addition to bi-monthly meetings, annual PAP meetings and focus group meetings will be held separately in 2 nd and 3 rd quarter of every year.		
PAHs that lose all/most of their arable land and there is no additional land to replace their land loss	The engagement of the vulnerable groups has a great importance in livelihood restoration and for this reason, their engagement provides to take the opportunities, increase their capacities and prioritize their needs and choices during the project.		For example: <ul style="list-style-type: none"> Women Youth, PAHs without title Those who lost their lands, etc. 	The valuable contributions to be made to the project by the vulnerable groups are very important in terms of livelihood restoration, projects' results and also obtaining the desired efficiency. Due to the fact that this group is in a touchy situation because of the project, including them and determining their primary needs will give positive results.	Due to the fact that this group is in a touchy situation, their expectations can be more than those to be presented by Enerjisa. For this reason, it is quite important to determine those that are committed and are not presented in real terms by Enerjisa.
PAHs whose names were not registered in the title deeds. These households do not have legal titles and therefore are officially "landless", even though they cultivate the land and their income is dependent on agriculture	Furthermore, this group can solve the problems arising from their sensibilities by the support received from Enerjisa via their active engagement. Their inputs and needs will be integrated in the joint development of the project design and their opinions will be reflected to the entire joint development strategies.		<ul style="list-style-type: none"> During these annual meetings the needs of each group will be asessed via listening to their common grievances and recommendations and a report on the generic complaints and actions that will be taken by Enerjisa will be prepared and distributed to the attendees at most 3 weeks after the meeting via village mukhtars/village-, etc. 		
Socially vulnerable groups which includes women and children living in the project area			<ul style="list-style-type: none"> The number of Community 		

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
		<p>also be distributed to the group.</p> <ul style="list-style-type: none"> o Enerjisa Community relations team will also have detailed information regarding the land based vulnerable groups and make sure that they are included during the meetings and he/she will approach them on case by case basis in order to assess their vulnerability and formulate mitigation strategies in line with their needs. 	<p>Relations Officer will also be used for notifying the complaints arising from the stakeholders and the other opinions and sharing with the project groups in due time (ongoing engagement)</p> <ul style="list-style-type: none"> • Enerjisa assigned a contact person who will meet the needs and answer the questions of the PAPs during the monthly visits held at the site office or in villages. 		
Public Institutions					
National Public Institutions					
<p>The Ministry of Energy and Natural Resources</p> <p>The Ministry of the Environment and Urban Planning</p> <p>The Energy Market Regulatory Authority (EMRA)</p> <p>The Ministry of Food, Agriculture and Livestock</p> <p>The General Directorate of State Hydraulic Works</p> <p>The Ministry of National Education</p> <p>The General Directorate of the Land Registry and the Cadastre</p>	<p>It is necessary to consult the national public institutions in order to be sure about meeting and following all legal requirements during the project cycle.</p> <p>Furthermore, the task of these institutions is defined in order to create the investment initiatives for the objective and joint development projects and also a joint development chart for the region.</p>	<p>Special independent meetings (That will be detailed by Enerjisa HQ Social Management Team and Site Community Relations Team) should be held annually and when necessary with these groups.</p>		<p>The ideas and opinions of these public institutions are very important in order to be sure that Enerjisa does not ignore any legal requirements in terms of project planning and joint development.</p>	<p>The engagement of this group can be time-consuming because of their busy schedules.</p> <p>The paperwork of Enerjisa can increase the bureaucracy during the implementation of project.</p>

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
The General Directorate of Natural Heritage					
The General Directorate of Plant Production					
The General Directorate of Livestock Farming					
The Ministry of Tourism and Culture					
The Forestry General Directorate					
The Security General Directorate					
The Gendarmerie General Command					
The Ministry of Health					
Provincial Government Bodies					
The Governor's Office of Mus	<p>It is necessary to consult the provincial government bodies in order to be sure about meeting and following all legal requirements during the project cycle.</p> <p>Furthermore, the task of these institutions is defined in order to create the investment initiatives for the objective and joint development projects and also a joint development chart for the region.</p>	<p>Bi monthly visits will be made to the offices of these stakeholders by the project public relations officer and;</p> <ul style="list-style-type: none"> • They will be informed about the project cycle and construction process of the project • Their views on possible and timely collaborations regarding the project and project are of influence will be noted • Their recommendations and action plans (if any) regarding the project livelihood restoration strategies will be taken <p>The results of these meetings will be summarized accompanied by an action list and communicated to the project management. Enerjisa will cooperate with Mus Governorship's SODES program to inform them about risks of navigation in Murat River. The Program will be requested to communicate with Enerjisa minimum one week before</p>		<p>The ideas and opinions of these public institutions are very important in order to be sure that Enerjisa does not ignore any legal requirements in terms of project planning and joint development.</p>	<p>The engagement of this group can be time-consuming because of their busy schedules.</p> <p>The paperwork of Enerjisa can increase the bureaucracy during the implementation of project.</p>
Mus Provincial Special Directorate					
Mus Provincial Environment and Urban Planning Directorate					
Mus Provincial Agriculture and Livestock Farming Directorate					
Mus Culture and Tourism Directorate					
Mus National Education Directorate					
Mus National Heritage Directorate					
Mus Municipality					

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
Mus Provincial Health Directorate		any planned recreational activity.			
Mus Representative State Hydraulic Works (DSI)		Enerjisa will keep a close communication link with DSI throughout Project operation. Enerjisa prepares public information sessions with DSI especially pertaining to downstream impacts of the Project on health and safety. Measures such as putting signs, distribution of flyers/brochures will be taken in accordance with DSI's participation and approval. In case of emergency- such as flood risk- Enerjisa will immediately inform DSI, for them to take necessary measures. Emergency Action Plan will also be prepared by Enerjisa before impounding.			
Regional Government Bodies					
Varto Regional Special Administration	It is necessary to consult the regional governmental bodies in order to be sure about meeting and following all legal requirements during the project cycle. Furthermore, it is necessary to determine their contributions to the joint development efforts in terms of the harmony of Enerjisa with the joint development strategies.	Bi monthly visits will be made to the offices of these stakeholders by the project public relations officer and; <ul style="list-style-type: none"> They will be informed about the project cycle and construction process of the project Their views on possible and timely collaborations regarding the project and project are of influence will be noted Their recommendations and action plans (if any) regarding the project livelihood restoration strategies will be taken The results of these meetings will be summarized accompanied by an action list and communicated to the project management.		These groups can share their annual plans and budgets established for the region with Enerjisa in order to participate in the joint development efforts by sharing their inputs and financial resources in order to cooperate.	The engagement of these groups can provide alternative opinions and inputs. The increasing bureaucracy can cause that the site representatives of Enerjisa to become occupied with more procedures
Varto District Governor's Office					
Varto Municipality					
Varto Food, Agriculture and Livestock Farming Directorate					
Varto Forestry Directorate					
Varto Public Education Directorate					
Varto National Education Directorate					
Varto Title Registration Office					
Varto Health Directorate					
Local Government Bodies					

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
<p>Mukhtars of all affected villages; Akkonak, Akpınar, Aligedik, Alagün , Aşağıalagöz, Aşağıhacıbey, Bağıçi, Değerli, Dumlusu, Kayalidere, Kayalıkale, Kumlukıyı, Mescitli, Özenç, Sanlıca, Taşdıbek, Tepeköy, Ulusirt, Yurttutan, Zorabat, Kayalık, Alagün</p>	<p>It is important that the mukhtars' of the villages (mukhtars) have comprehensive knowledge of the project cycle and joint development because they are the official bodies closest to the PAPs.</p> <p>The mukhtars' of the villages can establish a strong relationship between the PAPs and Enerjisa and mitigate the problems by meeting the communication needs of Enerjisa with the PAPs.</p> <p>The mukhtars' of the villages can transmit the joint development efforts of Enerjisa to the Project affected villages.</p>	<ul style="list-style-type: none"> • All the project produced information materials (project information brochure; land acquisition information brochure, etc) should be distributed to the Mukhtars of the affected villages in such quantities (200 each) that they can redistribute it to the PAPs on demand basis. • There should be separate meetings arranged with the Mukhtars just before the bimonthly meetings of the project community relations team to take place in the muktar offices 2 hours before the public meeting takes place. During these meetings there should be two way communication with the mukhtars; <ul style="list-style-type: none"> ○ Community Relation officer will inform them about the project cycle and any village specific project developments taking place ○ The views of the mukhtar regarding the specific needs of the village and PAPs should be taken and his proposed actions to overcome them should also be noted. ○ The list of project 	<ul style="list-style-type: none"> • Project Community Relations officer will hold bi-monthly meetings with the Project affected villages and there should be separate meetings arranged with the Mukhtars just before the bi-monthly meetings of the project public relations officers to take place in the muktar's offices 2 hours before the public meeting takes place. During these meetings there should be two way communication with the mukhtars; • Mukhtars can also stop by the project office during the visiting times (Annex 1) of the project public relations officer in order to communicate any other issues that are not covered during bi monthly visits. 	<p>The mukhtars of the villages are effective and strong persons. They are the important envoys that can change the PAPs' opinions and sensibilities, living in the same villages with them and stay in touch with them. Transferring information to them systematically and requesting feedback from them continuously and also the integration of this feedback in the working strategy will help Enerjisa understand the needs and sensibilities of the PAPs.</p>	<p>There can be many complications in the communication channels because of the educational levels of the mukhtars and the information can be misunderstood.</p> <p>Enerjisa should assure the accuracy of the information shared with them and also that they are understood correctly.</p> <p>The groups who do not support the headman can feel rejected from the project. Enerjisa should provide representations for each PAP independently of supporting the headman.</p>

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
		<p>specific vulnerabilities among the project affected villages should be noted on case by case basis and then converted to a database by the project officer so that they can be followed upon on the next visits.</p> <ul style="list-style-type: none"> ○ Project officer will summarize the results of the mukhtar meeting and prepare an actions list in response and distribute it to the responsible mukhtar at most 1 week after the consultation. • Muktars can also stop by the project contact office during the visiting times (Annex 1) of the project community relations team in order to communicate any other issues that are not covered during bimonthly visits. 			

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
<p>Seasonal residents of all of the affected villages that come to visit their lands/houses every year during summer and spring</p>	<p>These PAPs should be informed about the project cycle and land acquisition progress since they are also residents of the project affected are only for a shorter period of time however they have strong emotional and economic ties to their land and houses.</p>	<ul style="list-style-type: none"> • There should be seasonal meetings arranged (E.g: every July) tailored to benefit of these seasonal PAPs after they are identified in each village and recorded into land asset database as seasonal PAPs. During these meetings; <ul style="list-style-type: none"> ○ Brochures were/will be distributed related to “General Project Information” as in Annex 2 that gives the overview of the Project and simple and understanding enough for the PAPs in the affected villages. ○ Brochures will be distributed specific to the “Project land acquisition” process of that is simple and specific to the PAPs that will subjected to land and home acquisition. The details of the timeline for the land acquisition should be specified in this brochure and alternatives for the how and when of the objection mechanisms for the PAPs to land 	<ul style="list-style-type: none"> • There should be seasonal meetings arranged (E.g: every July) in each affected village tailored to benefit these seasonal PAPs. Prior to these meetings the names and contacts of these PAPs should try to be identified by the assistance of the mukhtars and after they are identified in each village they should be recorded into the major land asset database as seasonal PAPs. • These PAPs should also be contacted on need and individual basis according to the information dissemination needs of the project. 	<p>Due to the fact that these seasonal PAPs are very tied to their homeland emotionally It is important to keep them in the information and grievance loop so that their issues and worries are also shared by the project and they are informed about the project cycle and land acquisition processes.</p>	<p>It might be difficult to reach these PAPs since they do not reside in the area and to establish communication would be harder than other PAPs.</p>

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
		<p>acquisition should be communicated via this brochure.</p> <ul style="list-style-type: none"> And if there would be wide spread information dissemination necessary for the project, they should be informed either via postal mail or electronic mail or telephone (the contact details should be gathered during Summer while they are in the project area via mukhtars and project community relations officer) 			
Civil and Commercial Stakeholders					
The Media					
Muş Web					
Muşun Sesi					
Muş Ovası					
Şark Telgraf	Media is one of the best communication tool for the most part of those who are affected directly or indirectly by the projects. Media should be used in order to reach the large masses in a short time when necessary.	<ul style="list-style-type: none"> Information brochures (as stated above) should be also be shared with the media representatives as the brochure becomes available and a separate media press release be prepared in order to reflect the information in a more simple and summarized manner to be published via newspapers. 	<ul style="list-style-type: none"> As brochures are produced and distributed. As any major public announcement should be made that is triggered by the project 2 weeks before the annual town hall meetings take place in Mus and Varto centers. 	When used correctly, the media will ensure that information concerning the project procedures can reach the masses in an effective way, and in a short time.	Prior to informing the media this information should be examined very carefully. That is because fixing negative public opinion can be very difficult and very time consuming.
Günaydın Muş					
Muş Olay Gazetesi					
Haber 49					
NGOs					

