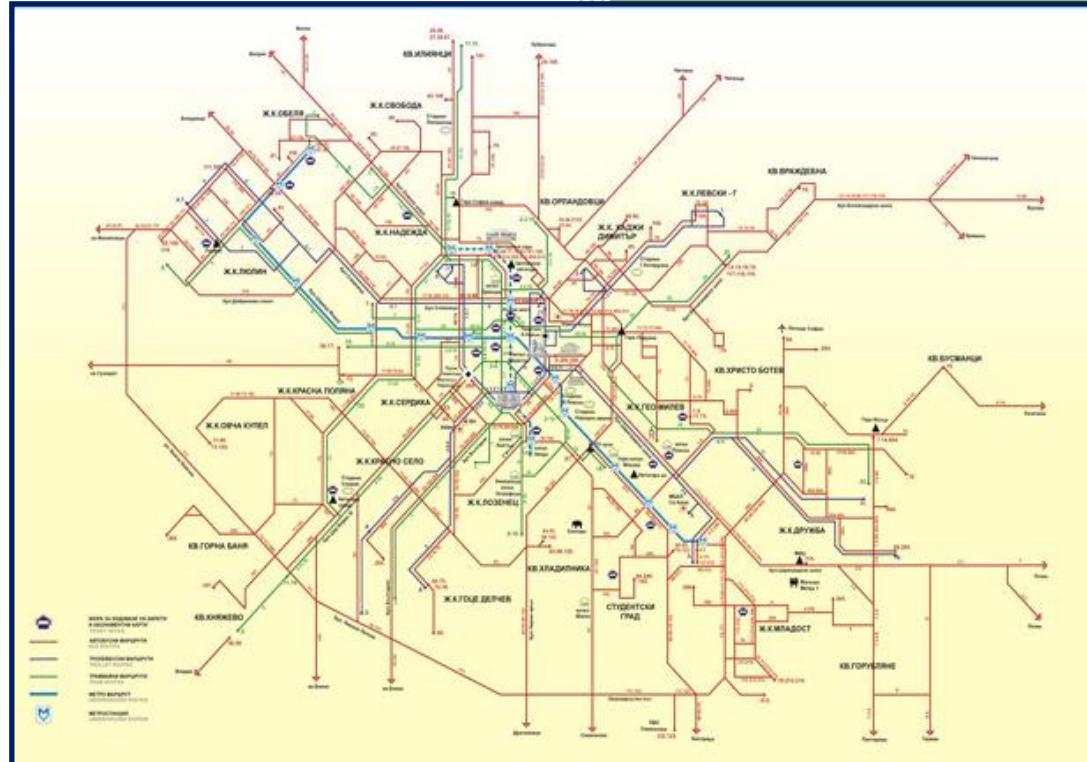


# Sofia Integrated Urban Transport Project



## Stakeholder Engagement

## Plan

FINAL REPORT

## **TABLE OF CONTENTS**

<b>ABBREVIATIONS .....</b>	3
<b>1 INTRODUCTION.....</b>	4
<b>2 ABOUT THE PROJECT .....</b>	5
<b>3 STAKEHOLDERS .....</b>	9
<b>3.1. INTERNAL STAKEHOLDERS .....</b>	9
<b>3.2. COMPETENT AUTHORITIES.....</b>	9
<b>3.3. EXTERNAL STAKEHOLDERS .....</b>	10
<b>4 COMMUNICATION CHANNELS .....</b>	11
<b>4.1. REQUIREMENTS FOR INFORMATION DISCLOSURE .....</b>	11
<b>4.2. INFORMATION AND COMMUNICATION CHANNELS .....</b>	11
<b>5 INFORMATION DISCLOSURE AND STAKEHOLDER ENGAGEMENT PLAN</b>	
14	
<b>6 GRIEVANCE MECHANISMS .....</b>	16
<b>ANNEX 1 – CONTACT INFORMATION OF STAKEHOLDERS.....</b>	19
<b>ANNEX 2 – SAMPLE GRIEVANCE FORM .....</b>	25

## **ABBREVIATIONS**

CPM	Centre for Public Mobility
EBRD	European Bank for Reconstruction and Development
EHS	Environmental, Health and Safety
ESAP	Environmental and Social Action Plan
GHG	Greenhouse Gases
ITS	Intelligent Traffic System
REIW	Regional Inspectorate of Environment and Water
SEP	Stakeholder Engagement Plan
SIUTP	Sofia Integrated Urban Transport Project
SM	Sofia Municipality

## **1 INTRODUCTION**

Sofia Municipality is planning to improve its public transport sector through the implementation of the Sofia Integrated Urban Transport Project (SIUTP). The project includes the installation of intelligent traffic management system at selected intersections; the installation of electronic passenger information boards at public transport stops; the purchase of new trolleybuses; the construction of a new tram line to Darvenitsa residential district and the reconstruction of the tram line on Bulgaria Blvd. It is expected that the implementation of the SIUTP will significantly improve the public transport in the city and will make it more appealing for the city dwellers.

