

**Balkan Green Foundation (BGF)
FOL Movement (FOL)
Open Data Kosovo (ODK)**

Kosovo Green Action Project

Stakeholder Engagement Plan (SEP)

December 13, 2022

1. Acronyms

BGF	Balkan Green Foundation
CSO	Civil Society Organizations
ESF	Environmental and Social Framework
FoI	Freedom of Information
FOL	Lëvizja FOL – FOL Movement
GoK	Government of Kosovo
GM	Grievance Mechanism
GPSA	Global Partnership for Social Accountability
KGA	Kosovo Green Action
MoU	Memorandum of Understanding
NGO	Non-Governmental Organizations
ODK	Open Data Kosovo
SEP	Stakeholder Engagement Plan
WB	World Bank

2. Introduction/Project Description

2.1. Introduction

This Stakeholder Engagement Plan (SEP) for the Kosovo Green Action project was prepared for the by the Balkan Green Foundation, FOL Movement and Open Data Kosovo in accordance with the World Bank Environmental and Social Standard on Stakeholder Engagement and Information Disclosure (ESS10). It defines a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle, outlines the ways in which the project team will communicate with stakeholders, and includes a mechanism by which people can raise concerns, provide feedback, or submit complaints about the project and any activities related to it.

2.2. Project Description and Risks

2.2.1. Project Description

The Kosovo Green Action project aims to support the Kosovo government and other key stakeholders to accelerate the implementation of the Green Agenda through activities that improve access to information, accountability, transparency, and good governance, empower youth, as well as boost climate actions. More specifically, it aims to i) develop government capacities to improve data-driven policy-making in line with the Green Agenda; ii) foster collaboration and dialogue between public institutions, Civil Society Organizations (CSOs), media, and citizens on key Green Agenda issues; and iii) engage stakeholders through various mechanisms, including an interactive and data-driven digital platform on climate/energy-related issues, for information, action, and interaction with government entities on climate and energy commitments (including social accountability). Additionally, the project aims to increase public awareness on environmental and climate change issues through training, public debates, etc. The project's geographical scope is nationwide, covering the seven administrative regions of Kosovo.

The Kosovo Green Action project will consist of three components:

Component 1: Development and Support for Collaborative Social Accountability. This component focuses on actions that will assess the current situation and set the stage for activities that will develop social accountability interventions throughout project implementation. Firstly, the consortium of CSOs will conduct research to deepen the focus of the project and identify together with key stakeholders the main priority issues, solutions, and recommendations to be supported. Furthermore, this component will entail the co-development of a comprehensive online platform. Consultation meetings will serve as a building block to increase collective social accountability by involving all relevant stakeholders and informing the design and development of the back-end functioning of the platform and its front-end including the user-friendly Interface and the "ask the state" function. This integrated feature within the platform will guide users to easily submit Freedom of Information (Fol) requests for public documents. "Ask the state" is an easy option to ask specific questions via the platform directly to line ministries to gather information regarding energy and climate issues.

Component 2: Stakeholder Engagement and Capacity Building for Collaborative Social Accountability. This component focuses on implementing social accountability mechanisms designed and piloted within the scope of the first component of this project and enhancing interventions that mobilize key stakeholders in delivering coordinated and data-driven decisions. It is aimed at creating platforms for engagement between

all identified stakeholders through activities such as the proposed annual Green Forums, as a channel for multi-stakeholder assessment and prioritization of Green Agenda progress, climate education and engagement of youth specifically through green debates, and capacity building for public officials, media representatives and CSOs on data and evidence-based interventions. The project will enhance the capacity of journalists to convey central insights from Green Agenda thematic priorities informed by the Online Platform and research by supporting storytelling with data.

Component 3: Project Management, Monitoring and Learning, and Knowledge Dissemination. The objectives of this component are a) to increase the transparency of the data to the public on the status of legislation and mechanisms that can be utilized by them for advancing the implementation of the Green Agenda. It will monitor different climate-related strategies, available data/resources proactively released by public institutions and those to be requested to become accessible to the public and provide analysis and recommendations to be used as the basis for green talks, and other communication actions. Objective b) is to establish an internal knowledge and learning process to regularly adjust project implementation based on experience and contextual circumstances, and to generate knowledge and to learn for targeted external dissemination amongst key stakeholders that may take up lessons from the project to apply, sustain or scale collaborative social accountability and/or inform substantive decisions.

Throughout the project, the consortium will monitor, evaluate, and assess the implementation of regulations and action plans associated with the energy and climate sector. Available data from the climate and energy sector will be gathered and visualized, and when data gaps are identified, advocate and partner to create sustainable practices of data gathering and production of digestible data. These actions will provide the main inputs that will serve as the foundation for the other project activities. Information from this activity will serve in defining themes for research, and green forums. The context analysis combined with the environmental information and stakeholders mapping to be conducted by the project, during its inception phase, will inform its methodology and baseline study.