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
Mus Chamber of Commerce and Muş Office for the Disabled Eastern Anatolian Development Mus Human Rights Organization Chamber of Agricultural Engineers Mus Representative Office	Engagement of the NGOs increases the enlightenment level of the community concerning the project and the contributions of the NGOs are an important resource for the socio-economic activities planned to be carried out for the PAPs. Furthermore, cooperation with the NGOs will facilitate the implementation of the socio-economic activities of the project.	Annual meetings (and on need basis) will be made to the offices of these stakeholders by the project public relations officer and; <ul style="list-style-type: none"> They will be informed about the project cycle and construction process of the project Their views on possible and timely collaborations regarding the project and project are of influence will be noted Their recommendations and action plans (if any) regarding the project livelihood restoration strategies will be taken The results of these meetings will be summarized accompanied by an action list and communicated to the project management and after their comments are incorporated will be distributed to the included stakeholders for their action and views.		The NGOs have in-depth information about the socio-economic medium of the project and cooperation with them will provide access to an important information source.	The capacities of the NGOs may be limited and their available sources are low.
International NGOs					
<ul style="list-style-type: none"> Greenpeace Bankwatch International Rivers 	<ul style="list-style-type: none"> Engagement of international NGOs increases the awareness of international stakeholders about the project. And can facilitate the actions taken by the project. 	Annual meetings (or as needed/requested) will be made to the offices of these stakeholders by the project public relations officer and; <ul style="list-style-type: none"> They will be informed about the project cycle and construction process of the project Their views on possible and timely collaborations regarding the project and project are of influence will be noted Their recommendations and action plans (if any) regarding the project livelihood restoration strategies will be taken into account. The results of these meetings will be summarized accompanied by an action list and communicated to the project management and after their comments are incorporated will be distributed to the included stakeholders for their action and views.		International NGOs will have in-depth information about the project and cooperation with them will provide access to an important information source	The project may lack the resources to contact these NGOs in those cases the information flow may be interrupted
Commercial Associations					
Mus Agriculture and Credit Cooperative Mus Irrigation Association Mus Chamber of Agricultural Engineers	Providing the engagement of and informing the commercial associations concerning the Alpaslan II project has two aims; <ul style="list-style-type: none"> The PAPs may be the 	Twice a year meetings (and on need basis) will be made to the offices of these stakeholders by the project public relations officer and; <ul style="list-style-type: none"> They will be informed about the project cycle and construction process of the project 		Commercial associations have an impressive power in their members and some of these members are the PAPs of the Alpaslan II project.	A lack of understanding may occur because some of these associations are formed only from a skeleton

Name of stakeholder organization, group or individual	Objectives Of Engagement	Mode of Engagement	Time/Frequency of Engagement	Opportunities	Constraints
Stakeholders					
Mus Organization for the Support of Agriculture and Rural Development	<p>members of these associations and so when communicating with these associations, they are reached at the same time.</p> <ul style="list-style-type: none"> These associations should be asked to make contributions to the joint development efforts of Enerjisa. 	<ul style="list-style-type: none"> Their views on possible and timely collaborations regarding the project and project are of influence will be noted Their recommendations and action plans (if any) regarding the project livelihood restoration strategies will be taken <p>The results of these meetings will be summarized accompanied by an action list and communicated to the project management and after their comments are incorporated will be distributed to the included stakeholders for their action and views.</p>		These associations can be used for establishing a positive bridge among the other stakeholders in order to transmit correct information to certain groups.	structure. It is important to turn to the correct association. For this reason, before improving the relationship, the capacity of the association should be evaluated in an informal way.
Academic Institutions					
Muş Alpaslan University	<ul style="list-style-type: none"> Alpaslan University can be good source of information and research when necessary related to the project activities and mitigation efforts of the project. The scholars of the university can be consulted for their inputs to the project related activities and their views and alternatives for mitigation measures should be included in as the action list. 	<p>Face to face meetings with the university scholars will be arranged on need basis in order to support the project related mitigation strategies especially for the;</p> <ul style="list-style-type: none"> Livelihood restoration efforts of the project In kind resettlement assistance options And any other research or study that needs to be done related to the project in the region. 	<p>University representatives should be invited to the public meetings that will be organized for the project (annual) and their views should be taken during the consultation process. Other than that on need basis they can be visited on more specific research/design and study needs arise.</p>	University is a good and reliable source for filling in the information gaps and studies for the project. And their involvement in the consultation process will make the consultation process multi channeled in order to reflect the needs and necessities of the general public.	There may be commitment and time related constraints for the university scholars regarding their commitment to the project and project related studies/research activities.

9. MONITORING AND REPORTING

The main aim in measuring the success of the SEAP element is to translate the learning, insights and agreements from the engagement into action.

The ideal is to provide complete, coherent and consistent responses to all significant issues identified during the engagement and communicate with stakeholders on how they will be managed.

Since stakeholder engagement is an integral part of both EIA and RAP, M&E mechanisms established for these plans will also monitor SEAP.

The following is a possible SEAP Monitoring Framework:

Table 9.1. Possible SEAP Monitoring Framework

Monitoring Focus	Monitoring Indicator	Monitoring Frequency	Duration	Responsible Parties of Monitoring
Community Confidence/Satisfaction	<ul style="list-style-type: none"> • Attitudes of PAPs to the land acquisition process – observation and feedback collected through interviews. • Attitudes of PAPs to physical resettlement- observation and feedback collected through interviews. • Attitudes of PAPs to the activities living standards restoration - observation and feedback collected through interviews. • Attitudes of PAPs to the activities of livelihood and income restoration - observation and feedback collected through interviews. • Attitudes of stakeholders to public consultation – observation and feedback collected through interviews. 	Ongoing	From Land Acquisition to Project Completion	<p>Enerjisa Field Representatives and Environmental & Social Group</p> <p>An independent Social Expert/consulting company</p>
Public Consultation and Grievance	<ul style="list-style-type: none"> • Public consultation process defined –log of activities, number of meetings held, number of participants of public meetings, visits to local authorities or other local stakeholders, frequency of visits to project-affected settlements, • Types of grievances – number of lodged and closed grievances and outcomes. 	Ongoing	From Land Acquisition to Project Completion	<p>Enerjisa Community Liaisons and Social-Environmental Unit</p> <p>An independent Social Expert/consulting company</p>
Protection against negative client actions	Number of letter writing and/or internet campaigns aimed at changing practice (not policy)	Ongoing	From Land Acquisition to Project Completion	<p>Enerjisa Community Liaisons and Social-Environmental Unit</p> <p>An independent Social Expert/consulting company</p>

ANNEX 1. Monthly Public Consultation Meeting Schedule

Timing	Stakeholder to be interviewed
1st and 3rd weeks of every month 13:30-17:30	The villages to be inundated (6 villages) will be visited monthly
2nd and 4th weeks of every month 13:30-17:30	The remaining 16 villages that are not subject to the resettlement will be visited bi-monthly.
Saturdays and Wednesdays	Free visit to the social liaison office

ANNEX 2. Alpaslan II Project Brochure

ENERJİSA PROJELERİNDE HALKIN KATILIMI

Saygın, güvenilir ve örnek gösterilen bir kurum olarak tanınmayı hedefleyen Enerjisa Enerji Üretim A.Ş., uygulamalarında çevrenin ve sosyal yaşamın özenle korunmasına büyük önem vermektedir. Bu önemin bir gereği olarak, uyguladığı projelerden kaynaklanabilecek olumsuz etkileri en aza indirmeyi ve oluşabilecek toplumsal faydaların da mümkün olduğunca en üst düzeyde gerçekleşmesini hedeflemektedir. Bu amaca yönelik olarak, Enerjisa etkin bir halka ilişkiler ve planlama sistemini benimsemekte ve projeden etkilenen kişilerle açık bir iletişim ve iyi ilişkiler kurmaya özen göstermektedir.

Enerjisa, Baraj Projelerini gerçekleştirdiği yörelerde halka iyi ilişkiler kurmak ve proje boyunca bunu sürdürmeyi amaçlamaktadır. Bunu başarmanın en iyi yollarında birinin halkın katılımının sağlandığı sosyal araştırmalar olduğunu bilir ve uygulamaya koyar. Bu bilinçle, barajdan etkilenen köy ve hanelerin tespit edilmesi, barajın yöre halkı üzerindeki olumsuz etkilerinin azaltılması ve projenin yöre halkına sağlayabileceği ekonomik ve sosyal faydaların ortaya konabilmesi için köylerde sosyal araştırmalar yürütülecektir. Bu araştırmaların ilk saha çalışmasını yürütmek üzere SRM firması görevlendirilmiştir.

Yöre halkının menfaati göz önünde bulundurularak yapılacak bu çalışmalara, gönüllü olarak yardımcı olunması önemle rica olunur.



Proje ile ilgili her türlü sorular ve görüşleriniz için başvuracağınız adres ve telefon numaraları:

Alpaslan II Barajı ve HES Şantiyesi
Adres: Muş Varto Karayolu 40 km.Dumlusu Köyü
Mevkii Merkez/Muş

Telefon: 0 436 711 33 77

ENERJİSA

ALPASLAN II BARAJI VE HES PROJESİ

BİLGİLENDİRME BİYOĞURU



Mayıs 21 3
PROJE SAHİ Bİ

Enerjisa Enerji Üretim AŞ
Ehlibeyt Mahallesi C yun A if
Kansu Caddesi

Başent Pa za N : 1 6 K:7-8

06520

Balgat /ANKARA

ENERJİSA ENERJİ ÜRETİM A.Ş.

Enerjisa Enerji Üretim A.Ş. 1996 yılında Sabancı Holding tarafından kurulmuştur. Almanya'nın en büyük elektrik üreticisi E.ON ile ortak olan Enerjisa, gerçekleştirdiği ve gerçekleştirmeyi hedeflediği yeni projelerle Türkiye enerji sektöründeki payını hızla arttırmaya devam etmektedir.

Bu kapsamda Enerjisa 2020 yılında üretim kapasitesini 7.500 – 8.000 MW'a yükselterek, Türkiye'de tüketilen elektriğin yüzde 10'undan fazlasını üretmeyi ve dağıtımda 6 milyon müşteriye hizmet vermeyi planlamaktadır.

ALPASLAN II BARAJI VE HES PROJESİ

Alpaslan II Barajı ve HES Projesi Muş ilinde, Murat nehri üzerinde, Muş kent merkezine yaklaşık 30 km uzaklıkta projelendirilmiştir.

Proje, Akkonak, Akpınar, Alagün, Alıgedik, Dumlusu, Mescitli, Aşağıalagöz, Aşağıhacıbey, Bağlı, Değeri, Kayalidere, Kayalıkale, Kayalık, Kumlukıy, Kuşluk, Özenç, Şanlıca, Taşbilek, Tepeköy, Ulusirt, Yurttutan, Zorabat köyleri olmak üzere toplam 22 yerleşim etkilenmektedir.

PROJE'NİN TEKNİK ÖZELLİKLERİ

- Kurulu gücü 280 MW olan barajın maksimum göl alanı 54,69 km²'dir.
- Baraj, yaklaşık 98 m yükseklikte, kıl çekirdekli kaya dolgu olarak inşa edilecektir.
- Proje kapsamında 4 adet geçirimsiz, 3 adet geçirimli, 5 adet kaya malzeme ocağı yer alacaktır.

- Proje kapsamında bir adet 400 ton/saat kapasiteli kırma eleme yıkama tesisi yer alacaktır.
- Proje kapsamında 180 m³/saat kapasiteli 3 adet beton santrali ve 6 adet depo sahası yer alacaktır.

PROJENİN OLASI FAYDALARI VE ALINACAK ÇEVRESEL ÖNLEMLER

OLASI SOSYAL FAYDALAR	
Proje ile birlikte yöre halkına istihdam imkanı sağlanması (Projenin inşaatı yaklaşık 4 yıl sürecek olup, inşaat aşamasında yerelden istihdama öncelik verilecektir.)	
Proje'nin yerel ve ulusal ekonomiye katkı sağlaması	
Proje köylerindeki yol, eğitim, sağlık gibi bir takım altyapı koşullarının iyileştirilmesi	
OLASI ETKİLER	ÖNLEMLER
İnşaat faaliyetlerinden kaynaklanan toz, egzoz ve gürültü	Toz önleyici sulama, araçların bakımı, üst toprağın uygun şekilde depolanması
Kırma-Eleme-Yıkama tesisinden kaynaklanan atık sular	Suyun yasal prosedürlere uygun deşarjı
İnşaat faaliyetlerinden kaynaklanan katı atıklar (hafriyat, beton, çivi, metal, plastik vs.)	Katı atıkların yasal prosedürlere uygun biçimde uzaklaştırılması
Kazı ve dolgu işlemleri ile inşaat makinalarından kaynaklı gürültü oluşumu	Yönetmeliklerde belirtilen sınır değerlerin altında gürültü oluşumu sağlanacaktır.

PROJE KAMULAŞTIRMA BİLGİSİ

Baraj projelerinin en önemli çevresel ve sosyal etkisi, bazı tarım arazilerinin ve evlerin oluşacak olan baraj gölünün altında kalacak olmasıdır. Enerjisa, baraj gölü altında kalacak olan bu ev arazilerden doğacak olan kayıpları, mevcut kanun ve yönetmeliklere uygun olarak karşılamayı görev kabul etmektedir. Baraj projeleri, yapılması öncelikli kamu yatırımlarından biri olması nedeniyle baraj yapılacak alanlarda kamulaştırma işlemlerinin hızlı ve doğru şekilde yapılması, Kamulaştırma Kanununca düzenlenmiştir.