The project will be jointly funded with EU grants under Operating Programme Regional Development and a loan from the European Bank for Reconstruction and Development (EBRD). The Sofia Municipality will be supported in the implementation and operation of the project components by the Centre for Public Mobility EOOD (CPM) and the Sofia Electrical Transport Company EAD (SETC). In addition to supporting the SIUTP, EBRD will provide a loan to CPM for the extension of the e-ticketing system in the public transport, as well as two working capital loans to SETC EAD and Metropoliten EAD.

This document contains information about the planned project components and their expected environmental and social impacts and benefits, the main internal and external stakeholders, the existing stakeholder engagement activities, information channels and grievance mechanisms, as well as the information disclosure and stakeholder engagement measures that will be used by each organization.

## 2 ABOUT THE PROJECT

As the capital of Bulgaria, the city of Sofia is the country's political, administrative, cultural, educational and business centre. Even though car ownership has significantly increased over the last decade, many of the city's 1.3 million inhabitants use the public transport system as their main mode of transport. With the intensification of the vehicle traffic and the daily occurrence of traffic jams at many key road intersections, the improvement of the public transport system has become one of the priorities of the city administration. In an attempt to enhance the passengers comfort in the public transport and to boost the appeal of the public transport system as a whole, Sofia Municipality has prepared the Sofia Integrated Urban Transport Project (SIUTP).

The SIUTP will cost a total of EUR 61.685 million, of which EUR 42.5 million will be provided as EU grants under Operating Programme Regional Development and up to EUR 13.817 million will be provided as a loan from EBRD to Sofia Municipality. Additionally, EBRD will provide a loan of EUR 7 million to the Centre for Public Mobility for the extension of the e-ticketing system. Two separate senior working capital loans to SETC and Metropoliten of up to EUR 6 million each to address working capital needs.

The project components are described below:

- **Intelligent Traffic System** – Intelligent Traffic System (ITS) equipment is planned to be installed at 20 major intersections, where public transport vehicles currently experience delays. At 7 of these intersections physical work will be done, which will vary in scope from changes to signal timings only to changes to road markings and the creation of separate bus lanes. The cost of this project component is estimated at around EUR 4.5 million<sup>1</sup> and it aims to provide priority to public transport vehicles at signalized intersections without imposing unreasonable delays on other traffic, thus resulting in time savings benefits to public transport vehicles and passengers.
- **Electronic passenger information boards** – Currently, 93 of the public transport stops in Sofia have been provided with electronic information boards. These boards have proven to be quite reliable and are highly valued by the passengers. Under the SIUTP the installation of 600 additional electronic information boards at public transport stops at busy intersections in central and suburban parts of Sofia is planned at the cost of around EUR 1 million. The design of the new information boards will ensure that all relevant information is made available to passengers. The electronic information boards will display information on: (i) the type of vehicle - bus, trolleybus or tram; (ii) the route number; (iii) final stop of the line; (iv) actual time of arrival at the stop, and (v) the current time.

- **New trolleybuses** – SETC has developed a fleet renewal plan. In the implementation of this plan, in 2010 SETC procured 30 new trolleybuses from Skoda. These trolleybuses have length of 12 meters and a capacity up to 100 passengers. To continue the fleet renewal program, another 50 trolleybuses are planned to be procured under the SIUTP. These trolleybuses are planned to serve the busiest trolleybus routes (lines 1, 2, 5 and 9) and will have a length of 18 metres and a capacity of at least 160 passengers. The cost of the new trolleybuses is estimated at EUR 27.5 million.
- **New tram line to Darbenitsa** – This project component includes two subcomponents. The first subcomponent is the construction of 2.8 kilometres of new twin tram track from the junction of Stoyan Mihaylovski St. and Peyo Yavorov Blvd. to the junction of Kliment Ohridski Blvd. and G. M. Dimitrov Blvd. The new tram track will first follow Stoyan Mihaylovski St. and then will cut through the Borisova Gradina park through an existing tree clearing. The tram line will pass through the disused Pioneer Train Station and then go on both sides of the Nikola Gabrovski Blvd. The route then turns left onto G. M. Dimitrov Blvd where the twin tram lines will be located on the south side of the boulevard. At the intersection of G. M. Dimitrov Blvd. and Kiment Ohridski Blvd. the new tram line will join the abandoned tram tracks leading to Darvenitsa residential district. The second subcomponent is the reconstruction of the 1.8 km of track located alongside Kiment Ohridski Blvd. to the turnaround loop at Darvenitsa. This new tram line will join in to the current Tram Line 18 at Peyo K. Yavorov to connect to the City Centre. As well as reconnecting the previous tramline, the new route (using Nikola Gabrovski Blvd.) allows the tram system to service Dianabad, a densely populated area of apartments and sports complexes. The cost of this project component is estimated at EUR 12.2 million.
- **Reconstruction of the tram line on Bulgaria Blvd.** – This project component includes the complete renewal of tram infrastructure and redevelopment of tram stops along Bulgaria Blvd. This tram line runs from Vitosha Blvd. to a tram turnaround at Borovo residential district, which is approximately 3.7 kilometres of twin track. This tram line has been in operation for over 30 years and is one of the busiest lines in Sofia. The cost of this tram line reconstruction is estimated at EUR 5.3 million.
- **E-ticketing** (additional component which is not part of the SIUTP) - The existing electronic-ticketing system includes only the electrical transport vehicles in Sofia. This system has proven its functionality and now it will be expanded to include all bus lines and the metro. This will allow the Municipality to introduce a comprehensive tariff reform and will provide it with the necessary information to adjust the transport schedule to correspond to passenger demand. The system expansion is expected to cost around EUR 7 million.