Within this component, A Steering Committee will be created and sustained throughout implementation of the project. It will consist of representatives from the CSO consortium, partner public institutions, the World Bank/GPSA team, and relevant donors. The role of the Steering Committee will be to guide the strategic direction and activities of the project and propose recommendations for strengthening project implementation and key stakeholders' collaboration. The committee may include other relevant local and international organizations to ensure synergies. The GPSA ToA encourages the establishment of multistakeholder compacts such as the proposed Steering Committee to facilitate the effectiveness of collaborative social accountability by enhancing the participation of fit-for-purpose stakeholder groups in discussing corrective measures regularly.

2.2.2. Environmental and Social Risks

Youth participating in *green-themed* debates and drafting of resolutions on selected *climate-related* committee topics will be awarded for the most creative data use ideas and technical solutions to advance the Green Agenda in Kosovo. More specifically, the winning team will be awarded the installation of a solar panel in their school. Low, short-term, local, and reversible environmental impacts are expected to occur from this small-scale investment, such as increased noise, dust, and pollution during a brief installment period. These minor impacts can be easily mitigated with the implementation of measures set out in the Borrower Environmental and Social Commitment Plan (ESCP) and this SEP.

Possible social risks and impacts are mainly associated with labor and working conditions and occupational health and safety (OHS), community health and safety, and stakeholder engagement. These potential social risks and impacts include: a) impacts on the health, safety, and well-being of direct and contracted workers including exposure to COVID-19 and OHS risks associated with installation of solar panels; b) community health and safety risks may incur as part of the project's public events due to exposure to communicable diseases such as COVID-19 and community risks arising from installation works of solar panels (e.g. noise, dust, pollution, etc.); and c) possible exclusion of some groups as a result of inadequate implementation of stakeholder engagement and information disclosure processes. These social risks associated with project interventions are assessed to be low, and expected to be easily mitigated with the implementation of the measures set out in the ESCP and SEP. Sexual Exploitation and Abuse/Sexual Harassment risks are also low, as the project activities are focused on outreach/inclusion efforts, as well as the installation of small-scale solar panels by local entities.

The consortium will closely collaborate with municipal education directorates, school directors, and local NGOs working with youth (including informal youth groups) before and during the solar panel installations to timely inform affected communities (including parents and pupils) about planned activities, possible risks, and safety measures. Furthermore, the call for applications for contracting the solar panel installation company will take into consideration the identified risks, and all contracted (and other) workers will be informed about the risk management and mitigation procedures, safety guidelines, and grievance mechanisms prior to signing the contract. Publication of the call for proposals from service providers will also include a declaration document that confirms their understanding of these risks, and that they take full responsibility in case of potential incidents.

Mitigation of the risks will be guided by a generic Environmental Management Plan (EMP) checklist to be prepared prior to procurement of civil works and the contractor will be required to prepare the specific EMP checklist. Considering their minor significance, no further assessment of possible environmental and social (E&S) risks resulting from the project is considered necessary. The project will monitor and mitigate the identified minor E&S risks based on commitments outlined in the Borrower ESCP and SEP. Special attention will be given to ensure the adequate screening and managing of adverse E&S impacts that might fall upon vulnerable groups, particularly in relation to identifying the barriers contributing to their exclusion from project activities and providing the tools to overcome them. A consortium of CSO appoints a focal person to oversee social and environmental issues and mitigate potential social and environmental risks in line with the Environmental and Social Framework (ESF). Additionally, WB Environmental and Social specialists will provide support to the consortium in managing and reporting social and environmental risks in line with the ESF.

3. Brief Summary of Previous Stakeholder Engagement Activities

Discussions on the Project's design, including its final targeting strategy, have been conducted between the three implementing organizations and the World Bank. This SEP is being prepared as a starting point of an iterative engagement process with relevant project stakeholders. Upon consultation of the SEP with stakeholders, the proposed stakeholder engagement approach will be revised as needed. Nonetheless, all project organizations have had previous exchange/communication and working experience with the project's key stakeholders, namely with representatives from the Ministry of Economy and the Ministry of Environment, Spatial Planning, and Infrastructure.

A SEP consultation meeting will be held with relevant government stakeholders, youth networks and CSOs, to discuss the project activities, targeting and stakeholder engagement approach. Thereafter, meetings with key government stakeholders are planned to be held shortly after the initiation of the project (i.e. during January). These meetings will serve to discuss the overall project aim, Memorandum of Understanding (MoU) to be signed, and planned engagement and collaboration throughout the project implementation.

4. Stakeholder identification and analysis

Project stakeholders include individuals, groups, or other entities that are either affected or likely to be affected by the Project (Project-affected parties), as well as individuals, groups, or other entities that have an interest in the Project (other interested parties).