Enerjisa, Proje, etkilenen yöre halkının kamulaştırmadan dolayı maddi ve manevi bir zarara uğramaması için azami dikkati gösterecektir. Kanunlar çerçevesinde yürütülecek olan kamulaştırma sürecinin en kısa sürede tamamlanması için, üzerine düşen görevi yapacaktır. Vatandaşların belirlenen kamulaştırma bedellerine itiraz hakları vardır ve Enerjisa bu itiraz kanalları konusunda da gerekli desteği verecektir. Fakat kamulaştırma bedellerine yapılan itirazların sadece önerilen bedel için yapıldığı fakat bu işlemin kamulaştırma sürecini durdurmadığı da dikkate alınmalıdır. Acele kamulaştırma sonucu belirlenen bedellerin kabul edilmediği takdirde, kamulaştırma kararını alan kurum (Enerji Piyasası Düzenleme Kurumu) tarafından yasalara göre yeni bir kamulaştırma davası açılarak yeniden bedel tespiti yapılacaktır.

ANNEX 3. Complaint and Request Schedule

COMPLAINT / REQUEST RECEIPT REPORT

Complaint/Request Form Registration No		
Recorded by		
Province/District/Settlement		
Date		
Information on Complaint/Request		
<i>Complaint/Request Definition:</i>		
Details of the Complaining Person		Notification Type
Name-Surname		<input type="checkbox"/> By telephone <input type="checkbox"/> By public meetings <input type="checkbox"/> To the communication table <input type="checkbox"/> Visit <input type="checkbox"/> Internet <input type="checkbox"/> Others
Telephone Number		
Address		
Village/Settlement		
District/Province		
Signature of the Complaining Person <i>This shall be signed only for the complaints/requests received at the meetings, communication table and visits.</i>		
Details of the Complaint		
1. Access to the Lands and Resources a) Fishing Areas b) Land c) Pastures d) Houses e) Commercial Areas f) Others	2. Property Holdings a) House b) Land c) Livestock d) Livelihood e) Others	3. Infrastructure Systems or public properties a) Road/Railroad b) Bridges/Channels c) Energy and Telephone Lines d) Water resources, structures used for supplying drinking water, canals, sewage e) Others
4. Livelihood a) Agriculture b) Livestock c) Beekeeping d) Small-sized trade e) Others	5. Health and Safety (including traffic) (Please clarify)	6. Issues concerning the expropriation, compensation and resettlement (Please clarify)
7. Environment (Please clarify)	8. Workers' camp and Public relations a) Project personnel/ employee behaviors and management b) Others	9. Others (Please clarify)

F-4.4.3-294-00

COMPLAINT / REQUEST CLOSURE FORM

Complaint Form Registration No (<i>should be same as the complaint/request receiving form</i>)	
--	--

Recorded by			
Date			
Is the complaint/request Enerjisa related? Yes		<input type="checkbox"/>	<input type="checkbox"/>
Indicate the required urgent activity:			
Indicate the required long-term necessary activity (if necessary):			
Is compensation requested?			
VERIFYING AND TERMINATING THE CORRECTIVE ACTION			
	Corrective Action Stages	Termination Date	Responsible Person/Department
1			
2			
3			
4			
5			
6			
7			
COMPLAINT/REQUEST COMPLETION			
<p>This part should be completed and signed by the complaining person and the Enerjisa representative who holds responsibility, when compensation is received and/or the file is closed. (For complaints received via the internet response by e-mail will be sufficient in place of a signature).</p> <p>Notes:</p> <p style="text-align: right;">Date: .../...../.....</p>			
Complaining Person's Name-Surname and Signature		On behalf of Enerjisa Title-Name-Surname and Signature	

ANNEX 4. MINUTES OF THE CONSULTATION MEETINGS WITH THE PUBLIC AND LOCAL STAKEHOLDERS

Toplantı/Görüşme Tarihi / [gün.ay.yıl]/[day.month.year]
Date of the Meeting/Interview:

Toplantı Yeri /
Place of the Meeting:

Toplantının Duyurulma Biçimi
/ Way(s) of Announcing the
Meeting:

Toplantı Yöneticisi /
Head of the Meeting:

Toplantı Süresi /
Duration:

Konu /
Subject:

Gündem / Agenda:

-
-
-

Katılımcılar, Katılımcıların Görevleri ve varsa Temsil Ettikleri Kurum/Kuruluş / Attendants and Their Roles, and Authorities/Organisations They Represent, if any:

Katılmayanlar ve Mazeretleri / Non-Attendants and Reasons for Absence:

Bilgilendirilecek İlgililer / Informed Responsibles:

Toplantı/Görüşme İçeriği (verilen bilgi, gelen görüş ve sorular ile şikayet ve talepler dahil) ile Alınan Kararlar ve/veya Öneriler / Meeting Minutes (including information disseminated, opinions received, and queries, complaints and demands) and Decisions Taken or Recommendations:

-
-
-

Bilgi Sunma Araçları (sözlü anlatım, broşür, vb)/ Tools for Information Provided:

Görüşme Sonunda Doldurulan Şikaye/Talep Formu oldu mu? EVET/HAYIR / Are there any Complaints/Request Forms filled in :

Görüşme/Toplantı Sonuçlarının Paylaşılmasına İlişkin Planlama (örn; fotoğraflı ve katılımcı listesi ekli toplantı konusu ve sonucunu özetleyen bilgi notunun muhtarlığa asılması)/ Plans for Sharing the Outcomes of the Interviews/Meetings with the Wider Public:

Yapılacak İşler Tablosu / Table For Actions To Be Taken:

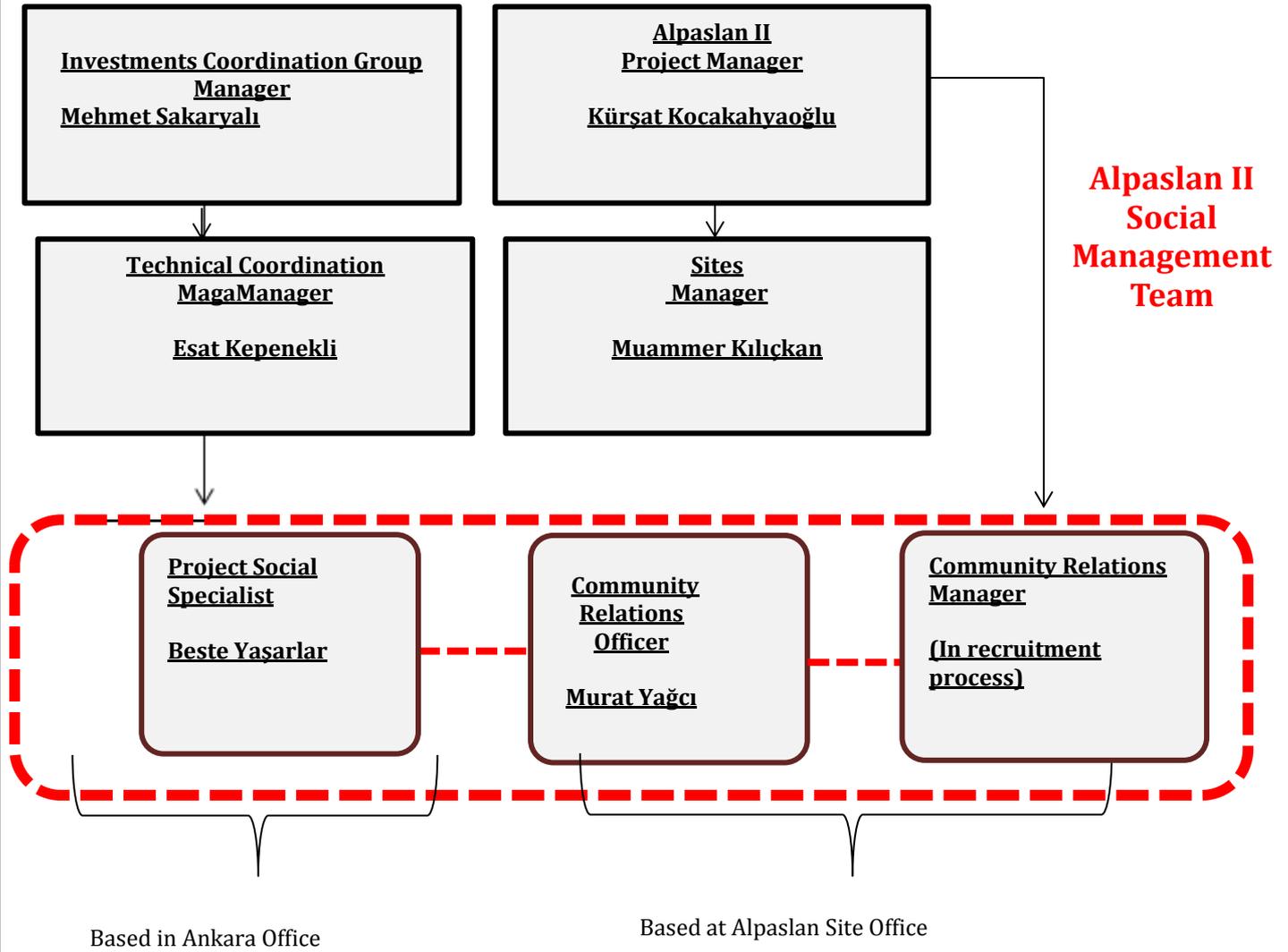
	İş / Action Item	Sorumlu(lar)/ Responsible(s)	Görevlendirme Tarihi/ Assignment Date	Termin / Due Date	Durum/ Status*	Açıklama - Yorumlar/ Explanation - Comments**
1						
2						
3						
4						
5						

* **Durum (Henüz başlanmadı/ Devam/ Tamamlandı/İptal)** / Status (Not Started yet, Pending, Done, Dismissed)

** **Açıklama – Yorum (Durum kısmında Henüz Başlamadı/İptal yazıldıysa Nedeni hakkında kısa açıklama yapılmalı)** /Explanation – Comments (if Not Started Yet/Dismissed was the case, please make a brief explanation about the reasons)

Değerlendirilmeyen Gündem Başlıkları / Uncovered Topics of the Agenda:

ANNEX 5. Social Management Structure of the Alpaslan II Project



Annex 6 Project Social Team Job Descriptions

Community Relations Manager

JOB DESCRIPTION

- Have a command of the corporate documents concerning the Social Management Process of Enerjisa (Corporate Stakeholder Engagement Plan, Enerjisa Environmental and Social Requirements Report and Enerjisa Environmental and Social Management System), and ensure the social activities to be conducted on site by either Enerjisa or the contractor in accordance with these framework documents,
- Establish and maintain a good relationship based on the principle of trust, integrity and transparency with the people of the area,
- Hold official talks with the public institutions and organizations in the project region and provide the necessary communication and support,
- Prepare organizations related to the social projects, and coordinate and carry out these activities,
- Conduct/Monitor and report the local activities concerning the development projects carried out or to be carried out in the region in coordination with head office management,
- Monitor the conformity of the recruitment of the contractor(s) on local employment issues within the scope of the Social Management Plan and ensure the elimination of non-conforming matters,
- Monitor the opinions, complaints and activities of the local organizations, associations and NGOs concerning the project, to ensure data flow for head office management,
- Monitor the news published concerning the project by the local media,
- Take the initiative on matters on which a decision needs to be taken in the field (related to complaint / request records), make a decision on the matter and ensure that the necessary actions are taken,
- Organize specific events which can cover a great majority of the community, such as career fairs, graduation ceremonies, mothers day, iftar meals, funerals and weddings, and attend these events,
- Prepare the monthly reports on the activities carried out and planned, as well as the proposals, and share them with the relevant persons (including the Project Social Expert).

QUALIFICATIONS:

- University Graduate
- Between 35 and 45 years of age
- To reside at the site located in the provinces of Muş or Siirt
- Has at least 10 years' business experience and 3 years' experience in public relations
- Has strong communication skills
- Has planning and organization skills
- Has persuasive skill, be good humored
- Has knowledge and experience in conflict management
- Is sensitive to the cultural differences

- Has experience and skill in conducting relationships with the local government bodies
- Has experience in development in rural area and/or in public relations
- Preferably, has knowledge and experience in the implementation and legal processes of resettlement/land acquisition by the state

Site Social Specialist

JOB DESCRIPTION

- Establish and maintain a good relationship based on the principle of trust, integrity and transparency with the local people,
- Record all meetings carried out with the public within the specified format and content and follow-up the planned actions by sharing them with the relevant persons,
- Record all written and verbal requests and complaints received by Enerjisa within the specified format and content and follow-up the planned actions by sharing them with the relevant persons,
- Follow-up the written and verbal requests and complaints transmitted to the prime and sub-contractor and follow-up the planned actions by sharing them with the relevant persons,
- Follow-up the local supply procedure operation and local employment, follow-up the process of sharing the complaints and requests if any with the relevant persons (Site Manager and Project Manager) and by conveying the necessary actions to the relevant persons,
- Announce social investment activities (such as vocational training, school renovation, road improvements) including the local employment and local supply where appropriate,
- Ensure that the social documents concerning the project are in the site office and accessible for the views and information of the public and other stakeholders,
- The control of the social works (school renovation, bulldozing, road improvement, maintenance and repair, etc.) carried out by Enerjisa and prime contractor, or through subcontractors, and report them to the relevant persons (Site Manager, Project Manager, Project Social Expert, Corporate Communication Manager),
- Archive all necessary documents (written, visual) and information and share with the relevant persons upon request,
- Follow-up local media (including websites) regularly and share with relevant persons (Site Manager, Project Manager, Project Social Expert, Corporate Communication Manager),
- Follow closely the support studies concerning all of the community development which are planned for carrying out by Enerjisa (as well as site survey) and then report them on a monthly basis,
- Share all requested and related social information and documents with the Project Social Expert during the audits of the relevant credit institutions and consultants and accompany the relevant persons where necessary,
- Keep in touch with the team which carries out Social Monitoring and Evaluation on behalf of Enerjisa, and keep all data required for this study regularly and share where necessary,
- Prepare the weekly and monthly reports on activities carried out and planned and also on the proposals made, and share them with the relevant persons (including the Project Social Expert).