---

<sup>1</sup> All costs cited in this section are VAT excluded.

The most significant environmental and social impacts and benefits, associated with the Sofia Integrated Urban Transport Project are summarized below:

• **Main expected benefits:**

- It is expected that the reduced idling times at intersections, resulting from the installation of the intelligent traffic system, the replacement of old inefficient trolleybuses with new, ones as well as the anticipated transport modal shift resulting from the overall implementation of the SIUTP, will lead to reduced air pollution and GHG emissions from the vehicle traffic in Sofia;
- The modernization of the tram line on Bulgaria Blvd. is expected to result in reduced noise and vibration emissions, as well as to improved traffic safety;
- It is expected that the installation of the new intelligent traffic system will result in reduced traffic congestions, hence to time savings for both public and private transport passengers;
- All project components are all expected to improve the passenger comfort and convenience, and to draw more passengers to the public transport system.

• **Main expected impacts:**

- Some dust emissions are expected to be generated during the construction works of the new tram line to Darvenitsa;
- Some noise and vibration emissions, as well as short-term worsening of the traffic are expected during the construction works associated with the works at the 7 intersections and the construction works at the two tram lines;
- It is expected that significant amounts of construction waste will be generated during the demolition and construction works for the new tram line to Darvenitsa;
- There is potential economic and/or physical displacement associated with the construction of the 2.8 km new tram line to Darvenitsa.

An Environmental and Social Action Plan has been developed to define additional mitigation and monitoring measures which have to be adopted by the Municipality, CPM, SETC and Metropoliten in order to address the identified risks and impacts. Some of the main mitigation and monitoring measures associated with construction/installation and operation of the proposed project components are listed below:

- Inclusion of clauses in the construction companies' contracts to assess the anticipated impact from noise and vibration on nearby buildings and if necessary to implement specific measure and/or work regimes during the construction works (construction works at intersections; tram line construction/reconstruction activities);
- Inclusion of clauses in the construction companies' contracts to adopt measures to reduce generation of dust emissions from construction activities, such as provision of construction truck washing facilities, watering of the construction site, etc. (construction works at intersections; tram line construction/reconstruction activities);
- Inclusion of clauses in the construction companies' contracts to manage construction waste in accordance with the legislative requirements and reuse the materials resulting from reconstruction and demolition activities, whenever feasible (tram line construction/reconstruction activities);
- Conduct of a census of all physically and economically displaced stakeholders and based on the census results, determination of the necessity of elaborating a resettlement action plan and/or livelihood restoration framework, in compliance with PR5 requirements (the construction of the new tram line).

A Project Implementation Unit (PIU) will be formed for the implementation and management of this Project and the exact responsibilities of CPM, SETC and Sofia Municipality will be determined and communicated to stakeholders.

### **3 STAKEHOLDERS**

When stakeholders are identified for a project both the “affected parties”, parties which are likely to be affected directly or indirectly by the project and “interested parties”, parties, who have an interest in the project implementation, are identified. The affected and interested parties identified for this project are divided into three stakeholder groups – internal stakeholders, competent authorities and external stakeholders. Description of the main stakeholders is provided below, while the stakeholders’ contact information and the main method of communication with them are presented in Annex 1. Additional stakeholders can be added upon request.

#### **3.1. INTERNAL STAKEHOLDERS**

- 1 Employees and temporary employees of the three transport companies – these include the management of the CPM, SETC and Metropoliten involved in decision making in relation to the project components, company employees involved in the project, such as company EHS personnel, project coordinators and middle managers, depot managers and “investor” teams overseeing the metro construction projects, and also temporary construction workers, subcontractors or companies contracted for monitoring and supervision of works.
- 2 Employees and temporary employee's of Sofia Municipality – these include the persons, directorates and departments directly involved with the implementation or supervision of the different elements of the project, such as the Sofia Deputy Mayor for transport and his staff; the Investment Expropriation Directorate, the Sofia Cadastre Directorate, and the Sofia Chief Architect; the Green System Directorate, the Environmental Department, the Legal Services Directorate, Transport Directorate, Transport Infrastructure Directorate, etc.
- 3 Other municipal companies involved in the project - such as the municipal bus company Sofia Bus Transport (Stolichen Avtotransport EAD), which may optimize bus services after the introduction of the new tram lines.