4.1. Affected parties

Affected parties (or **primary beneficiaries**) include the following groups or individuals:

- **Public officials:** This project includes cooperation with relevant public institutions and inclusion of public officials in project activities such as research and analytics, capacity building for proactively releasing and using climate and energy data, multi-stakeholder dialogues to co-design solutions in different forums, discussions, roundtables, conferences, as well as different communication and outreach activities. Public institutions and public officials will be the main targets of this project's capacity building and awareness raising activities on the importance of data for public entities, citizens, civil society, and corporations to take informed decisions and contribute to the Green Agenda. As a result, public officials can make better data-based decisions and propose more appropriate green transition policies and interventions. Several public entities have been pre-identified as natural project partners because of their mandates on energy and environmental issues, including the Department of Environmental Protection and Water in the Ministry of Environment, Spatial Planning and Infrastructure, and the Department of Energy in the Ministry of Economy and the Office of the Prime Minister. The project will target both decision makers and technical staff in these institutions. Confirmation and further identification of the government counterparts will be undertaken during the Needs Assessment in the inception phase of the project (see activity 1 under component 1).
- **CSOs and media:** This project targets CSOs as well as traditional media organizations (TV, newspapers, journals) by providing accurate and timely analysis of the government's performance in green transition, and capacity building on the use of climate and energy data to facilitate an evidence-based engagement with the public and key stakeholders.
- **Youth:** To ensure youth voices are reflected in green transition dialogues and decision-making by the government entities, emphasis will be on working with youth and youth networks on climate awareness raising, capacity-building, and civic engagement activities. This proposal targets youth across Kosovo with emphasis on youth living in more affected areas such as environmental hotspots or in the vicinity of coal mines.

4.2. Other interested parties

Other interested parties include the following groups or individuals:

- **General public/citizens:** The project will benefit the public by enhancing citizens’ access to information and government processes related to the Green Agenda implementation. Enhanced understanding of policy alternatives and their implications creates the enabling environment for citizens to become agents of change by requiring more transparency, accountability, and attention to their priorities in the clean energy transition.

4.3. Disadvantaged/vulnerable individuals or groups

Marginalized and vulnerable groups. Vulnerable/disadvantaged groups or individuals are community members who, as a result of numerous factors (e.g. age, gender, race, ethnicity, religion, physical, mental or other disability, health status, sexual orientation, gender identity, economic disadvantages, etc.) may be more limited than others in their ability to take advantage of project’s benefits. They might particularly face difficulties in participating in stakeholder engagement processes and thus may not be able to fully express their opinions and/or concerns regarding proposed project activities. To avoid this, the implementing consortium will take concrete measures to facilitate the participation of marginalized groups (focusing particularly on women, youth residing in rural areas, youth from ethnic-minority groups, youth with disabilities, and health-sensitive individuals) in decision-making and stakeholder engagement processes, as well as ensure that their needs are adequately taken into consideration during project activity implementation. These measures are more specifically presented in Table 1 below.

Moreover, one of the project’s key aims is to ensure more available, user-friendly, and standardized data on climate/energy issues by presenting them through infographics and interactive data-platforms. That said, all project publications such as infographics, video animations, research papers, etc. will take into consideration the communication and engagement needs of marginalized groups. For example, to accommodate specific language needs, all produced or published project-related material will be available in Albanian, English, and Serbian (the three official languages in Kosovo).

Table 1: Tailored Stakeholder Engagement Measures (Disadvantaged/vulnerable individuals or groups)

Stakeholder group	Limitations to Engagement	Measures/Resources to facilitate Engagement
Women and girls	<ul style="list-style-type: none"> ● As a result of gender-based discriminatory norms, may feel that their engagement is not important or necessary ● May feel uncomfortable to attend public events and/or share their views and concerns in front of men ● Family responsibilities may make it difficult to participate in events that are far from their homes or that are scheduled at a certain time 	<ul style="list-style-type: none"> ● Infographics and video animations will maximally use women characters as users of the platform ● Female facilitators conduct capacity-building trainings ● If necessary, organize separate events/consultation sessions with women only ● Locations of public consultations are close to the homes of those whose engagement is sought ● Timings of consultations to not interfere with household/family obligations ● Ensure dissemination of project information through multiple channels including radio, social media, word of mouth, including audio-visual materials for those who cannot

		read and write
Beneficiaries (and particularly youth) residing in remote/rural areas	<ul style="list-style-type: none"> ● Transportation challenges (e.g. inability to afford transportation costs for attending certain project events/activities) 	<ul style="list-style-type: none"> ● Transportation costs provided to participants ● Online communication
Youth from ethnic-minority groups	<ul style="list-style-type: none"> ● May feel unwelcome to attend events (fear of discrimination) ● May feel underrepresented with regards to language barriers 	<ul style="list-style-type: none"> ● Communicate with Municipal Education Directorates to ensure proper targeted communication aimed at informing them on project activities and facilitate participation ● Organize inclusive information sessions in schools ● Ensure that all calls for application are also available in respective languages
Youth with disabilities	<ul style="list-style-type: none"> ● Challenges related to accessibility of venues ● Format of materials 	<ul style="list-style-type: none"> ● Ensure facilities for consultations / engagement events are accessible ● Materials are produced in an accessible format for all audiences and using a variety of audio-visual approaches (print, radio, television, social media etc.; usage of sign interpreters when needed) ● Trainings delivered are accessible ● Local NGOs and/or informal groups can be engaged to facilitate their participation in stakeholder engagement activities.
Health-sensitive individuals	<ul style="list-style-type: none"> ● Challenges related to their ability (due to health issues) to participate in project events and activities 	<ul style="list-style-type: none"> ● Conduct targeted materials to address their needs ● Ensure dissemination of project information through multiple online channels; organization of virtual events/consultations

Table 2 below categorizes the identified stakeholders based on:

1. The degree of importance, i.e. who stands to lose or gain significantly from the project;
2. The degree of influence, i.e. whose actions could potentially affect the project's success.