QUALIFICATIONS

- University Graduate
- Between 25 and 40 years of age
- Ability to write reports to a good level
- Ability to use MS Office programs to a good level
- Reside in the site located in the provinces of Muş or Siirt
- Has strong communication skills
- Is sensitive to the cultural differences
- Has experience in development in rural area and/or in public relations

Preferably, has knowledge and experience in the implementation and legal processes of the resettlement/land acquisition by the state

Projects Social Specialist (Ankara Office)

JOB DESCRIPTION

- Development/management/submission of the social sections of the E(S)IAs and ESMPs;
- Development/management/submission of RAPs/LRPs including SEP;
- Implementing the SMP including public information and consultation sessions to ensure that construction activities are undertaken to meet all Project requirements;
- Managing the Community Investment Project activities including their design, implementation, monitoring and reporting;
- Supporting field staff to undertake visits to local villages in accordance with Community Meeting Programme;
- Ensuring project-based social reporting systems to be functioned in a timely and appropriate manner to track social performance and meet internal and external reporting requirements;
- Ensuring the Project's Grievance Register to be kept and managed;
- Developing training materials and arranging training or workshops for EnerjiSA field/office staff in social commitments and monitoring;
- Managing social monitoring for each Project including IFC and internal monitoring requirements

Qualifications:

- University graduate (preferably social sciences)
- Excellent command of written and verbal English
- Strong written and verbal communication, negotiation and organizational skill
- Good at teamwork
- Good knowledge of MS Office and MS Project
- Minimum 5 years of work experience; preferably in social development projects at least 3 years
- Familiar with IFC Performance Standards and Equator Principles
- No military obligation for male candidate

Annex 7 List of Local Media Institutions

Muş Province Media Institutions

1. Ajans 1071- (News media website)—Recai Deniz (0 436 212 5560) — www.ajans1071.com
2. “Gunaydin Muş” Newspaper (Daily paper) — Tahsin Demirel (0 436 212 9560)
3. “Muş Express” newspaper (Daily paper) —Necdet Arnagan (0 436 212 8535)
4. “Muş İli” Newspaper (Daily paper) — Veysel Sariyildiz (0 436 212 8535)
5. “Mus Ovasi” Newspaper (Daily paper) — Alpaslan Toplu (0 436 212 8535)
6. “Sark Telgraf” Newspaper (Daily paper) — Ilker Turkan (0 436 212 1051)
7. “Yeni Musun Sesi “ Newspaper (Daily paper) —Mustafa Soylemez (0 436 212 2534)
8. “30 Nisan” Newspaper (Daily paper) — Sinan Balkaya (0 436 212 8535)
9. “Altinova” Newspaper (Daily paper) — Harun Toplu (0 436 212 1051)
10. “Haber 49” newspaper (Weekly paper) —Emrullah Ozbey (0 436 212 2784)
11. “Malazgirt Alpaslan Diyari” newspaper (Weekly paper) — Zafer cakar (0 539 898 0601)
12. “Bulanik Haber” newspaper (Weekly paper) — Hasan Basri Kilinc (0 436 311 2759)
13. “Bulanik Bilican” newspaper (Weekly paper) — M.Nuri Eser (0 436 311 5581)
14. “Murat Haber” newspaper (Weekly paper) — Nurettin Akkaya (0 436 311 2687)
15. “Varto Haber” newspaper (Weekly paper) — Selahattin Ulu (0 436 711 3516)
16. “Varto’nun sesi “ newspaper (Weekly paper) — Erhan Sezin (0 436 711 4262)
17. “Malazgirt haber” newspaper (Monthly paper) — M.Nuri Eser (0 436 512 0044)
18. “Haskoy haber” (Monthly paper) — Selahattin Ulu (0 534 594 3534)

Muş Province Mainstream Press Institutions and Reps.

1. Anadolu Ajansi-Sabah-Star-kanal 7— Sabri Yildirim (0 532 421 7585)
2. DHA-TRT— Mehmet Aydin (0 542 724 0372)
3. Start TV-Show TV— Remzi Maral (0 532 547 9174)
4. Cihan-Yeni Safak-Vakit— Recai Deniz (0 530 703 5295)
5. IHA— Necdet Armagan (0 532 242 8246)
6. NTV— Yunus Emre Gokarслан (0 533 513 1020)
7. TRT-Taraf Gazetesi— Cevat Danis (0 506 764 4751)
8. TRT 6— Osman Kara (0 533 511 1411)
9. ATV— Ahmet Celik (0 542 210 2129)

Muş Province Local Radio

1. FM 49 (24 hours) — Bulent Toplu (0 436 212 0435)
2. Filiz FM (24 hours) — Muharrem Gundogan (0 436 212 3198)

Annex 8. Monthly Social Progress Reporting Template

2013 _____ Ayı / _____ Month of 2013 Sosyal İlerleme Raporu / Social Progress Report

Düzenlenme Tarihi / Date of Issuance / / 2013 <i>(en geç ayın 7'sinde teslim edilecektir)</i> <i>(Should be submitted no later than 7th of each month)</i>	Düzenleyen Kişi / Issued by	
Revizyon Tarihi / Date of Revision / / 2013 <i>(en geç ayın 10'unda revize edilecektir)</i> <i>(Should be revised no later than 10th of each month)</i>	Revize Eden Kişi / Revised by	
Onay Tarihi Date of Approval / / 2013 <i>(en geç ayın 15'inde bilgisi girilecek)</i> <i>(Should be registered no later than 15th of each month)</i>	Onaylayan Kişi Approved by	

AYLIK RAPOR İÇERİĞİ / CONTENT OF MONTHLY REPORT

1. Sosyal Riskler ve Olanaklar *(Yönetici için Özet)*
Social Risks and Opportunities *(Executive Summary)*
2. İstihdam Durumu
Employment Situation
3. Yerelden Mal ve Hizmet Tedarik Durumu
Procurement of Goods and Services from Local Suppliers
4. Arazi Kullanım Durumu *(Hem Enerjisa hem de Müteahhit firma)*
Land Use Situation *(Both by Enerjisa and Contractor)*
 - 4.1. Kalıcı Arazi Alımı
Permanent Land Acquisition
 - 4.2. Geçici Arazi Kullanımı (kiralama yoluyla)
Temporary Land Acquisition (via rent)
 - 4.3. Proje Geneli Arazi Kullanımı
Overall Land Use in the Project
5. İSG Kayıtları
H&S Records
 - 5.1. İş Kazası Kayıtları
Work Accident Records
 - 5.2. Revir Kayıtları
Infirmary Records
6. Halkla ve Diğer Yerel Paydaşlarla İlişkiler
Relation with Public and other Stakeholders
 - 6.1. Görüşme/Toplantı Kayıtları
Interview/Meeting Records
 - 6.2. Şikayet/Talep Kayıtları
Grievance/DemandRecords

7. Sosyal Sorumluluk Faaliyetleri
Social Responsibility Activities
8. Sosyal Harcamalar
Social Expenses
9. Genel Değerlendirme (Görüş ve öneriler)
Overall Assessment (Opinions and Suggestions)

1. Sosyal Riskler ve Olanaklar (Yönetici için Özet) Social Risks and Opportunities (Executive Summary)

(Açıklama: Bu bölüm, Proje Müdürü ve Şantiye Müdürü'nün raporlanan aya ilişkin gelişmeler içerisinde projenin ilerlemesini zora sokabilecek önemli ve acilen aksiyon alınması gereken sosyal riskler ve/veya projenin pozitif yönde ilerlemesine yardımcı olabilecek ve hızlıca faydalanılması gereken olanaklar hakkında bilgilendirilmesi için hazırlanmaktadır. Kısaca maddeler halinde yazılması yeterlidir.)

(Instructions: This part aims to inform the Project Manager and Site Manager of the social risks of the reported month which might interrupt the progress of the project and which might require immediate measures taken; and/or opportunities of the reported month which might be conveniently benefited and which might help project's progress. This part should be brief and itemized)

-
-

2. İstihdam Durumu / Employment Situation

(Açıklama: Bu bölümde, Proje’de yerelden ve dışarıdan rapor edilen ay içerisinde istihdam edilen kadın-erkek ve toplam çalışan sayıları verilmektedir. Özet ve Detay olarak 2 kısımdan oluşan tablodaki çalışan sayıları, hem Enerjisa’da hem de müteahhit ve alt yüklenicilerde çalışanların tamamı gözetilerek tabloya işlenmelidir. Yerelden çalışan sayısı; projenin etkilediği yakındaki köyleri, bağlı buldukları ilçeleri ve bu ilçeye/ilçeye bağlı diğer köyleri ve de projenin bulunduğu ildeki projenin sınırları içine girmediği diğer ilçelerden çalışanları kapsamaktadır. Bunların herbiri de ayrı ayrı tabloya girilmelidir. Ayrıca projenin doğrudan etkilediği köylerden çalışan sayıları da tek tek köy/yerleşim yeri bazında verilmelidir.)

(Instructions: This part aims to give the total number of local and nonlocal male and female workers employed in the Project for the reported month. In the table, which is divided to two sections as Summary and Detailed, total number of workers should include workers of Enerjisa, Contractor and its Sub-contractors. Number of local workers includes workers from affected villages, from provinces of these affected villages, from other villages of these provinces, and from other provinces of the city that the project is in. All of these should be filled in to the given table separately. Moreover, number from the affected villages should be filled in to the table separately with reference to their village/settlement.)

İstihdam Durumu Veri Tablosu* / Employment Situation Data Table					
		Kadın Sayısı No. of Women	Erkek Sayısı No. of Men	Toplam Sayı Total Number	%
ÖZET SUMMARY	Toplam Çalışan Sayısı / Total number of workers				100
	Proje Sahasından (YERELDEN) Toplam Çalışan Sayısı Number of local (from the Project region) workers				100
	Proje Sahası DIŞINDAN Toplam Çalışan Sayısı Number of nonlocal (from other regions) workers				100
DETAY DETAILED	Yerel (Proje Sahası) Toplam Çalışan Sayıları Number of Local Workers				
	<i>Projeden etkilenen köylerden çalışanlar</i> Workers from affected villages				
	<i>İlçeden gelen çalışanlar (proje sahasındaki köyler hariç)</i> Workers from the province (excluding the villages in the project area)				
	<i>Çevre ilçelerden gelen çalışanlar(Projenin bulunduğu ildeki diğer ilçeler)</i> Workers from neighboring provinces (all of the other provinces in the city of the project)				
	Proje etkilenen köylerden toplam çalışan sayıları Number of workers from the affected villages				
	<i>Köy 1 / Village 1</i>				
	<i>Köy 2/ Village 2</i>				
	<i>Köy 3/ Village 3</i>				
	<i>Köy 4/ Village 4</i>				

Proje Sahası Dışından Toplam Çalışan Sayıları <i>Total number of nonlocal (from other regions) workers</i>					
<i>Diğer illerden Toplam Çalışan / Workers from other cities</i>					
<i>Yabancı Ülkelerden Toplam Çalışan / Workers from other countries</i>					

*Güncelleme tarihi (Tablodaki rakamların temin edildiği en güncel tarihi) belirtiniz

: _ / _ / _

Please indicate the date of update (the most recent date of update of data in the table) :

3. Yerelden Mal ve Hizmet Tedarik Durumu Procurement of Goods and Services from Local Suppliers

(Açıklama: Bu bölümde, proje için yerelden temin edilen mal ve/veya hizmetlerle ilgili 4 başlıkta kayıt tutulması ve bu tabloya aylık periyotta girilmesi istenmektedir. Tabloda sadece raporlanan aya ilişkin bilgi yer alacak olup, önceki aylarla mükerrer olmamasına dikkat edilmelidir. Önceki aya ilaveten alınan mal ve hizmetler ile alınmakta olanlardan süre uzatımına gidilenlerin bilgisinin bu tabloda yer alması istenmektedir.)

(Instructions: This part requires registry of procurement of goods and services for the project from local suppliers under 4 titles and recorded in this table on a monthly basis. Only data of the reported month will be recorded in this table, and repeating entries with previous months should be avoided. Only goods and services that are procured in addition to items of the previous month and procurements that have had time extension should be recorded in this table.)

No.	Alınan Mal-Hizmet Procured Good-Service	Alınan Yerin Bilgisi (Firma-Kurum Adı / Lokasyon) Information about Supplier (Company-Inst. Name / Location)	Dönem/Süre Term/Duration	Miktar/Adet Quantity/Number	Tutar Cost

4. Arazi Kullanım Durumu / Land Use Situation

(Açıklama: Bu bölümde, proje için gerekli olan şahıs, hazine, orman, köy tüzel kişiliğine ait olan tüm arazilerle ilgili bilgiler verilecektir. Enerjisa veya müteahhit tarafından satın alınan şahıs parselleri, raporlanan ay ve toplam olarak belirtilecektir. Ayrıca geçici süreliğine proje için kullanılmak üzere alınan (kiralama yoluyla) arazilerin bilgisi de istenmektedir. Tüm parsel bilgileri, adet-büyükük-bedel ile ilgili bilgileri içerecek şekilde sunulacaktır. Eğer arazi ahmı tamamlandıysa, buna ilişkin kısa bir açıklama yazılıp bir sonraki bölüme geçilebilir.)