#### **3.2. COMPETENT AUTHORITIES**

- 1 The Sofia Regional Inspectorate for Environment and Water (RIEW) is the competent authority for environmental permits, EIA and general inspections and oversight of the environmental performance on site.
- 2 The Danube Basin River Basin Directorate, headquartered in Pleven is responsible for the integrated management of river basins, monitoring of the quality of rivers other water bodies and issuing water abstraction and discharging permits (in cases of abstraction from wells or direct discharge into rivers and streams).
- 3 Regional Health Inspectorate – Sofia District, under the Ministry of Health, conducts inspections and oversight related to public health, hygiene and disease control. It is

typically consulted during EIA elaboration and could close public amenities (e.g. metro stations) on the grounds of health risks.

- 4 Labour Inspection Directorate - Sofia - carries out inspection and enforcement policies with regard to OHS and labour legislation compliance within the district and also accepts and processes employee complaints and grievances.
- 5 Sofia Directorate for National Construction Supervision - has the authority to issue construction permits and exercise oversight on construction activities and constructed structures and buildings.
- 6 Traffic Police under the Ministry of the Interior is responsible for the control of road traffic and must be consulted regarding to route planning for construction and transport operations.
- 7 Firefighting Service under the Ministry of the Interior issues fire safety regulations and participates in biannual inspections of municipal transport facilities.

### **3.3. EXTERNAL STAKEHOLDERS**

- 1 Passengers, local residents and local businesses are three groups of external stakeholders, which will be primarily affected by the project. The “passengers” category includes the citizens of Sofia which use the transport services, commuters and guests of the city. Local residents along the rehabilitated tram sections will be affected by EHS impacts and inconveniences, as well as by the selection of optimal locations for the various new infrastructures, such as pedestrian overpasses, park and ride areas, etc. A few local businesses at Pioneer train station and along GM Dimitrov Blvd. will be affected by the construction of the new tram line to Darvenitsa.
- 2 Involved businesses are businesses who supply contractual services and materials to the three borrowing companies, as well as competing private transport businesses which will be affected by the implementation of the project. The main suppliers include CEZ Bulgaria (electricity distribution); Sofiyska voda (water supply and wastewater services); Toplofikatsia (heating services for buildings); gas supply companies (in case underground gas lines are affected), telecommunication providers, etc. Other transport companies servicing the public transport are Karat S AD, Eridatrans OOD and Union-Ivkoni OOD. The companies operating minibus services and the numerous city taxi companies may also be affected.
- 3 Non-governmental sector includes scientific and academic institutions (such as Sofia University, whose archeologists undertake excavations at Maria Luiza Blvd.); NGOs and citizens’ committees dealing with environmental protection and urban planning issues in the city and various interest groups.

## 4 COMMUNICATION CHANNELS

### 4.1. REQUIREMENTS FOR INFORMATION DISCLOSURE

The formal requirements for public consultation and information disclosure with regard to EHS management and practices are mandated in the Bulgarian EIA legislation – the Environmental Protection Act and the Regulation on the conditions and procedures for carrying out environmental impact assessment (EIA Regulation).

The consultation requirements, pertaining to the initial stage of an investment proposal, are outlined in art. 4, par. 2 of the EIA Regulation. The investor needs to draft a notification letter about the investment proposal, containing information about the project and its site location and a brief analysis regarding the estimated use of natural resources and quantities of generated waste from the project. This notification letter has to be submitted for consideration to the mayor of the municipality and to the competent environmental authority (MOEW or RIEW). Concurrently, the investor notifies the public of the proposal “via mass media or by other appropriate means”. After reaching its decision on the necessity of carrying out an EIA (within a 30 days of receipt of the notification) the competent authority informs the investor and the mayor of the municipality on whether an EIA is required.

In 2010 notification letters have been submitted to RIEW-Sofia about two of the components of the Sofia Integrated Urban Transport Project – the construction of the new tram line to Darvenitsa and the modernization of the tram line along Bulgaria Blvd. RIEW-Sofia has issued decisions that EIA is not required for the new tram line (Decision CO-82-ПР/2010 from 02.07.2010, summary of which is available at: [http://www.riew-sofia.org/index.php?option=com\\_content&task=view&id=212&Itemid=91](http://www.riew-sofia.org/index.php?option=com_content&task=view&id=212&Itemid=91)), as well as for the modernization of the tram line along Bulgaria Blvd. (decision letter 20-00-903 from 16.03.2010). In March 2011 Sofia municipality has submitted a notification letter to RIEW-Sofia about the whole SIUTP. A decision regarding the necessity of an EIA has not been issued yet.

### 4.2. INFORMATION AND COMMUNICATION CHANNELS

The main existing information and communication channels for the four borrowers are listed below.

#### **Centre for Public Mobility**

- 1 CPM news (<http://www.sofiatraffic.bg/bg/news/p/1>) – The homepage of the CPM website contains the latest news related to the public transport in Sofia, such as line rerouting due to closed streets, changes of lines, etc. This site is frequently updated.
- 2 Interactive discussion of specific projects (<http://www.sofiatraffic.bg/bg/discussions>) – So far this capability has been used only for one project but the number of comments

- shows that there is an interest in this web feedback feature.
- 3 Forum (<http://www.sofiatraffic.bg/bg/forum>) – This capability is widely used and citizens have shared many problems and concerns related to the public transport system, cycling infrastructure, parking spaces, etc.
  - 4 Hotline (+359 0700 13 233) – Citizens can pose any questions concerning the public transport and parking in Sofia. The hotline number is well advertized at the CPM's homepage.