Table 2. Stakeholder analysis based on influence and importance

	High Influence	Low Influence
High Importance	<p>Category A: <i>Engage Closely</i></p> <ul style="list-style-type: none"> ● Respective line ministries: Ministry of Economy; Ministry of Environment, Spatial planning and Infrastructure ● Public officials from targeted public institutions at the national level ● Citizens and communities who are most impacted/affected by energy/climate-related issues ● Local civil society organizations, especially those working in the climate and energy sectors ● Media and journalists ● Office of the Prime Minister (PM) 	<p>Category B: <i>Involve</i></p> <ul style="list-style-type: none"> ● Youth and students from public high schools, including students from low-income families, rural areas, PWD, ethnic minorities ● Wider general public ● State agencies such as: Kosovo Agency of Statistics, Kosovo Cadastral Agency (KCA), Independent Commission for Mines and Minerals; Energy Regulatory Office (ERO); Transmission Operator (KOSTT) ● Academia, including public and private higher education institutions; field experts ● Parliament (assembly) of Kosovo ● International organizations engaged in the field of energy and climate
Low Importance	<p>Category C: <i>Keep informed and Consult</i></p> <ul style="list-style-type: none"> ● Publicly-owned Enterprises such as Kosovo Energy Corporation (KEK) ● Private energy distribution company (KEDS) ● Local and international financial institutions 	<p>Category D: <i>Keep informed</i></p> <ul style="list-style-type: none"> ● Local government institutions (municipalities) ● Other ministries of the government, such as Ministry of Regional Development ● Business associations such as chambers of commerce, Kosovo Renewable Energy Association etc. ● Trade Unions ● Association of Kosovo Municipalities (AKM)

4.4. Summary of project stakeholder needs

Table 3. Project stakeholder needs

Stakeholder group	Key characteristics	Language needs	Preferred notification /consultation means	Specific needs (accessibility, large print, child care, daytime meetings)
Line ministries / key governmental officials	Policy makers who gather data related to climate and energy	Official languages	Meetings, e-mails, website, phone, official correspondence (letters and requests), progress reports	Regular official meetings during standard working hours for ministries and local institutions (08:00-16:00)
CSOs	Specialized in specific fields and very vocal in advocating community issues	Official languages	Website, e-mails, phone, meetings	Formal and informal meetings; afterwork meetings
Media and journalists	Very powerful in setting public discourse; competent in monitoring government institutions	Official Languages	E-mails, phone, website, social media, meetings	After-work meetings; weekend meetings
Youth	Important for the future of green transition; active in the labor force	Official Languages; age-appropriate and adopted language; youth-friendly materials	Social media, phone, e-mails, website, focus groups/meetings, outreach activities, online informative sessions (workshops), promotional materials, GM	After-school meetings; weekend events; parent's consent for specific activities
Other public institutions (e.g. public agencies)	Knowledge and expertise in energy/climate related issues; datasets on energy and climate	Official Languages	E-mails, phone, website, official requests, progress reports	Formal meeting in public institutions premises; prior meeting arrangements.

Non-formal citizens groups	Grassroot engagement with direct involvement of citizens; high interest to improve their local community	Official Languages; adapted to literacy levels (easy to read materials)	Phone, social media, letters, promotional materials (flyers, brochures, etc.), website, meetings, GM	Formal and informal meetings usually after working hours and weekends; Meetings to be held on the field.
International Organizations	They impact government agenda and provide financial incentives for certain interventions	English	E-mails, phone, website, official correspondence	Online and offline communication / meetings
Business associations and trade unions	They provide input on how energy and climate-related legislation/data impacts their business practices	Official languages	Meetings, website, e-mails, social media posts, phone	Regular official meetings during standard working hours (08:00-16:00); detailed meeting agenda distributed well in advance
Academia/ Field Experts	Can share their knowledge on energy and climate-related issues and propose interventions; can lobby for the inclusion of energy and climate-related curricula in study programs	Official languages	Meetings, website, e-mails, phone	Formal meeting in public institutions premises; prior meeting arrangements
Association of Kosovo Municipalities	They can influence the adaptation of national legislation as well as push specific municipalities to provide energy/climate-related data	Official languages	Meetings, website, e-mails, phone	Regular official meetings during standard working hours (08:00-16:00); prior meeting arrangements; Site visits

5. Stakeholder Engagement Program

5.1. Purpose and timing of stakeholder engagement program

The main objective of this stakeholder engagement program is to establish an open, inclusive, and transparent process of engagement and communication between all project stakeholders, particularly with the purpose of coordinating efforts to accelerate data-driven policy-making. More specifically, this program aims to bring together national, local, and international institutions, media and civil society organizations,

citizens, and youth in particular, in a common effort to improve environmental and climate-related issues in Kosovo.