(Instruction: This part aims to give information about private, public and forest lands and lands belonging to village legal entity, which will be acquired for the project. Private lands that are acquired either by Enerjisa or Contractor in the reported month will be given in this table as total value. In addition, information about lands that will be rented for the use of project will be given in this table. All of the information about lands will be given in number-size-cost detail. If land acquisition phase is completed, this part can be skipped with a brief explanation.)

4.1. Kalıcı Arazi Kullanımı / Permanent Land Use

Konu Başlığı Title	Bu Ay (Raporlanan) This Month (Reported Month)			TOPLAM (Bugüne kadar) TOTAL (until today)		
	Sayı Number	Büyükük (m ²)	Bedel (TL)	Sayı Number	Büyükük (m ²)	Bedel (TL)

	Size	Cost	Size	Cost
Bu Ay Satın Alımı Tamamlanan Parsel <i>Plots, acquisition completed this month</i>				
Önceden Satın Alımı Tamamlanan Parsel <i>Plots, acquisition completed before</i>				
Toplam Satın Alımı Tamamlanan Parsel <i>Total of plots, acquisition completed</i>				
Bu Ay Kamulaştırması Tamamlanan Parsel <i>Plots, expropriation completed this month</i>				
Önceden Kamulaştırması Tamamlanan Parsel <i>Plots, expropriation completed before</i>				
Toplam Kamulaştırılması Tamamlanan Parsel <i>Total of plots, expropriation completed</i>				
Kamulaştırma ve Satın Alma yoluyla Temin Edilen TOPLAM PARSEL <i>TOTAL OF PLOTS</i> <i>Obtained via Acquisition and Expropriation</i>				

4.2. Geçici Arazi Kullanımı (KİRALAMA) / Temporary Land Use (VIA RENT)

Konu Başlığı Title	Bu Ay (Raporlanan) This Month (Reported Month)		TOPLAM (Bugüne kadar) TOTAL (until today)			
	Sayı Number	Büyük­lük (m ²) Size	Sayı Number	Büyük­lük (m ²) Size	Sayı Number	Büyük­lük (m ²) Size
Bu Ay Kiralanan Parsel <i>Plots, rented this month</i>						
Önceden Kiralanan Parsel <i>Plots, rented before</i>						
Toplam Kiralanan Parsel <i>Total of Plots, rented</i>						

4.3. Proje Geneli Arazi Kullanımı (Şahıs, Hazine, Orman vs) Overall Land Use in the Project (Private, Public, Forest etc.)

Konu Başlığı Title	Bu Ay (Raporlanan) This Month (Reported Month)		TOPLAM (Bugüne kadar) TOTAL (until today)			
	Sayı Number	Büyük­lük (m ²) Size	Sayı Number	Büyük­lük (m ²) Size	Sayı Number	Büyük­lük (m ²) Size
Toplam Şahıs Arazisi <i>Total Private Lands</i>						
Hazine Arazisi <i>Public Lands</i>						
Devletin Hüküm ve Tasarrufu Altındaki Araziler <i>Lands under governments control and decision</i>						
Orman Arazisi						

Forest Lands						
Köy Tüzel Kişiliğine Ait Araziler Lands belonging to village legal entity						
TOPLAM <i>TOTAL</i>						

Ek 1: Raporlanan ay içerisinde arazileri satın alınan şahıs parsellerinin listeleri (Tapu kayıtları): List of private lands which are acquired in the reported month. (Deed records)

Ek 2: Raporlanan ay içerisinde arazileri kamulaştırma yoluyla alınan şahıs parsellerinin listeleri

: List of private lands which are expropriated in the reported month.

Ek 3: Projeden etkilenen tüm parsellerin listesi (1 defaya mahsus olup, değişiklik olması halinde yenisi ek olarak sunulacaktır)

: List of all of the affected plots (will be submitted for 1 time only, and will be updated if changes occur)

5. İSG KAYITLARI (Sosyal) / H&S RECORDS

(Açıklama: Bu bölümde, aşağıda belirtilen konu başlıklarından İSG kayıtları temin edilecek olup, talep edilmesi durumunda revir kayıtlarında hastalıklarla ilgili detayları içeren bilgiler de sunulabilecektir)

(Instructions: This part will provide information about H&S records with reference to the titles given below; if requested, detailed information about illnesses will be given under infirmary records.)

5.1. İş Kazası Kayıtları / Work Accident Records

Konu Başlığı / Title	Bu Ay This month	Önceki Aylar Previous months	Genel Toplam Total
İş Göremez 3-30 Güne Kadar Raporlu Kişi Sayısı Number of people with incapacity for work report for 3-30 days			
İş Göremez 30 Gün Üzeri Raporlu Kişi Sayısı Number of people with incapacity for work report for 30 days			
Ramak Kala Hadise Sayısı Number of Near-Miss Accidents			
Ölümlü Kaza Sayısı Number of Fatal Accidents			
Ölümlü Kazada Can Kaybı Sayısı Number of Deaths in Fatal Accidents			
Maddi Hasarlı Kaza Sayısı Material Damage Accidents			

5.2. Revir Kayıtları / Infirmary Records

Konu Başlığı / Title	Bu Ay This month	Önceki Aylar Previous months	Genel Toplam Total
Toplam Revire Gelen Hasta Sayısı <i>Total number of patients admitted to infirmary</i>			
Rapor Alan (İstirahat/ İş Göremezlik) Hasta Sayısı <i>Number of Patients who received Report (Rest / Incapacity)</i>			
İlaç Tedavisi Yapılan (Ayakta Tedavi) Hasta Sayısı <i>Number of patients who receive medical treatment (ambulatory treatment)</i>			

6. Halkla İlişkiler / Public Relations

(Açıklama: Bu bölümde, raporlanan ay başta olmak üzere, projeden etkilenen yerel halk ve temsilcileri olan muhtarlar, kooperatif başkanları, köyün önde gelenleri olmak üzere yerel kamu kurum ve kuruluş yetkilileri ile varsa özel sektör ve STK temsilcileri ile yapılan görüşmelerle ilgili özet bilgiler yer alacaktır. Ayrıntıları ile Ek 4'te belirtilen dokümanlarda kayıt altına alınacaktır. Buna ilave olarak da raporlanan ay, doğrudan Enerjisa'ya gelen ya da müteahhit veya kaymakamlık, muhtarlık üzerinden gelen şikayet ve taleplerin sayısı ile bunların kapanıp kapanmadığı ile ilgili özet bilgi yer alacaktır. Ayrıntıları ise Ek 5'te belirtilen dokümanda sürekli güncellenerek kayıt altına alınacak ve bu raporun eki olarak sunulacaktır.)

(Instructions: This part will provide, starting from the reported month, summary information about interviews and meetings with affected people and their representing muhtars, head of cooperatives, village leaders, authorities of local governments and institutions and if exist private sector and NGO representatives. Details will be recorded according to the document in Appendix 4. In addition, this part will provide information about the number of grievances and demands reported directly to Enerjisa or reached through contractor, district governorate, muhtar and whether if these grievances and demands are resolved. Details will be recorded and continuously updated according to document given as Appendix 5 and will be submitted together with this report.)

6.1. Görüşme / Ziyaret Kayıtları Interview / Meeting Records			
Görüşme Yapılan Paydaşlar <i>Interviewed Stakeholder</i>	Bu Ay This Month	Önceki Aylar Previous Months	Genel Toplam Total
Proje Sahasında <u>Yerel Halkla Toplu</u> Görüşmelerdeki Katılımcı Sayısı <i>Number of Participants in Meetings with Local People in Project Area</i>			
Proje Sahasında <u>Yerel Halktan Şahıslarla</u> (Muhtar/Köylü/Kooperatif Başkanı vb) <u>Birebir</u> Görüşme Yapılan Kişi Sayısı <i>Number One-on-one Interviewed Local People in Project Area (Muhtar / Villager / Head of Cooperative etc.)</i>			

Proje Sahasındaki <u>Müteahhit Firma</u> Yetkililerinden Görüşülen Kişi Sayısı <i>Number of Interviewed Authorities from Contractor Company in Project Area</i>			
Görüşülen <u>Kamu</u> Görevlisi Sayısı <i>Number of Interviewed Public Officer</i>			
Görüşülen <u>Özel Sektör</u> Yetkilisi Sayısı <i>Number of Interviewed Private Sector Authorities</i>			
Görüşülen <u>STK</u> Yetkilisi Sayısı <i>Number of Interviewed NGO Authorities</i>			
Görüşülen Toplam Kişi Sayısı <i>Total number of Interviewed People</i>			

6.2. Görüşmelerde/Ziyaretlerde Öne Çıkan Konular / Significant Issues of Interviews

No.	Konu Başlıkları (Raporlanan Ay) / Titles (Reported months)
1	
2	
3	

Ek 4: Görüşme ve ziyaretlerin ayrıntılarının yer aldığı,

GE-F-653_Halk ve Yerel Paydaşlarla Gorusmelerin Toplantı Notu Formu adlı doküman

: Document which contains details about interviews and meetings

and named

GE-F-653 Public and Local Stakeholder Minutes of Meetings Form

Not: *Şikayet/Talep Takip Tablosu, bu raporun tamamlayıcı dokümanı olarak raporla beraber sunulmalıdır.*

Note: Grievance/Demand Tracking Table will be submitted with this report as a supplementary document.

6.3. Şikayet / Talep Kayıtları Grievance / Demand Records			
Konu Başlığı / Title	Bu Ay (Raporlanan) This Month (Reported)	Önceki Aylar Previous Months	Genel Toplam Total
Şikayet/Talep Sayısı Grievance/ Demand Number			

Devam Eden - Kapatılan Şikayet / Talep Sayısı Pending – Resolved Grievance/ DemandNumber		
Konu Başlığı Title	Sayı Number	%
İşlemi Devam Eden Şikayet/Talep Pending Grievance/ Demand		
Kapatılan Şikayet/Talep Resolved Grievance/ Demand		
TOPLAM/ TOTAL		

Ek 5: Detaylı açıklamaların yazılacağı proje bazlı tutulan *Sikayet Talep Takip Tablosu*

: Project specific and detailed explanation containing *Grievance Demand Tracking Table*

7. Sosyal Sorumluluk Faaliyetleri / Social Responsibility Activities

(Açıklama: Bu bölümde, proje kapsamında başta proje yakınındaki yerleşimlerde eğitim, altyapı gibi çeşitli konularda yapılan sosyal sorumluluk projeleri anlatılacaktır. Yapılan çalışmalarla ilgili bilgi verirken; şu soruların yanıtlarının yer almasına dikkat edilmelidir:

- Nerede ne yapıldığı?
- Neden /neye istinaden yapılmasına karar verildiği?
- Talebin kim/kimlerden geldiği?
- Kimlerin nasıl bir fayda sağlayacağı?
- Ne kadar süreceği (ne zaman başlanıp – biteceği)?
- Faaliyetin gerçekleşmesinde kimlerin görev alacağı?
- Faaliyette görev alacak tarafların katkılarının neler olacağı?
- Maliyeti?

Aşağı listelenenler örnek faaliyet başlıklarıdır. Projeye göre revize edilmeli ve sadece raporlanan ay olanlar yazılmalıdır. Önceki aylarda yapılan sosyal faaliyetlerden devam eden ve gelişme olan varsa onlar hakkında da kısaca bilgi verilmelidir.)

- a- Köy Okulları Tadilat Çalışması
- b- Köy/Mera Yolu Yapım Çalışması
- c- Zarar gören tarlalardaki ürünlerin telafisi
- d- Hasarlı binaların tadilatı:
- e- Su borularının bakım-onarımı:
- f- Meslek Edindirme Kursları
- g- Köy İçme Suyu / Sondaj Çalışması
- h- Diğer

(Instructions: This part will provide information about social responsibility activities carried out such as education, infrastructure etc. in the settlements around the project. When giving information about projects, these questions should be addressed:

- What happened and where?
- Why/with reference to what it was done?
- Where did the request come from?
- Who will benefit and how?
- How long will it take? (beginning and end dates)
- Who will be responsible in implementation?
- What contributions will the participants of implementation make?
- Cost?

Listed below are the sample activity titles. These should be revised specific to the project and only the activities that happened in the reported month should be recorded. If any activity has progressed/changed continuing from the previous month it should also be briefly mentioned.)

- a-Village schools restoration/renovation works
- b-Village/meadow road construction works
- c-Compensation for damaged agricultural products
- d-Reconditioning works for damaged buildings
- e-Maintenance and repair works of water pipes
- f-Vocational courses
- g-Potable water / drilling works in villages
- h-Other

8. Sosyal Harcamalar / Social Expenses

(Açıklama: Bu bölümde, raporlanan ay içerisinde gerçekleşen tüm sosyal harcamaların bilgisi yer almalıdır.)

(Instructions: This part should provide all information of the social expenses in the reported month.)