### **Sofia Electrical Transport Company**

- 1 Latest news (<http://www.elektrotransportsf.com/>) – The website of SETC contains a subsection with the news about the various aspects of the public transport in Sofia. The news section is updated daily.
- 2 Standard contacts (tel. +359 2 931 80 85; fax: + 359 2 931 61 84, e-mail: [eltrans@mail.bg](mailto:eltrans@mail.bg) and postal address: Sofia, 193 Maria Luiza Blvd.) – The “contacts” section of the SETC website contains phone and fax numbers, as well as e-mail and postal address, through which citizens can contact representative of the company.

### **Metropoliten**

- 1 Recent information (<http://www.metropolitan.bg/bg/news/>) – This website contains the most recent information concerning the operation of the metro, as well as the operation of Metropoliten itself.
- 2 Standard contacts (tel. +359 2 921 2001, fax. +359 2 987 22 44, e-mail [metro@metropolitan.bg](mailto:metro@metropolitan.bg) and postal address: Sofia, 121 Knyaz Boris I St.) – The “contacts” section of the Metropoliten website contains phone and fax numbers, as well as e-mail and postal address, through which citizens can contact representative of the company.

### **Sofia Municipality**

- 1 Sofia News – (<http://www.sofia.bg/pressecentre/press.asp>) – This is the virtual press centre of Sofia Municipality, where multiple news about the activities of the municipality are posted daily.
- 2 The blog of Sofia Municipality (<http://blog.sofia.bg>) – This is a dedicated website, where the Mayor of Sofia, all deputy mayors and other chief municipal officials take turns each week to provide instant feedback on questions and concerns raised by citizens to be answered by city officials. The site also has a function called “Today we are asking you”, where the municipality consults the citizens on hot topic issues. The site is well visited and many opinions are shared.
- 3 Sofia Forum (<http://www.sofia.bg/forum.asp>) – This is a subsection of the main

website of SM, where citizens can submit their opinions under 60 pre-set topics, covering the main activities of the municipal administration.

- 4 Access to public information (<http://www.sofia.bg/contact.asp>) – The SM website provides detailed information on how citizens can submit requests for information. The prices for this service are in accordance with the Bulgarian Access to Public Information Act and are meant to cover only the cost of used materials (paper, CD, etc.).

## **5 INFORMATION DISCLOSURE AND STAKEHOLDER ENGAGEMENT PLAN**

Project-related information shall be disclosed at both the CPM and the Sofia Municipality websites. A project-related page on the CPM website, preferably a page linked under the “Projects and Innovations” directory (at <http://www.sofiatraffic.bg/bg/transport/proekti-i-inovacii/p/1>) shall be created. Project-related page shall be also placed at the Sofia Municipality website under the “Current” at the Transport Directorate page (<http://www.sofia.bg/tu1.asp?intlink=75>).

Stakeholder engagement activities with all identified and/or interested external stakeholders shall be carried out in accordance with EBRD’s Environmental and Social Policy (PR10).

The following measures shall be implemented before and during the project implementation:

- 1 Provide all internal stakeholders sufficient project-related information, as well as information about the grievance procedure and the relevant environmental, labour, work safety and health requirements (including but not limited to the ones mentioned in the Environmental and Social Action Plan).
- 2 Post project-related information on the CPM and Sofia Municipality websites. Information should be provided about the dates when construction works will start, as well as road closures and changes to the transport schedule, as a result of project implementation.
- 3 Post on the CPM and Sofia Municipality websites and at public transport ticket offices throughout the city detailed information about the expansion of the e-ticketing, explaining the stages in which the system will be expanded, the way the system will work, as well as any other issues which citizens should know to easily adapt to the new system;
- 4 Organize monthly open day meetings at the Municipality where representatives of the Project Implementation Unit (PIU) will be present to address any questions and concerns of the public. Information about these meetings should be posted on the “News” sites of CPM and Sofia Municipality, as well as on the project-related pages of both websites 2 weeks prior to the open day, including information about the start, duration and location of the open day, as well as the PIU member who will be present at the meeting;
- 5 If possible, information about these meetings should also be posted 2 weeks in advance at the building of the local municipalities which will be directly affected by the tram line and the intersection construction/reconstruction works, as well as at the websites of these local municipalities.
- 6 All stakeholders identified in Annex 1, as well as any local residents and businesses facing physical and/or economic displacement due to the construction of the new tram line, shall be invited by postal mail and e-mail to the first such meeting. In this invitation, it should be stated that such open day meetings will be conducted monthly with a reference to the websites where information about the meetings will be posted;

- 7 Information notices should also be present at the construction sites;
- 8 The project-related pages at the CPM and Sofia Municipality websites should constantly maintain an up-to-date timetable of all meetings;
- 9 Publish a brief monthly progress report regarding achieved progress on all project components at the two project-related pages;
- 10 Summarize all comments, statements, suggestions and complaints, received by letter, e-mail and orally during the open day meetings or through the existing grievance channels and publishing them, along with their responses on the project web pages, as part of the monthly progress reports.