All identified project stakeholders will be timely informed on project goals, objectives, activities, as well as grievance redress mechanisms. Information on conducted analysis and research will also be regularly disseminated to all stakeholders, as outlined in the Information Dissemination Strategy.

Throughout project implementation, stakeholders will be informed on and invited to participate in relevant consultations, capacity-building actions, discussions, and other specific events (e.g. green forums, conferences, debates, etc.). The Steering Committee consisting of representatives from the CSO consortium, partner public institutions (ME or MESPI), the World Bank/GPSA team, and relevant donors, will serve as the main coordinating body responsible for coordinating and overseeing stakeholder engagement and ensuring that their feedback is adequately taken into consideration and addressed throughout the project duration. The first Steering Committee meeting is expected to take place before project kick-off, followed by regular annual meetings.

The consortium will seek to strengthen links between key stakeholders throughout the project's life by initiating and sustaining regular dialogue and communication through various communication channels, and particularly through the project-established 'one-stop shop' digital platform. Through the platform, all stakeholders (including public officials, CSOs, media, youth, and the general public) can initially "play" with data and get updated information about the environment, energy, and the Green Agenda of Kosovo, and can use the "ask the state" feature to further request access to public information/documents.

That said, the online platform will serve as a key stakeholder collaboration/engagement hub, which will ensure a) easily accessible and understandable information and datasets on energy and climate, b) meaningful interaction between citizens and government officials, and c) an interactive approach to understanding and utilizing data.

5.2. Proposed strategy for information disclosure

Throughout the project's life cycle, the implementing organizations will timely disclose information on the project objectives, components, goals, activities, and other processes to targeted stakeholders as described in Table 4 below.

Information disclosure is foreseen to be done at all stages of the project (at the start of the project, during implementation, as well as at the end). Information disclosure mechanisms include a combination of face-to-face meetings (where applicable), written communications (such as research papers, articles, e-mails, and progress reports), radio ads and podcasts, TV ads, videos and infographics, as well as publications on websites and social media.

Table 4: Proposed strategy for information disclosure

Project stage	List of information to be disclosed	Methods proposed	Target stakeholders	Responsibilities
Project Start	Needs assessment analysis containing data on climate/energy-related issues in Kosovo	<ul style="list-style-type: none"> ● Website publications ● Social media posts ● Round-table discussion with stakeholders ● TV & Radio appearances 	Public officials, CSOs, media, youth, and general public	PR & Comms. officer; program manager
Implementation	Information regarding conducted research and analysis, including: <ul style="list-style-type: none"> ● Results from the needs assessment ● Draft methodology plan to be drafted together with local council representatives ● Research recommendations ● Data regarding the environment, energy, investments, legal, procedural, and social ● Current legislation and GoK commitments towards the Green Agenda; ● Storytelling with data (publishing of 3 written pieces) 	<ul style="list-style-type: none"> ● Meetings/public events ● Digital content including video animations, infographics, live streams, TV and radio appearances ● Publications on the online platform including articles and research papers/analyses, video animations, infographics, raw data sets 	Public officials, CSOs, media, academia, youth, and general public	PR & Comms. officer; program manager, project coordinators

Implementation	Launching of the platform, including information on its purpose and how to use it	<ul style="list-style-type: none"> ● Digital content including video animations, infographics, and user manual shared via social networks ● TV and Radio Appearance ● Press releases 	Public officials, CSOs, media, academia, youth, and general public	PR & Comms. officer; program manager, project coordinators
Implementation	Calls/Information regarding participation in project's capacity-building activities	<ul style="list-style-type: none"> ● In-person discussions/meetings (with officials) ● Social media posts ● Mailing lists 	Relevant line ministries officials, journalists/media, CSO's and youth	PR & Comms. officer; program manager, project coordinators
Implementation	E&S Instruments (ESCP, SEP, GM)	<ul style="list-style-type: none"> ● Website publications ● Social media posts ● Workshops/informative sessions 	Relevant line ministries and officials	PR & Comms. officer; program manager
Mid-term and end of Project Reviews and Monitoring	Information on project results, impacts, and lessons learned	<ul style="list-style-type: none"> ● Regular monthly steering committee and internal management meetings to discuss project progress and lessons learned ● Annual project monitoring reports published on project's website, shared with key partners by e-mail as well ● Social media posts ● Green forums where key results/impacts will be presented 	Relevant line ministries	External monitoring and evaluation specialist, Internal MEL and Project Manager

5.3. Proposed strategy for consultation

The implementing organizations will use a range of channels to communicate with Project stakeholders.