Sıra No Item Number	Yer İsmi Location	Konusu / Malzeme İsmi Type / Material Name	Tarih Date	Miktarı Quantity	Tutar (TL) Cost	Yararlanıcısı Sayısı Number of Beneficiaries

Ek 6: Tüm sosyal harcamalarla ilgili detaylı bilgilerin yazılacağı

GE-F-652_Sosyal Sorumluluk Projeleri ve Harcamalar Tutarları Formu adlı doküman
: Report that contains detailed information about all of the social expenses and named
GE-F-652_Social Responsibility Projects and Expenses Form

9. GENEL DEĞERLENDİRME (Görüş ve Öneriler) / Overall Assessment (Opinions and Suggestions)

(Açıklama: Bu son bölümde ise, raporlanan ay için verilen tüm bilgiler ışığında görüş ve önerileri –aksiyon önerileri dahil- içeren genel bir değerlendirme yapılacaktır.)

(Instructions: In this final part, opinions and suggestions in the light of all of the given data – including action/activity suggestions- will be reviewed.)

EKLER:**APPENDIX:**

Ek 1: Raporlanan ay içerisinde arazileri satın alınan şahıs parsellerinin listeleri (Tapu kayıtları)

: List of private lands which are acquired in

the reported month. (Deed records)

Ek 2: Raporlanan ay içerisinde arazileri kamulaştırma yoluyla alınan şahıs parsellerinin listeleri

: List of private lands which are

expropriated in the reported month.

Ek 3: Projeden etkilenen tüm parsellerin listesi (1 defaya mahsus olup, değişiklik olması halinde yenisi ek olarak sunulacaktır)

: List of all of the affected plots (will be submitted for 1 time only, and will be updated if changes occur)

Ek 4: Görüşme ve ziyaretlerin ayrıntılarının yer aldığı,

GE-F-653_Halk ve Yerel Paydaşlarla Görüşmelerin Toplantı Notu Formu adlı doküman

: Document which contains details about interviews and meetings

and named

GE-F-653 Public and Local Stakeholder Minutes of Meetings Form

Ek 5: Detaylı açıklamaların yazılacağı proje bazlı tutulan *Sikayet Talep Takip Tablosu*

: Project specific and detailed explanation containing *Grievance Demand Tracking Table*

Ek 6: Tüm sosyal harcamalarla ilgili detaylı bilgilerin yazılacağı

GE-F-652_Sosyal Sorumluluk Projeleri ve Harcamalar Tutarları Formu adlı doküman

: Report that contains detailed information about all of the social expenses and named

GE-F-652_Social Responsibility Projects and Expenses Form

Annex 9. Weekly Social Progress Reporting Template

Hafta ..
(..-.. Ay Yıl)

Düzenleme Tarihi:	Düzenleyen Kişi:
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... HAFTA FAALİYETLERİ

10. Ofis Çalışması

Tarih: / / Günü:

Görüşülen Kişi

:

Görüşme Konusu

:

Görüşülen Kişi

:

Görüşme Konusu

:

Tarih: / / Günü:

Görüşülen Kişi

:

Görüşme Konusu

:

Görüşülen Kişi

:

Görüşme Konusu

:

Tarih: / / Günü:

Görüşülen Kişi

:

Görüşme Konusu

:

11. Saha Çalışması

11.1. Proje Sahası

Gidilen Yer - Tarih

:

Görüşülen Kişi

:

Görüşme Konusu

:

Gidilen Yer - Tarih

:

Görüşülen Kişi

Görüşme Konusu

:

:

11.2. Yüklenici Firma

Gidilen Yer - Tarih

:

Görüşülen Kişi

:

Görüşme Konusu

:

Gidilen Yer - Tarih

:

Görüşülen Kişi

:

Görüşme Konusu

:

11.3. Kamu

Gidilen Yer - Tarih

:

Görüşülen Kişi

:

Görüşme Konusu

:

11.4. Özel Sektör

Gidilen Yer - Tarih

:

Görüşülen Kişi

:

Görüşme Konusu

:

12. Diğer

:

Gidilen Yer - Tarih

:

Görüşülen Kişi

:

Görüşme Konusu

:

HAFTALIK GÖRÜŞME BİLGİLERİ

Görüşme / Ziyaret Takip Tablosu

Sıra No	Görüşme Tarihi	Görüşme / Ziyaret Yeri	Sayı Dağılımı									Görüşme / Ziyaret Yapılan Kişi(ler) Detayı	Açıklama
			Proje Sahası Grup (Halk)	Proje Sahası Bireysel (Muhtar / Şahıs)	Proje Sahası Alt Yüklenici Firma	Proje Sahası Alt Yüklenici Firma Yetkilisi	Kamu Kurumu	Kamu Kurumu Yetkilisi	Özel Sektör	Özel Sektör Yetkilisi	Enerjisa Personel		
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
Toplam													

GELECEK HAFTA PLANLANAN FAALİYETLER

Tarih	Konusu	Açıklama
1. İşgünü Pazartesi		
2. İşgünü Salı		
3. İşgünü Çarşamba		
4. İşgünü Perşembe		
5. İşgünü Cuma		
6. İşgünü Cumartesi		

İsim-Soyisim
Sosyal İlişkiler Sorumlusu
İlçe / İl

Annex.10 Grievance/Demand Form

YATIRIMLAR & ÜRETİM / INVESTMENT & GENERATION

ŞİKAYET/TALEP ALIM TUTANAĞI / GRIEVANCE/DEMAND FORM

A - Genel Bilgi / General Information					
Proje/Santral / Project/Plant					
Şikayet/Talep Formu Kayıt No Grievance/Demand Form Registry No					
Kaydeden Kişi / Name of the Recorder					
İl/İlçe/Yerleşim Yeri Province/District/Settlement					
Tarih / Date					
B- Şikayet/Talep Hakkında Bilgi / Information about Grievance/Demand					
Şikayet/Talebe ilişkin ayrıntılı açıklama (doğrudan Şikayet/Talep Sahibinin ifadeleri de eklenebilir): Detailed information about Grievance/Demand (may include statements of complainant/demandant)					
C- Şikayet/Talep Sahibi Hakkında Bilgi Information about the Complainant/Demandant			D- Bildirim Şekli Forms of Receive		
Adı-Soyadı Name-Surname				<input type="checkbox"/> Telefon ile / Phone <input type="checkbox"/> Dilekçe yoluyla / via petition (1 kopyasını bu forma ekleyiniz) <i>(please attach 1 copy to this form)</i> <input type="checkbox"/> Halkla birebir görüşmelerde <i>Community meetings</i> <input type="checkbox"/> Köy ziyareti/toplantılarında <i>Village visits/meetings</i> <input type="checkbox"/> e-posta yoluyla / via email <input type="checkbox"/> Diğer / Other.....	
Telefon Numarası Phone Number					
Adresi Address					
Köy/Yerleşim Yeri Village/Settlement					
İlçe/İl District/Province					
Şikayet/Talep Sahibinin İmzası Signature of Complainant/Demandant Sadece toplantılar, iletişim masası ve ziyaret ile alınan şikayet/taleplerde imza altına alınacaktır. Only for the complaints/demands received via meetings, info desk and visits.					
E- Şikayet/Talebe İlişkin Detaylar / Details about Grievance/Demand					
Planlanan veya Alınan Aksiyonlar Planned or Taken Corrective Actions	Tarih Date	Sorumlu Taraflar Responsible Persons	Gerçekleşme Durumu Progress Step	Tarih Date	Açıklama (Neden) Description

GE-F-674.00

YATIRIMLAR & ÜRETİM / INVESTMENT & GENERATION**ŞİKAYET/TALEP KAPATMA FORMU / GRIEVANCE/DEMAND CLOSURE FORM**

Şikayet Formu Kayıt No / <i>Grievance/Demand Form Number</i> (<i>şikayet/talep alım formundaki no'yla aynı olmalı</i>) (<i>should be same with the grievance/demand form no</i>)		
Kaydeden Kişi / <i>Name of the Recorder</i>		
Tarih / <i>Date</i>		
ŞİKAYET/TALEP KAPATILMASI / CLOSURE OF GRIEVANCE/DEMAND		
<p>Bu bölüm şikayet/talep eden ve Enerjisa sorumlusu tarafından, tazminat alındığında ve/veya dosya kapandığında doldurulup imzalanacaktır. Bu kısımda, şikayetin nasıl çözüldüğü veya talebin nasıl karşılandığı bilgisi yer alacak; şikayet/talep sahibi ile mutabık olduğuna ilişkin de açıklama ve imza yer olacaktır.</p> <p>(internet üzerinden alınan şikâyetlerde imza yerine e-posta ile yanıt beklenecektir)</p>		<p>This part will be filled and signed by the representative of EnerjiSA when the compensation is received or the file is terminated. In this part, information of how the grievance or demand is resolved will be provided; signature of the compliant/demandant to prove his consonance will be requested.</p> <p>(if the grievance is received through internet, e-mail respond will be sufficient)</p>
Açıklama:		Notes:
		Tarih/Date:/...../.....
Şikayet/Talep Eden İsim-Soyad ve İmza	<i>Complainant/Demandant Name-Surname and Signature</i>	Enerjisa Adına Unvan-İsim-Soyad ve İmza
		<i>EnerjiSA Representative Title-Name-Surname and Signature</i>

Annex 11 Ethnic and Cultural Background of the Project Affected Settlements

The ethnic composition of the Project area is cosmopolitan. Historically the region is rich with the remnants of a castle from the Urartian era. The castle is on top of a hill across the Kayalidere village. Sheikh Sait, the leader of a rebel that had taken place in 1925, was arrested near the Kayalidere village. However the most traumatic event in the region was the devastating Varto earthquake that had taken place on 19 August 1966, killing more than 2,000 people. The memories of Varto earthquake are still very fresh.

The majority of the villages are Kurdish speaking, however in addition to Kurds, there are other ethnic groups such as Circassians. The largest Project affected settlement Tepeköy was established by the Circassians who had migrated from Caucasians. Depending on the settlement, religious belief is either Shafi or Alevi sects of Islam; yet in some settlements comprise of mixed beliefs (Table 4.23).

Table 11.1: Ethnic and Cultural Background of the Affected Settlements

Village	Old Name	District	Impact Severity	Belief	Ethnicity
Bağıcı	Çarbuher	Varto	Fully Inund.	Mixed (Alewi-Shafii)	Mixed (Kurd - Circassian)
Kayalidere	Xinzora Şér	Varto	Fully Inund.	shafii	Kurd
Sanlıca	Şip	Varto	Fully Inund.	Shafii	Kurd
Tepeköy	Tepe	Varto	Fully Inund.	Mixed (Alewi-Shafii)	Mixed (Kurd - Circassian)
Akkonak	Kotanlı	Merkez	Partially Inund.	Shafii	Kurd
Aligedik	Aligedik	Merkez	Partially Inund.	Shafii	Kurd
Akpınar	Akpınar	Merkez	Land Only	Shafii	Kurd
Alagün	Mollaxıdıran	Merkez	Land Only	Shafii	Kurd
Aşağı Alagöz	Aléngoza Jér	Varto	Land Only	Shafii	Kurd
Aşağı Hacıbey	Hecıbeğa Jér	Varto	Land Only	Shafii	Kurd
Değerli	Anér	Varto	Land Only	Shafii	Kurd
Dumlusu	Sarkisan	Merkez	Land Only	Shafii	Kurd
Kayalık	Ziring	Varto	Land Only	Mixed (Alewi-Shafii)	Mixed (Kurd - Circassian)
Kumlukıyı	Dérika Anér	Varto	Land Only	Mixed (Alewi-Shafii)	Mixed (Kurd - Circassian)
Mescitli	Kızılmescit	Merkez	Land Only	Shafii	Kurd
Özenç	Qereseyît	Varto	Land Only	Shafii	Kurd
Taşdıbek	Xirbaqub	Varto	Land Only	Mixed (Alewi-Shafii)	Kurd
Ulusirt	Eyna	Varto	Land Only	Shafii	Circassian
Yurttutan	İspeya	Varto	Land Only	Shafii	Kurd
Zorabat	Zorava	Varto	Land Only	Shafii	Kurd
Kuşluk	Yekmal	Varto	Pasture Only	Alevi	Kurd

Source: Interview with village mukhtars and <http://www.nisanyanmap.com/>

Regarding religious believes, Shafi or Alevi sects of Islam are prevalent in Project affected settlements. The general picture in the Project area can be described as peaceful. However, conflicts sometimes do arise. For instance the conflict between the Kayalidere and Kayalıkale villages has risen mainly because of usage of pasture land areas. There is no kinship between the two communities. Yet, a few intermarriages had taken place in the past. Kayalidere villagers assert that Kayalıkale villagers take their cattle and sheep to their pasture lands without asking their permission. They are of the opinion that their pasture land is plain and thus much more eligible for grazing. They also argue that Kayalıkale villagers mow the lawn in their pasture area. The conflict has been taken to court. The final decision of the court has not been announced yet. Kayalıkale villagers, on the other hand, argue that it is the Yeşilpınar villagers who take their cattle and sheep to the pasture land of the Kayalıkale. A few incidents took place between the two communities in the past. Fortunately both communities act in prudence.

There is tension amongst Akkonak and Göçmenler communities. Göçmenler is actually the hamlet of Akkonak. There is kinship between the two communities. The conflict has risen about the place chosen to be the new resettlement area of Göçmenler. Akkonak community asserts that the new resettlement area is the pasture land of Akkonak village and since the pasture lands of the village is valuable and limited; the land allocated for the relocation of the Göçmenler is unacceptable.