## 6 GRIEVANCE MECHANISMS

Grievances can be received through a number of existing grievance channels, which are described below. All grievances shall be answered within 30 days of their submission.

The grievance form included in Annex 2 will be posted on the web-sites of Sofia Municipality and CPM with a recommendation that this form should be used for grievances relating to the project. However, grievances will still be recorded and investigated should the forms not be completed by the Complainant.

### **Centre for Public Mobility**

#### 1 Virtual (online) grievance desk

(<http://www.sofiatraffic.bg/bg/transport/complaints>) – There is a simple electronic form through which citizens can submit complaints, comments and recommendations. After the submission of a grievance, the submitter receives a number through which he/she can track the status of the grievance. The grievances are recorded and then sent to the CPM unit or the respective public transport company towards which the grievance is directed. When an answer is returned back to the virtual grievance desk, she enters the response in an online register where the griever can check it.

#### 2 Grievance desk (84 Maria Luiza Blvd.) – It is located in the company's headquarters and provides citizens with the opportunity to submit their grievances in paper. The grievances are recorded and then sent to the CPM unit or the respective public transport company towards which the grievance is directed.

#### 3 A hotline number (+359 0700 13 233) – It serves as both grievance channel, as well as an information desk.

The grievances received through the CPM's virtual grievance desk, the regular grievance desk and the hotline are registered in separate places and tracked separately.

### **Sofia Electric Transport Company**

Grievances can be submitted through the e-mail and postal address posted on the SETC website ([www.elektrotransportsf.com](http://www.elektrotransportsf.com)), as well as through the CPM's grievance channels from where they get redirected to SETC.

### **Metropolitan**

Grievances can be submitted through the e-mail and postal address posted on the Metropolitan website ([www.metropolitan.bg](http://www.metropolitan.bg)), as well as through the CPM's grievance channels from where they get redirected to Metropolitan.

## **Sofia Municipality**

- 1 Front Office (33 Moskovska St.) – Citizens can submit their grievances, comments or requests at a few front desks, which are part of the Reception Section, under the Coordination and Control Directorate. Each grievance is entered into the system and directed to the respective deputy mayor.
- 2 Online grievance desk (<http://www.sofia.bg/virtdelovodstvo.asp>) – This web functionality allows citizens to submit their grievances online after submitting information about their names, address, phone, e-mail, type of submission and division/chief official to which the grievance should be directed and registers it in the same system as all grievances submitted in person at the front desks. Therefore, the grievances submitted at the front desk and at the online grievance desk are registered and tracked through the same system.
- 3 Corruption reporting site (<http://www.sofia.bg/corruption.asp>) – This web form is used for reporting corruption practices.

## **Sofia Integrated Urban Transport Project**

It is evident that there are multiple grievance channels which citizens can use in order to file a grievance related to the public transport service in Sofia. In order to ensure that account is kept regarding all grievances related to the SIUTP project, they will be registered in a common register which will be co-ordinated by the PIU.

Here is the outline for this grievance procedure:

- 1 Once a grievance related to the project is received by any of the existing grievance channels, it shall be forwarded to the respective competent directorate at Sofia Municipality, CPM or SETC.
- 2 The competent employee at Sofia Municipality, CPM or SETC shall prepare and return a response to the complainant within 14 days of receiving the complaint and shall send a copy of the response to the PIU.
- 3 At the start of the project all Deputy Mayors of SM, the Municipality Secretary and its Chief Architect shall be informed via a letter about their roles and responsibilities, and the necessity to send to the PIU copies of the responses issued by them regarding grievances related to the project implementation. The letter shall include project description, as well as the contact information of the PIU member to whom the copies should be sent.
- 4 Specific instructions about the grievance response: All reasonable efforts shall be taken to address and resolve each submitted grievance within 30 days of its submission. If it is not possible to address the raised issues by immediate corrective action, a long-term corrective action shall be identified and acted upon. The complainant will be informed

about the proposed corrective action and a follow-up response shall be sent to the complainant when the corrective action is completed.

- 5 If it is not possible to address the particular issue raised by the complainant through the grievance mechanism or if action is not required, a detailed explanation/justification on why the issue was not addressed shall be provided in the response. The response shall also contain an explanation on how the complainant can proceed with the grievance in case the outcome is not satisfactory.
- 6 A designated member of the PIU shall maintain a project related grievance registry where each grievance is recorded with a unique number. This PIU member can request additional information from the complaint respondent.
- 7 The grievance process is considered closed with a sign off from the designated PIU member, who may determine however that further action is required to close a particular case. If further attention is required then the grievance process will return to steps 2 to reassess the grievance and take the appropriate steps.
- 8 At all times, the complainant will be able to seek other legal remedies in accordance with the laws and regulations of Bulgaria.
- 9 The respective PIU member shall prepare tabular report on all project-related grievances, the respective company's responses and any deviations of the set response times. This report shall be sent each month to the management of the respective companies and directorates, and to the Deputy Mayor for Transport of Sofia Municipality. Summarized information regarding grievances and their status shall be published with the monthly updates to the stakeholders.