Table 5: Proposed Strategy for Consultation

With whom	Purpose	Method used	Responsibilities
Project Partners (BGF, ODK, FOL)	Coordination, implementation, and monitoring of project activities and interventions; Sharing of information and reviews	Official communication, regular direct meetings, emails, working sessions, monitoring and progress reports,	GPSA Project team,
Steering Committee Members: Civil Society, Government (ME and MESPI), Donor community	Consultation on project activities and interventions	Regular monthly meetings, e-mails	GPSA project team external monitoring and evaluation specialist
Government officials from the Ministry of Environment and Spatial Planning and Ministry of Economy	Finalization and signing of the MoU, invitation to participate in the needs assessment study (via surveys), consultations on monitoring, research methods, and data sets	Official communications, e-mails, meetings, surveys	GPSA project team
Public institutions and officials, CSOs, affected communities	Ensure their input on the situational analysis in the energy and climate sector, including the legal framework	Direct meetings, interviews, questionnaires, desk research	GPSA research team
Public institutions and officials, CSOs, Media, affected communities	Discussion on the findings of the conducted situation analysis (particularly on the needs and constraints of public institutions regarding usage of data)	Direct meetings, public events, panel discussions	GPSA project team
Academia and field experts	Ensuring input from field specialists	In person or virtual meetings, e-mails	GPSA project team

Public institutions and officials, CSOs, Youth, Media, General Public/Citizens	Sharing information on the Online Platform and datasets available, its purpose and importance, how to use it, and how to submitting complaints (GM)	Green Forums, social media posts, website articles, e-mail, video, infographics, GM	GPSA project team
Public officials and journalists	Awareness raising on project capacity-building activities (training for public officials and journalists); Ensuring their participation in training	E-mails, open calls, meetings, social media posts	GPSA project team
Youth (pupils), schools	Conducting outreach and ensuring their participation on Debates	Open Calls, information sessions (e.g. via meetings, presentations in schools, live streaming events on social media pages, etc.), posts, videos/animations to promote participation	GPSA project team
General public	Increasing project visibility and particularly Platform visibility and usage; promoting overall project activities, impact, and results	Video, infographics, social media posts, podcast series, TV and radio ads, press conferences, public events	GPSA project team
Communities and schools affected by solar panel installation works	Sharing information on planned works, potential adverse impacts (e.g. dust, pollution, noise), GM procedures	Informative event/presentation, community meetings, social media posts, website posts, leaflets and/or posters on local facilities (e.g. school, municipal office), GM	GPSA project team / WB E&S Specialist
Direct and Contracted workers	Ensuring adherence to E&S standards and a Code of Conduct (e.g. ensuring that they are informed on SEA/SH prevention and mitigation measures)	Meetings and workshops (and training if needed), hand-outs, GM	GPSA project team / WB E&S Specialist

Vulnerable groups/communities (e.g. ethnic minority youth, youth in rural areas, girls, persons with disabilities)	Awareness raising, providing consultations, and ensuring feedback; Ensuring their participation in project activities	Outreach campaigns, in-person consultations, meetings with parents, social media posts, GM (all communications should take into consideration specific needs, such as language needs, disability needs, etc.)	GPSA project team, collaboration with informal groups and NGOs working with these groups
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5.4. Proposed strategy to incorporate the views of vulnerable groups

As outlined in section 3.3., each implementing organization will ensure that disadvantaged and vulnerable individuals, groups, or communities are purposefully consulted and adequately represented. Besides the utilization of tailored engagement mechanisms, views, concerns, and other related issues from vulnerable groups can be directly addressed through the platform, either directly to the line ministry, or to the project management team.

Furthermore, public discussions and other public events will serve as a call for engagement and expression of views by all citizens, including vulnerable groups. Project organizations will assure that all project activities and events (such as trainings, forums, debates, etc.) will take into consideration the specific needs of vulnerable groups/individuals as outlined in Table 1 and will be organized in physically accessible buildings and premises.

The project partners will each maintain GM channels to allow beneficiaries to raise any feedback on the project to the implementers. The steering committee, through regular internal project management team meetings, will discuss and decide upon the resolution of received grievances and/or comments/inputs and effectively communicate these decisions to affected parties.

5.5. Timelines

Regular monthly internal management meetings will be organized to plan activities, discuss project progress, and discuss/resolve any potential issues that might arise along the way. For each meeting, a note-keeping person will be assigned; meeting notes will be compiled and available for internal review as per the needs of the project implementation (depending on the issue/comment received). As needed, these meeting notes will also be shared with relevant key stakeholders (e.g. line Ministries). The following summarizes the timeline of key stakeholder engagement activities in line with project activities:

- Consultations on project activities and interventions with key stakeholders (public officials, CSOs, media, general public) will initially take place in the first quarter of the first year of project implementation, to be followed by regular annual meetings.
- The signing of the MoU, completion of the needs assessment study, as well as sorting of the datasets, will be carried out from the beginning of the project until the fourth quarter of the first year of project implementation. Information on key findings of the assessment study and datasets will be accordingly shared with key stakeholders.
- Forming the Steering Committee will be done during the first quarter of the first year of the project. The steering committee will meet regularly (at least once per year or as per project needs).
- Collection of information and available datasets will start in the first quarter of the project implementation, and in the meantime in the first project year, the digital platform will start developing as well. The platform is foreseen to be published for the general audience in the third

quarter of year two. The platform will be continuously updated and maintained during the project cycle, including here adding/revising data and other information on an ongoing basis.