There are also some cultural activities that reinforce the unity of the communities. The Tulip Festival, which is celebrated;; every year in Muş, the Hamurpet Festival, every year around the Hamurpet Lake since 2010 and Koğ Festival, every year at the Koğ Hill in Varto are some of the cultural events that could be mentioned.

Annex 12 Consultations with Stakeholders

May 2010

- The project was purchased from the previous license holder by Enerjisa. A 49 year production license was issued by EMRA on 6 September 2010.

May 2011

Stakeholders consulted:

- The Project Administrative Affairs Supervisor set up the Project office in Muş and established the first contacts with in the region.
- The company called “Muş Harita “was consulted for the mapping of the project affected region.
- The process of meeting with stakeholders and information dissemination to stakeholders began and the Governor of Muş, Deputy Governor, Revenue Office, the Director of National Education (İlhami Bayraktar), the Provincial Health Director, (Mr. Tekin), the Director of National Real Estate (Mr. Nihat), the Directorate of Land Registry and Cadastre (Mr. Çetin and Mr. Yalçın), the Provincial Directorate of the Environment and Urban Planning (Mr. Yusuf), the Secretary General of Special the Provincial Administration (Şeyhmuz Yentur), the Provincial Directorate of Agriculture (Mr. Murat), the Provincial Directorate of Security (Muharrem Durmuş), the Provincial Gendarmerie Command (Lieutenant Colonel Mustafa Karaca) were visited.
- The provincial chairmen of the AKP, CHP, MHP and BDP were visited as representatives of the political parties in the region, represented in the TNGA. Meetings were held with the mukhtars of the Project Affected Villages.

Issues Discussed:

- Alpaslan II HEPP and dam project was introduced to the stakeholders in all of these visits.
- Both the stakeholder views concerning the project areas were listened to and the basic information concerning those that Enerjisa may make for the welfare activity plans, and especially for the local training services were received during these visits.
- The project had local media coverage during this period.

July 2011

Stakeholders consulted:

Willing buyer seller meetings as the 1st phase of expropriations for the construction grounds were performed;

- Project Manager Kürşat Kocakahyaoğlu, Map and Geology Manager Ömer Özer (Meeting Manager), Gökhan Sert, Yasemin Eken, Murat Eröz, Ali Erpalak and Gökşen Can participated in the meetings as the team from Enerjisa.
- The meeting was held with the participation of 50 people in total, in the Zorava (Göçmenler) Quarter of Akkonak Village. Primarily, the information on the project and the land acquisition procedures was given. Later, the data obtained through the works and determinations made by HAPA Engineering were shared with the population. Negotiation was undertaken with all participants, through collective bargaining. The willing buyer willing seller negotiations took place in the condolence home of Akkonak Village. Personal and collective meetings were held with all participants, and the process of disseminating information regarding the project continued.
- Similar negotiations were held in the condolence home of Dumlusu with almost all of the title owners for Dumlusu Village, whose lands were affected. The lands of this village had been planned to be used mostly as residential areas and storage. Moreover, the road would have passed through the lands of these three villages. The meeting was similarly concluded with a request from the villagers for time to consider.
- Finally, land acquisition negotiations for Akpınar village took place in the Primary School of the village. The number of participants were low because the land owners of this village mostly live in Bursa, Mersin and abroad; and most of those were proxies of the legal owners. The headman asked the question “Will you really build a dam here?” at the meeting and then stated that they had been hearing since the 1960s that a dam would be built here, but there had never been any initiatives concerning this issue until now. The project was explained to the participants and the negotiations took place.

Issues discussed:

The construction works of the project started with the construction of the river-front road passing through the upper part of the settlement area of Zorava (Göçmenler quarter), near the river, by the Sönmez Construction company. The willing buyer-seller land acquisitions were decided during this period. The valuation studies for the project affected lands and immovable properties, was carried out in the villages with the maps prepared thereupon by an independent valuation company. The land acquisition announcement was made to the villages (Dumlusu, Akkonak, Akpınar) that would be acquired at the first stage, 30 days before going to the work site. The annotations and stakeholders' lists were posted on the mosques, condolence homes and schools by the mukhtars. Meeting places were determined by telephoning the mukhtars one day before the meetings. Generally, as detailed above, the land acquisition procedures of the project were explained, and the willing buyer – willing seller negotiations began at the meetings held during this month.

1st Social Responsibility Activity- A landslide occurred at the end of May 2011, and the old road coming from Muş was blocked off. The provincial special administration opened a service route to the region but that road was rough. The villagers indicated they did not like the service road and requested from the Governor's office that the old road be re-opened. Upon that request the Sönmez Construction Company was commissioned in accordance with the views of the Project Manager Kürşat Kocakahyaoğlu and the road blocked by the landslide was opened.

September 2011

Stakeholders consulted:

- The EIA meeting for the project was held in September 2011. The announcement was made to the Revenue Office of Muş, the Provincial Special Administration, Provincial Directorate of Environment

and Urban Planning, Provincial Directorate of the SHW, Provincial Directorate of Highways, Provincial Directorate of the Land Registry and Cadastre, the Governor's Office of Varto, the Mayor of Varto, the Municipality of Muş and also the mukhtars of the 22 villages in the impact area of the project. The announcements were posted at all relevant institutions and headman's offices, mosques, and condolence homes of the villages 30 days prior to the meeting date. The meeting was held at the Köprübaşı Trout Facility on Varto Road. Mr. Rifat, the Forest Director of Muş, chaired the meeting.

Issues discussed:

- Apart from the presentation of the EIA report, contact numbers of the project officers were given in order to maintain communication in the forthcoming period and project brochures were distributed at this meeting.

October 2011

Stakeholders consulted:

- The project managers made a large number of site visits to the project area for technical purposes, such as construction pre-assessment works and hydraulic works throughout 2011. More visits were made to local governments and local community leaders in order to give them updates on the Alpaslan II project information and also to learn about the local community's concerns and expectations.
- PAPs who wanted to be part of in willing buyer seller negotiations were re-informed about the land acquisition procedures after October 2011 and the 22 villages were visited for three times after making appointments by with the Mukhtars.

Issues discussed:

- The potential social benefits of the project were especially emphasized during the consultations with the local authorities. Information on the social, economic, cultural, industrial and environmental infrastructure of the project area was obtained. The ownership status in the region, title-based problems and the procedures to be followed by the people for the solution of these issues were emphasized during the consultations with the Land Registry Directorate.
- Zorava Göçmenler Quarter, one of the project-affected quarters and Akkonak Village, do not possess legal status. The reason is that the occupancy permits of both of these villages were taken away after the Varto earthquake, which took place in 1966. These settlements were moved to Sunay Quarter in the Center of Muş and temporary places were allocated for them so they were connected to here with regard to their official proceedings. Later the villagers returned one by one and built their houses in their old locations by their own means. The people living here declared to Enerjisa that they did not want to move from their lands and demanded new places be allocated for them and demanded new arrangements from government. This request from Zorava was conveyed to the Governor's Office of Muş by Kürşat Kocakahyaoğlu and Ali Erpalak. The Provincial Directorate of Agriculture examined the characteristics of the pastures and lands closest to Zorava (Göçmenler) Quarter. The Provincial Directorate of Environment and Urban Planning and the Provincial Special Administration visited the area and made determinations in the region, and then learned that the settlement was suitable. Later, the Governor's Office gave directions to the Provincial Special Administration for the populating of this area. Enerjisa made a payment for the

value of the pasture, and the characteristics of the pasture in the region specified by the institutions was altered. Muş Harita was commissioned for the required procedures. The geotechnical drilling support was provided by Enerjisa for the soil survey drillings of the Provincial Directorate of Environment and Urban Planning. The costs of all of these works were covered by Enerjisa. Following this stage, the commission was established with the participation of all of the official institutions under the presidency of the Provincial Directorate of Agriculture in order to alter the characteristics of the pastures. The new settlement was published in the official journal on 22 August 2013, at the end of this period. Notifications for the treasury sale were sent on 27 October 2013.

- During the willing buyer negotiations, the necessary technical assistance was provided to the PAPs, and the parcels required for the construction of the road were purchased at prices higher than that which the Provincial Special Administration had offered, with payments being transferred to the accounts of the sellers within one week. Akkonak and Dumlusu Villages notified that they wanted to sell about 98% of the lands of Zorava Quarter for the project. Akpınar village stated that they did not want to sell their lands/houses through willing buyer-seller negotiations, but that they wanted the government to take their lands/houses by way of expropriation. The process began at the end of October and the sales procedures for those who had prepared their documents were completed by the end of June 2012. Plans were made for the additional acquisition for the building site camping areas in March-April, 2012. The land acquisition of approximately 210 decares of land from Dumlusu Village was realized for this.

May-August 2012

Stakeholders consulted and issues discussed:

- Stones were placed on the water elevation in order to inform the villagers concerning the point where the water elevation would reach. People from the villages were employed in order to carry out these operations.
- The follow-up studies concerning the Zorava resettlement continued. The project team on-site started to be strengthened with the acceleration of the construction works.
- The Yenigün Construction Company became the main contractor of the project.
- The site manager, Muammer Kılıçkan started to work as site manager in March, 2012.
- The building site camping area construction began in June and finished in August.
- The staff started working at site at the beginning of August 2012.

September 2012

Stakeholders consulted and issues discussed:

- The local community requested during the consultations, that a bridge be built over the Murat River in order to avoid transportation problems and the accidents, which had been occurring for many years. This request was received mainly from the Dumlusu, Zorava, and Akkonak Villages. The

community had wanted to cross the river using rafts in order to cut across and it was stated that there had been frequent deaths in the past. The senior management decided to build this bridge in 2012. The construction of the bridge began in September 2012 and was completed in March 2013. After the completion of the construction, the opening of the bridge was carried out by the Governor of Muş and very positive reactions were received on this issue.

- Consultations with all of the institutions and mukhtars were maintained within 2012. The Governor of Muş gave a dinner for 60 people, including all of the directors, local community leaders and others, and information was given about the project, and discussions held.
- 1310 satchels, stationery and storybooks were distributed to the 22 project affected villages at the beginning of the school year of 2012-2013.

November 2012

Stakeholders consulted and issues discussed:

- Maaşallah Korkmaz, one of the residents of the Zorova Göçmenler quarter was visited together with Beste Yaşarlar, the Project Social expert. The villagers met with Beste Yaşarlar, the Project Social expert, and general issues concerning the new settlement were discussed.
- The Zorova Göçmenler quarter was visited by Ali Erpalak, the administrative affairs supervisor, during every week of November. The general issues concerning the new settlement and the resolution of disputes between Göçmenler quarter, which would move to the new settlement, and Akkonak Village were discussed during the visits.
- Kıybaşı village was visited by Ali Erpalak. The headman and the villagers were asked whether the vehicles and heavy tonnage machinery had damaged the village or not, (as the existing site road passes through the exact center of the village) and the information was exchanged.
- Akpınar village was visited by Ali Erpalak. The issue concerning the expropriation of the remaining lands in the area of the Road and lake which were not sold consensually to Enerjisa by the people was discussed with the villagers.

January 2013

Stakeholders consulted and issues discussed:

- All of the villages (Tepeköy, Bağıcı, Kayalidere, Sanlıca and Aligedik), which will be subject to the resettlement within the scope of the project were visited. The purpose of the visit was to explain that the second stage land acquisitions would be made via expropriation, and also to inform them about the expropriation period. The demands of the villagers concerning the land acquisitions were received, and it was agreed that payments would be made as soon as possible and also recruitment would be increased.

February 2013

Stakeholders met and issues discussed:

- The National Real Estate Directorate was visited in order to accelerate the land allocation process of the resettlement of Göçmenler quarter and the monitoring of the process was agreed.
- A meeting was held with Major Yılmaz and Master Sergeant Ceyhun from the Gendarmerie Command of Muş, concerning the guard station to be built within the scope of the project.
- Meetings were held with the mukhtars of Tepeköy, Bağıcı, Kayalıdere, Şanlıca, Aligedik, Akpınar villages, and their grievances and requests were received.
- Hatice İşcan Ercoşman, the head of the provincial treasury, and Mr. Nihat and Mrs. İstek, the acting directors of the National Real Estate Directorate were visited. Information was obtained concerning when the turnover of the treasury lands belonging to the settlement of Zorova Göçmenler quarter, which had been specified by the provincial special administration, and the process was discussed. The Director of National Real Estate indicated that this process was near an end, but, for the last time prior to starting sales, they requested a letter of opinion from all of the institutions including the provincial directorate of agriculture of Muş, the Directorate of the State Hydraulic Works, the Directorate of Forestry, the Provincial Directorate of Environment and Urban Planning, the Secretary General of Special Provincial Administration, the Cultural and Natural Heritage Preservation Board and the Department of Construction and Real Estate. All institutions were visited one by one and requests were made for the sending of the letters of opinion letter to the directorates.