## ANNEX 1 – CONTACT INFORMATION OF STAKEHOLDERS

Stakeholders	Contact information	Methods of communication
<b>Internal Stakeholders</b>		
Employees of Centre for Public Mobility	<b>Centre for Public Mobility EOOD</b> Sofia, 84 Maria Luiza Blvd. tel/fax: +359 2 831 90 71 <a href="http://www.sofiatraffic.bg">www.sofiatraffic.bg</a>	E-mail; Staff meetings; Information boards
Employees of Sofia Electrical Transport Company	<b>Sofia Electrical Transport Company EAD</b> Sofia, 193 Maria Luiza Blvd. tel: +359 2 931 80 85 tel./fax: +359 2 931 61 84 e-mail: <a href="mailto:eltrans@mail.bg">eltrans@mail.bg</a> <a href="http://www.elektrotransportsf.com">www.elektrotransportsf.com</a>	E-mail; Staff meetings; Information boards
Employees of Metropoliten	<b>Metropolitan EAD</b> Sofia, 121 Knyaz Boris I St. tel: +359 2 921 20 01 fax: +359 2 987 22 44 e-mail: <a href="mailto:metro@metropolitan.bg">metro@metropolitan.bg</a> <a href="http://www.metropolitan.bg">www.metropolitan.bg</a>	E-mail; Staff meetings; Information boards
Employees of Sofia Municipality	<b>Sofia Municipality</b> Sofia, 33 "Moskovska" St. tel. + 359 2 937 73 03 <a href="http://www.sofia.bg">www.sofia.bg</a>	E-mail; Staff meetings; Information boards
Ozelenyavane EAD	<b>Ozelenyavane EAD</b> Sofia, 5 Petko Karavelov Blvd. tel: +359 2 952 21 61 fax: +359 2 952 07 53 e-mail: <a href="mailto:ozelenyavane@abv.bg">ozelenyavane@abv.bg</a>	E-mail; Postal mail

<b>Competent authorities</b>		
RIEW-Sofia	<b>RIEW-Sofia</b> Sofia, 136 Tsar Boris III Blvd., floor 10 tel: +359 2 940 64 98 fax: +359 2 955 93 62 e-mail: <a href="mailto:riew-sofia@riew-sofia.government.bg">riew-sofia@riew-sofia.government.bg</a> <a href="http://www.riew-sofia.org">www.riew-sofia.org</a>	E-mail; Postal mail
Danube River Basin Directorate	<b>Danube River Basin Directorate</b> Pleven, 60 Chataldzha St. P.O.Box 1237 tel: +359 64 80 33 42 e-mail: <a href="mailto:dunavbd@bddr.org">dunavbd@bddr.org</a> <a href="http://www.dunavbd.org">www.dunavbd.org</a>	E-mail; Postal mail
Regional Health Inspectorate – Sofia District	<b>Regional Health Inspectorate – Sofia District</b> Sofia, 64 Neofit Rilski St. tel: +359 2 980 45 65 fax: +359 2 981 41 73 e-mail: <a href="mailto:riokoz_so@riokoz-sfo.com">riokoz_so@riokoz-sfo.com</a> <a href="http://www.riokoz-sfo.com">www.riokoz-sfo.com</a>	E-mail; Postal mail
Labour Inspection Directorate - Sofia	<b>Labour Inspection Directorate - Sofia</b> Sofia, 20 Lachezar Stanchev St. tel.: + 359 02 971 25 85 fax: +359 02 873 55 40 e-mail: <a href="mailto:DOIT-Sofia-grad@mbox.contact.bg">DOIT-Sofia-grad@mbox.contact.bg</a> <a href="http://www.gli.government.bg">www.gli.government.bg</a>	E-mail; Postal mail

Sofia Directorate for National Construction Supervision (DNSK)	<b>DNSK</b> Sofia, 47 Hristo Botev Blvd. tel: +359 2 9159 137 fax: +359 2 952 19 91 e-mail: <a href="mailto:dnsk@dnsk.mrrb.govtment.bg">dnsk@dnsk.mrrb.govtment.bg</a> <a href="http://www.dnsk.mrrb.govtment.bg">www.dnsk.mrrb.govtment.bg</a>	E-mail; Postal mail
Sofia Traffic Police Department	<b>Sofia Traffic Police Department</b> Sofia, 4 Lachezar Stanev St. tel.: +359 2 866 50 60 <a href="http://www.sdp.mvr.bg">www.sdp.mvr.bg</a>	Postal mail; Phone call
Sofia Fire Fighting Service	<b>Sofia Fire Fighting Service</b> Sofia, 46 Ekzharh Josif Str. tel: 160 e-mail: <a href="mailto:sofiafire@mvr.bg">sofiafire@mvr.bg</a>	E-mail; Postal mail
<b>External stakeholders</b>		
Passengers and local residents	Residents and local residents who will be directly affected	Information notes at public transport stops; CPM and SM websites
Involved Businesses	<b>CEZ Bulgaria</b> (Electrical distribution) Sofia, 40 Georgy Rakovski St. тел: +395 0700 10 010	E-mail; Postal mail
	<b>Sofiyska Voda</b> (Water supply company) Sofia, 2 Georgi Belov St. tel: +359 2 812 21 21 <a href="http://www.sofiyskavoda.bg">www.sofiyskavoda.bg</a>	E-mail; Postal mail
	<b>Toplofikatsia Sofia</b> (Central heating company) Sofia, 23B Yastrebets St.	E-mail; Postal mail