- Research on Green Agenda Implementation in the energy and climate sector including the legal framework will be carried out starting in the second quarter of the 1st year of project implementation and will be finalized by the end of the year, while the second publishing of the analysis report will be done by the end of the third quarter of the third year of project implementation. Stakeholder discussions on the situation analysis, key findings, and needs and constraints of public institutions regarding the usage of data will be organized upon the publication of each analysis.
- Green Forums will be organized during the three years of the project where the progress made in the previous year on the Green Agenda and identify climate and energy priority actions, including on capacity building and data, that need to be implemented in the upcoming period. After each Forum, project consortium members within a month will develop the Green Forum Commitment Paper as an outcome of the forum.
- During the second year of the implementation of the project, the consortium members will organize a capacity building training on data for public officials, media representatives and CSOs. This learning event will include capacity building on data for public officials, media representatives and CSOs, including proactive disclosure of climate and energy data and methods of feedback usage to inform public policy and decision-making.
- Storytelling with data will be carried out in the second and third year of the project, after gathering and analyzing data in the first 1 year of project implementation.
- Debates with youth will be organized in the last quarter of the first year and will continue during the first and second quarter of the second year. Debates with youth aim to increase youth knowledge and voices on local green topics, with participation of youth in the national debate tournament as the final activity. The winning team wins the solar panel prize for their school, whose implementation will be done during the second and third quarter of the second year.

5.6 Review of Comments

The consortium will organize regular monthly internal management meetings to consider and respond to feedback received from project stakeholders through the different platforms or channels (e.g., the digital platform, official meetings, consultations, Grievance Mechanism, etc.). Summarizing notes from each conducted meeting (including decisions/outcomes) will be sent to relevant stakeholders (including citizens and vulnerable groups) in writing no later than 30 days after the held meeting. For specific issues, the digital platform will also serve as a hub for disseminating information/decisions based on the issues/comments/feedback received.

5.7 Future Phases of Project

This project foresees a wide range of reporting mechanisms, including the digital platform, which will serve as the primary source of information on energy and climate data, environmental legal frameworks, GoK commitments and progress toward implementing the Green Agenda, as well as project progress and impacts. Besides utilizing the platform to maintain regular engagement with key project stakeholders, the implementing agencies will also report back to the concerned stakeholders at least once annually (through annual monitoring and progress reports) and more frequently during periods of high activity.

6. Resources and Responsibilities for implementing stakeholder engagement activities

6.1. Resources

BGF, FOL, and ODK will directly implement activities assigned to each in the Project Document. The organizations have set aside a budget of approximately \$20,000 for the implementation of all planned stakeholder engagement activities (including discussions of analysis/key findings, launching of the platform, data training for public officials and journalists, youth debates, etc.). In addition, the budget allocated for the Steering Committee suffices in ensuring adequate space and resources necessary for the effective implementation of the stakeholder engagement plan.

6.2. Management functions and responsibilities

The stakeholder engagement plan will be implemented, monitored, and updated by the Project Manager within BGF, in coordination with project coordinators from the two other partner organizations, namely FOL and ODK. Additionally, the Steering Committee will serve to enhance and support the collaboration between the main identified stakeholders, including line ministries. The digital platform will provide information on how stakeholders (primary and secondary beneficiaries) can reach out to the SEP designated individual/s with any comments or questions about the project or engagements. A project database will be established to include main data about stakeholder engagement activities. Information on stakeholders, questions, feedback and input will be recorded continuously and be used as a talking point during steering committee meetings. This database will be established by BGF, while ODK and FOL will actively contribute to the same database, according to implementation agreement and activities carried out by ODK and FOL.

The implementing organizations will hold monthly coordination meetings to discuss activities specific to the project; meeting briefs will be adequately prepared and shared with concerned stakeholders (they will be also published on the digital platform).

7. Grievance Mechanism

The project grievance mechanism (GM) will be established and hosted within the BGF. The project foresees a wide range of grievance channels, including through the digital platform, e-mails, phone numbers of the project responsible staff, and physical office locations of project implementing partners for walk-in submission of grievances. The GM will be designed in a way that is accessible, collaborative, expeditious, and effective in resolving concerns, and incorporates multiple, relevant entry points/channels for inputs to be submitted. Community members, service providers, as well as all project workers (including contracted workers such as construction workers engaged in solar panel installations) may make complaints about any issue that they might encounter concerning the project (e.g. adverse social or environmental situation caused by the project; limited access to project services, etc.)

The GM focal point will be the Project Manager within BGF, responsible for systematically registering, tracking, investigating/verifying, and promptly resolving complaints (after discussions with the Steering Committee during monthly meetings) or the purpose of information and communication of grievance mechanisms to the stakeholders, the designated email (later through the platform) will be promoted on all materials, and also communicated to all stakeholders during each event. The contact information for filing a complaint will be public and promoted throughout communication materials produced for this project. Once a grievance is received, the Project Manager is responsible for manually recording it in the

Grievance Log (database) which is shared with the three implementing organizations. All received grievances are to be recorded there, including the date recorded, the main issue, the resolution process/steps, status, etc. The database will serve to monitor the resolution of received complaints.