March 2013**Stakeholders consulted and issues discussed:**

- The Governor of Muş was informed about the Murat River Transit Bridge which is to be built by Enerjisa and given to the special administration without charge.
- Meetings were held separately with the headman of Dumlusu village and villagers, and also villagers of Akkonak concerning the increase in recruitment.
- A meeting was organized with Enerjisa Site Manager and Administrative Affairs Supervisor, Governor Ali Çınar, Secretary General of the Provincial Special Administration, and the Road Branch Manager. There was a presentation and information was provided concerning the Murat River Transit Bridge.
- Institutions were visited in order to receive the letters of opinion concerning the sales of the places allocated for Zorova Göçmenler Quarter by the Directorate of National Real Estate of the Revenue Office, by hand. The letters of opinion were received at the SHW, Provincial Directorate of Environment and Urban Planning, Directorate of Forestry, Provincial Directorate of Agriculture and Provincial Special Administration, and then delivered to the Directorate of National Real Estate. The valuation team connected to the Directorate of National Real Estate was sent to the site on the same day and the settlement was shown.

May 2013**Stakeholders consulted and issues discussed:**

- The consulting company's (SRM) resettlement experts and social experts visited the project site between the dates of 5-10 May. The project affected villages were visited and discussions were held with the Project stakeholders.

- 1100 books purchased by Enerjisa at the bookstand organized by the Directorate of National Education were distributed to the primary schools of the 12 affected villages. The construction materials requested for the condolence homes and the walls of the mosques of Kayalık and Aşağıhacıbeyli villages, which are among the Alpaslan II HEPP project affected villages, were supplied and delivered to the mukhtars of the relevant villages.
- Meetings were held with the mukhtars of Özenç, Tepeköy and Akpınar villages. The mukhtars stated that most of the lands to be expropriated in their villages were pasture grounds and they would be aggrieved substantially when these pasture grounds became submerged because the main livelihood of their villages was livestock farming, and they requested help on this issue. It was indicated that the land value basically belonging to the state could not be given to them but that Enerjisa would carry out the works necessary in order to prevent the people from losing out.

June-July 2013

Stakeholders consulted and issues discussed:

- A socio-economic questionnaire study lasting for 15 days in total was conducted as a fieldwork, continuing within the scope of the Resettlement Action Plan. Beste Yaşarlar, the Project Social Specialist accompanied the questionnaire study. The basic complaints and demands of the villagers were noted during the questionnaire study.
- The determination of parcel details/household details of all Project affected persons whose lands were acquired in Göçmenler Quarter was carried out. After this work, all project affected house users and legal right holders were determined.

August-September 2013

Stakeholders met and issues discussed:

- In accordance with the grievances and demands received, all of the repair and paint works of the primary schools in Tepeköy, Akpınar, Aligedik, Mescitli, the Karaağaç pasture ground, Alagün, Bağıcı, Ulusırt, Kayalık, Aşağıhacıbey, Aşağıalagöz, Değerli, Kumlukıyı, Taşdıbek, Yurttutan, Sanlıca and Akkonak villages affected by the project were carried out.
- The official operations of the new settlement determined for Zorova Göçmenler were discussed with the official institutions in Ankara and followed-up personally after these works; the operations were concluded and it was ensured that they would be made available for sale by the Revenue Office of Muş.
- Community Relations Specialist, Murat Yağcı started to work at the project site in September 2013 in order to carry out public relations activities, recording, reporting the consultations and following up grievance mechanism which is an important component of social management system.
- Second Community Relations Specialist, Süheyla Türkyılmaz started to work at the site in November 2013, to carry out public relation activities with the stakeholders (especially with women) and supporting the resettlement implementations.

- Land acquisition discussions took place in Tepeköy, Bağıcı and Kayalidere villages in order to inform them of the Alpaslan II Reservoir and purchase the parcels located in the block at the crossover of the two rivers, where the lands of the villagers are available.
- The 22 project affected villages were visited and updates were given on the project.
- A social liaison office was established within the site so that the villagers could go at any time and express their opinions, complaints and demands. Collective and one-to-one meetings were held mostly at the office. A meeting on social issues, difficulties and the approach of Enerjisa on these issues was held with the Yenigün Construction Company.
- During September a meeting was held in Bagici village (one of the fully inundated villages) with the attendance of Enerjisa management (Kursat Kocakahyaoglu and public relations officer from the field office) and attendance of Bagici villagers. The aim of the meetings was to inform the villagers regarding the proceedings of the Alpaslan II project, details of land acquisition process and make a willing buyer seller offer/negotiation regarding only the parcels that are present on the island that is placed in the junction of two rivers. There has been questions raised by the villagers regarding below issues;
 - Villagers found the offered prices for willing buyer seller on the low side. They stated that when they lose their village (after it is inundated) and lose their land, it will be difficult to restore their livelihoods with the compensations that they will receive. The villagers also emphasized that life in an urban area would be economically challenging for them with proposed compensations.
 - Villagers were concerned about the land acquisition process in general. They also raised concerns over the ownership of the parcels that do not have legal deeds (on treasury land, etc.) and questioned the project team about how the compensations for the owners without title deed will take place.
 - The villagers also voiced their complaints for insufficient recruitment from their village for the project.
 - As a result of the meeting, the land owners did not accept the prices Enerjisa offered. The Project Manager informed the villagers that Enerjisa was working on the compensation strategies for the owners without title and Enerjsa will devise all the possible methods in order to mitigate the adverse impacts of the Project.
- During September a meeting was held in Kayalidere village (one of the fully inundated villages) with the attendance of Enerjisa management (Kursat Kocakahyaoglu and public relations officer from the field office) and attendance of Kayalidere villagers. The aim of the meetings was to inform the villagers regarding the proceedings of the Alpaslan II project, details of land acquisition process and make a willing buyer seller offer/negotiation regarding only the parcels that are present on the island that is placed in the junction of two rivers. There has been questions raised by the villagers regarding below issues;
 - Villagers found the offered willing buyer seller price very low for the parcels that are on the junction of the island and questioned how the prices were calculated.
 - They also stated that instead of offering willing buyer seller negotiations for only the parcels on the island Enerjisa should have made the effort to buy all the parcels that are affected in their village via willing buyer seller negotiations.

- As a result of the meeting, the landowners did not accept the prices Enerjisa offered. The Project Manager informed the villagers about the land acquisition procedures and stated Enerjisa will devise all the possible methods in order to mitigate the adverse impacts of the Project.

October 2013

Stakeholders met and issues discussed:

- On October, a meeting was held at Zorova (Gocmenler) village with the attendance of project public relations and administration chief present from Enerjisa and villagers of Gocmenler Quarter. The agenda of the meeting was to inform the villagers about the fact that the immovable assets for the designated resettlement area of the village were available for sale and they can apply to buy them; to talk about the difficulties/challenges they are facing via the resettlement process and in general to learn about their grievances and views about the project.
- During the meeting the villagers stated that it has been almost 2 years since Enerjisa has bought their houses and land via willing buyer seller arrangements and they have already spent the compensation money paid by Enerjisa and now they do not have money to buy the land that is offered to them for resettlement. They conveyed the message that if Enerjisa does not buy the parcels in the new settlements and build their new houses (30 in total) they will not be able to resettle. They also complained that, the other 22 villages were upset with their village because they accepted the prices that Enerjisa has offered them and now their relations with other villages have also been affected. They stated that they became aggrieved due to construction activities near to them but they have shown goodwill.
- On October 7th another visit was made to Kayalidere village (fully inundated) by project public relations officer in order to collect grievances and inform villagers regarding the project construction and land acquisition cycle.
 - During the meeting the villagers expressed their concerns regarding the lands that they have that are not included in the land acquisition scheme of the project. They stated that since they will not be able to use the remaining land after they resettle, the project should as well buy the remaining amount of land.
 - They are also worried that the lands/houses without title will not be able to receive compensation because of their illegal status. Majority of the land used by PAPs does not have private status.
 - They also stated that they lack knowledge regarding the technical aspects of the project like until which point the water level is and how and when they will receive their compensations. They stated also that they would prefer land to be given to them for their use instead of cash compensation.

- As a result of the meetings, brochures including maps showing the structures that will be inundated and the technical details of the Project, is planned to be delivered to the Project affected people on March 2014.
- On October 7th, a visit was made to Sanlica village (fully inundated) by project public relations officer in order to collect grievances and inform villagers regarding the project construction and land acquisition process.
 - During the meeting villagers told that their whole village will be inundated due to the project and they will have nowhere to go. They demanded from the Project to show them resettlement options so that they can see their future. Also since their current income based heavily on agriculture, they think that they may not be able to restore their livelihoods after their lands acquired by the project. They also demanded their compensations to be calculated according to their preferences to move to city or not. . They stated that people who moved to the cities after Alpaslan I project are now suffering and they do not want the same thing to happen to them.
- On October 7th, a visit was made to Ulusirt village (land loss only) by project public relations officer in order to collect grievances and inform villagers regarding the project construction and land acquisition cycle.
 - The villagers stated that only 8-9 people's lands are affected by the land acquisition process so the impact is minimal. However they stated that they would be worried, if the residents from other villages that will be inundated by the Project will decide to resettle to their own villages. Then they also stated that their village is already small and they do not have enough space to accommodate more people that have the possibility of resettling to their village and also their pasture area is limited.
- There have been periodic meetings conducted with the contractor firm regarding decrease in the employment demands and possible job lay offs due to seasonal requirements of the construction. During these meetings it was emphasized that these job lay offs should be done gradually and PAPs who are directly impacted by the project should not be affected by it.
- Construction material support has been done to the Akkonak village for village house building construction, which is one of the affected villages of the Project. And also construction support was given to Akkonak village for repairment of a barn which has been torn down.
- Repairment of the road that passes from top of Göçmenler village that connects the other roads to Murat River Bridge.

November 2013

Stakeholders met and issues discussed:

- Due to the beginning of the winter period and job lay offs started, daily personnel lists and lay off lists that were prepared by Yenigun (construction contractor) were monitored and made sure that previous meeting decisions were followed as to refer to workers coming from directly affected villages are not affected by these job fluctuations.
- Information dissemination has been done regarding the land acquisition information that will be affected by the expropriations due to the Project. Village meetings with the attendance of villagers were conducted in project-affected villages. During these meetings information was given to the villagers regarding; employment needs, job lay off periods, and the project land acquisition / expropriation process. Upon demand from Akkonak village construction machinery was landed to the village for the redesign of their village recreational area.

December 2013

Stakeholders met and issues discussed:

- Various governmental and community based organizations (CBO) were consulted during december. Among them are;
 - Eastern Anatolia Development Agency (EADA)
 - The aim of the meeting was to better understand the activities of the EADA and inform them about the Alpaslan II project and define ways to incorporate for the Project. EAD agency is giving development funding for the region and they have stated that they can work together with Enerjisa in order to improve the project affected villages' agriculture/employment and any other means so that they can use to restore their livelihood and incomes. As a result of the meeting it was decided that a further follow up meeting should be organized with the attendance of PAPs from the region to better assess their needs and ways to incorporate.
 - Muş Internal Revenue Office
 - The main subject of the meeting was the resettlement land auction for the Zorova (Gocmenler) quarter. Since during the first sale auction the villagers did not apply to buy their designated lands revenue office stating that the lands will be again open for auction in February 2014 and their office will be officially making the announcements for the 2nd auction and Enerjisa will in parallel inform the villagers regarding the date of the auction. Enerjisa will also encourage Gocmenler villagers to enter the auction and deposit the 1st installment for their lands.
 - Muş Provincial Directorate of Environment and Urban Planning (DoEUP)

- During the meeting, DoEUP has informed the Project team regarding the government assisted resettlement process and how they can work together with the project in cooperation during the resettlement process. It was decided that DoEUP would inform the project site team regarding the government assisted resettlement timeline and the project team will work in parallel to this timeline. As soon as the expropriation starts the official government assisted resettlement process will start. Following that announcements for the government assisted resettlement be made to the affected villages and entitlements be defined. Resettlement site selection studies will be performed by the assistance of the treasury, and other government institutions, in coordination and communication with the project team. DoEUP and Enerjisa may also generate projects in order to restore livelihoods of the PAPs that are affected in the region in coordination and in parallel communication.
- Muş Provincial Directorate of Turkey Labor Agency
 - The agency was informed about the details of the project and methods for collaboration with the agency and the project were discussed
- Varto Gendarmerie Commander; Varto District governorship office secretariat; Varto District governorship; Varto District Police HQ
 - A meeting was held to bring all above together and the institutions/persons were informed about the project and methods for collaboration with the institutions and the project were discussed

January 2014

- Enerjisa made equipment aid to Göçmenler village primary school in the form of computer, printer, stationary and cleaning material.
- The roads that were blocked by snow were cleaned periodically in order for transportation to continue.
- Meeting was conducted with Mercimekkale police station commander and he was informed about the project, job description of the social team and regarding the project communication mechanism.
- Meetings were conducted with Yenigun (construction contractor of Enerjisa) regarding the local employment. As a result it was requested from them to make local employment/human resources assessment regarding the project-affected villages before the construction period starts. It was emphasized that Yenigun should give priority during employment to project affected villages and pay equal wages for equal quality jobs. As a result of this meeting it was decided that this meeting about local employment should be performed periodically and the results should be monitored. A follow up meeting was scheduled for April in order to improve the employment procedures of Yenigun and during this meeting Enerjisa's local employment requirements and policies will be discussed with Yenigun and their views and concerns will be addressed.
- The land auction for the resettlement location for Göçmenler quarter was held during 29-30 January and 32 parcels were bought by Göçmenler quarter residents. This is the first step for the resettlement of Göçmenler quarter. Resettlement houses will be constructed by the residents during 2014 spring-summer period.

In all these meetings collaboration with the project and the offices of these bodies has been discussed and and news regarding the project construction and land acquisition process has been shared with them. Future possibilities for collaboration and needs of the project were also discussed.