	<p>tel: +359 2 958 68 08          fax: +359 2 859 70 15          e-mail: mnenia@toplo.bg  <a href="http://www.toplofikaciasofia.bg">www.toplofikaciasofia.bg</a></p> <p><b>Overgas AD</b>          (Gas supply company)          Sofia, 5 Philip Kutev St.          tel. +359 2 4283 354          fax. +359 2 962 1724  <a href="http://www.overgas.bg">http://www.overgas.bg</a></p> <p><b>Vivacom</b>          (Landline phone service)          Sofia, 115-I „Tsarigradsko shose”          Blvd., P.O.Box 1784</p> <p><b>Megalan Network</b>          (Internet and cable TV provider)          Sofia, 2 Academic Boris Stefanov,          floor 2          tel: +359 2 968 9000          fax: +359 2 806 1010          e-mail: info@megalan.bg</p> <p><b>NET 1</b>          (Internet and cable TV provider)          Sofia, 14 Asen Yordanov St.          tel: +359 2 973 11 99          fax: +359 2 978 06 60          e-mail: office@net1.bg  <a href="http://www.net1.bg">www.net1.bg</a></p>	E-mail; Postal mail
--	---	---------------------

	<p><b>Spectrum net</b>          (Internet and cable TV provider)          Sofia, 36 G.M. Dimitrov Blvd.          tel: +359 2 4890 657  <a href="http://www.spnet.net">www.spnet.net</a></p> <p><b>Sofia Bus Transport Company</b>          Sofia, 21 Jitnitsa Str.          tel.: +359 2 955 40 94          tel./fax: +359 2 955 90 20          e-mail: <a href="mailto:office@sofiabus.bg">office@sofiabus.bg</a>  <a href="http://www.sofiabus.bg">www.sofiabus.bg</a></p> <p><b>Karat S</b>          (Bus company)          Sofia, Traffic market – office 84,          Maria Luiza          tel: +359 2 812 08 12          fax: +359 2 812 08 20  <a href="http://www.eurolines.bg">www.eurolines.bg</a></p> <p><b>Eridatrans</b>          (Bus company)          Sofia, 1 Gradinarska St.          tel: +359 2 936 66 93</p>	E-mail; Postal mail
Academic institutions; NGOs and others	<p><b>Sofia University „St. Kliment Ohridski”</b>          History Department          Archeology Section          Sofia, 15 Tsar Osvoboditel Blvd,          room 40A          tel: +359 2 987 62 92; 9308 322          fax: +359 2 946 30 22</p>	E-mail; Postal mail

	e-mail: cliohist@clio.uni-sofia.bg www.clio.uni-sofia.bg	
	<b>Za Zemiata</b> Sofia, 50 Yanko Sakuzov Bul., floor 3, apartment 17 tel./fax: +359 2 943 11 23 e-mail: info@zazemiata.org www.zazemiata.org	E-mail; Postal mail
	<b>Coalition Let Nature Remain in Bulgaria</b> e-mail: contact@forthenature.org	E-mail
	<b>Bulgarian National Consumer Association</b> Sofia, 10 11 <sup>th</sup> August St. tel. + 359 2 989 01 06 tel./fax: +359 2 989 01 07 e-mail: bnap@bnap.org	E-mail; Postal mail
	<b>Veloevolutsia</b> (Cycling NGO) Sofia, 13 Felix Kanits St. tel: +359 888 785 113 e-mail: velobg@gmail.com http://velobg.org/	E-mail; Postal mail

## ANNEX 2 – SAMPLE GRIEVANCE FORM

### Public Grievance Form

<b>Reference No:</b>	
<b>Full Name</b>	
<b>Contact Information</b>  Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> <b>By Post:</b> Please provide mailing address: <hr/> <hr/> <hr/> <input type="checkbox"/> <b>By Telephone:</b> _____  <input type="checkbox"/> <b>By E-mail</b> _____
<b>Preferred Language for communication</b>	Bulgarian / English
<b>Description of Incident or Grievance:</b> _____ <div style="text-align: right; margin-right: 100px;">What happened? Where did it happen? Who did it happen to? What is the result of the problem?</div>	
<b>Date of Incident/Grievance</b>	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
<b>What would you like to see happen to resolve the problem?</b> _____	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Please return the completed form to e-mail:** jalbi.proekti@sofiatraffic.bg