All complaints will be acknowledged within 3 days and treated within 30 days of their receipt by the project management team of BGF. If more time is required, the complainant will be contacted and explain the reason why and let them know when a full reply can be expected. If there are further issues/appeals process initiated, the issue at hand will be addressed by monthly partner's meeting where project manager (BGF), and project coordinators of FOL and ODK will treat the complaint/appeal. After the BGF, FOL, and ODK team sends a response to the complaint, and there is still another appeal process, then the issue will be directed for discussion at the steering committee. Every three months, project partners will prepare concise summary reports on grievances received (and resolved). GM indicators to be assessed in these GM reports i) Number of complaints/grievances registered; ii) Percentage of grievances resolved; iii) Percentage of grievances redressed within stipulated period; or time required to resolve complaints, iv) Percentage of complainants satisfied with the response and grievance redress process. These reports will be shared with key partners (such as line ministries and WB) and will also be incorporated into the annual monitoring and progress reports (dedicated section on GM).

The Project will handle SEA/SH grievances as outlined in the note Grievances Mechanisms for SEA/SH in World Bank-financed Projects. The mandate of a SEA/SH GM is limited to: (i) referring, any survivor who has filed a complaint to relevant services, (ii) determining whether the allegation falls within the UN definition of SEA/SH, and (iii) noting whether the complainant alleges the grievance was perpetrated by an individual associated with a World Bank project. A SEA/SH GM does not have any investigative function. All branches of the GM must be sensitive to handling SEA/SH complaints, including multiple reporting channels, the option of reporting anonymously, a response and accountability protocol including referral pathways to connect survivors with needed SEA services.

Grievance admission channels

Any grievance can be brought to the attention of the GM by filling the grievance form in hard copy or on-line, or in any other format as chosen by the claimant. The Grievance form is provided in Annex 1. Any type of grievance can be submitted by mail, phone, e-mail or in person using the below access details:

*Balkan Green Foundation
To the attention of the GM Kosovo Green Action Project
Rr. Universiteti 36/2, Prishtina 10000, Kosovo
+383 49 728 019
info@balkangreenfoundation.org*

8. Monitoring and Reporting

8.1. Involvement of stakeholders in monitoring activities

The consortium will recruit external monitoring and evaluation specialists with the purpose of monitoring and evaluating project progress against set goals and objectives (indicators yet to be determined). The specialists will compile annual progress reports, which will be shared with key stakeholders (including the World Bank), and will be open for discussion/review with the internal project implementation team, the steering committee, and key project stakeholders (line ministries in particular).

8.2. Reporting back to stakeholder groups

Information with regards to project progress, activities, impact, and conducted stakeholder engagement activities will be disseminated through the digital platform, e-mails, social media posts, website publications, video animations, and infographics, conferences (and other public events) as well as newsletters. The online digital platform will serve as the main hub for stakeholder information and feedback, while green forums will serve as the main platform for reporting back and engaging stakeholders. All beneficiaries can use the digital platform for receiving updated information on the Green Agenda as well as on project implementation status, process, activities, and impacts. Additionally, project monitoring and progress reports will be prepared annually and shared with project stakeholders.

9. Disclosure and Consultation requirements

Once endorsed by the World Bank, the draft SEP will be publicly disclosed on the BGF website for two weeks followed by a public consultation. The SEP will be disclosed in Albanian, Serbian and English together with invitations to the public consultation. To ensure widespread coverage, the invitation to public consultation shall be announced in a widely read online media national coverage to allow a wide range of Stakeholders to be included in the Consultation process. This will provide the Stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures, and proposed stakeholder engagement activities and allow BGF to consider and respond to them.

The Invitation shall indicate how the document to be consulted on may be accessed, the Project details, date, time and venue of the consultations, and contact information details for feedback and /or questions.

Once the Consultations have been completed, Minutes of the Meeting shall be prepared and annexed to the SEP. The Minutes shall reflect on the feedback received, questions raised and how these were incorporated into the final document. The attendance of Stakeholders shall be verified through a signed attendance log, preferable with contact details of the attendees and photographs with permission to disclose. The SEP with incorporated comments and outcome of the consultation shall be reviewed by the WB, and upon final No Objection disclosed in its final form and kept in public domain throughout the life of the Project.

ANNEX 1 – GRIEVANCE REGISTRATION FORM

Reference No: _____

Full Name _____

Note: you can remain anonymous if you prefer, or request not to disclose your identity to the third parties without your consent. In case of anonymous grievances, the decision will be disclosed at the BGF website: <https://www.balkangreenfoundation.org/sq-al/>

First name _____

Last name _____

I wish to raise my grievance anonymously

I request not to disclose my identity without my consent Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).

By Post: Please provide mailing address:

By Telephone: _____

By E-mail _____

I will follow up on the resolution at the website as I want to remain anonymous

Preferred Language for communication Albanian Serbian Other (*indicate*)

Description of Incident or Grievance (*What happened? Where did it happen? Who did it happen to? What is the result of the problem? Date of Incident/ Grievance*)

One-time incident/grievance (date _____)

Happened more than once (how many times? _____)

On-going (currently experiencing problem) What would you like to see happen to resolve the problem?

Signature: _____ Date: _____

Please return this form to: The Balkan Green Foundation, Kosovo Green Action Project.