



Republic of Serbia
Ministry of Construction, Transport and Infrastructure
Nemanjina 22-26, 11000 Belgrade
Phase 2

Stakeholder Engagement Plan (SEP)

for the
PHASE 2 OF THE MULTI-PHASE PROGRAMMATIC APPROACH

Serbia Railway Sector Modernization Project

Draft Document

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ABBREVIATIONS

CGD	Central Grievance Desk
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GM	Grievance Mechanism
GoS	Government of Serbia
GRS	Grievance Redress Service
IŽS	Serbian Railways Infrastructure
LGAD	Local Grievance Admission Desk
MCTI	Ministry of Construction, Transport and Infrastructure
MoF	Ministry of Finance
MPA	Multiphase Programmatic Approach
NGO	Non-Governmental organization
OG	Official Gazette
OHS	Occupational Health and Safety
OIP	Other Interested Parties
PAP	Project Affected Person
PIT	Project Implementation Team
PIU	Project Implementation Unit
PSEP	Project Level Stakeholder Engagement Plan
RD	Railway Directorate
RPF	Resettlement Policy Framework
RS	Republic of Serbia
SC	Srbija Cargo
SEA/SH	Sexual Exploitation and Abuse /Sexual Harassment
SOE	State Owned Enterprise
SPSEP	Sub-Project Level Stakeholder Engagement Plan
SV	Srbijavoz
WB	World Bank

GLOSSARY

Consultation: The two-way, inclusive, and documented process through which project stakeholders are provided with timely, relevant, understandable, and accessible information, and are given a genuine opportunity to express views, concerns, and recommendations before decisions are finalized.

Environmental and Social Standards (ESSs): The 10 Environmental and Social Standards (ESSs) setting out the requirements that apply to all new World Bank investment project financing enabling the World Bank and the Borrower to manage environmental and social risks of projects.

Project: Refers to the Serbia Railway Sector Modernization Project supported by the World Bank and implemented by the Ministry of Construction, Transport and Infrastructure through a Project Implementation Unit (PIU) and technically supported by Project Implementation Teams (PITs) housed under Railway Directorate (RD), Serbian Railways Infrastructure (IŽS), Srbija Cargo (SC) and Srbijavoz (SV) respectively.

Project Affected parties: include those affected or likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities.

Other interested parties: refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups.

Stakeholders: Collective reference to individuals or groups who: (a) are affected or likely to be affected by the project (*project-affected parties*); and (b) may have an interest in the project (*other interested parties*).

Stakeholder engagement: is the continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It takes into account the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges. Engagement begins as early as possible in project preparation because early identification of and consultation with affected and interested parties allows stakeholders views and concerns to be considered in the project design, implementation, and operation.

Project level Stakeholder Engagement Plan (PSEP): This Plan document prepared to guide development of sub-project specific SEPs and ensure effective stakeholder engagement while transitioning towards them.

Sub-project level Stakeholder Engagement Plan (SPSEP): Sub-Project specific document assisting in effective engagement with stakeholders throughout the life of the project and specifying ground rules who, when, why and how should be receiving information, providing feedback and be meaningfully consulted. These will be prepared as soon as the specific locations, technical and technological details, stakeholder groups, and schedule of activities are known.

1 INTRODUCTION

1.1 Project Description

The Serbia Railway Sector Modernization Program (SRSB) is a ten-year, three-phase Multiphase Programmatic Approach through which the Government of Serbia, with financing from the World Bank and the French Development Agency (AFD), is modernizing the railway sector in an integrated manner.

Phase 2 of the Program, referred to in this SEP as the Project, became effective in April 2025 and is planned to be implemented until 30 June 2029. It has a total value of EUR 120 million, financed equally by the World Bank and AFD. The Project is implemented by the Ministry of Construction, Transport and Infrastructure (MCTI) through the Project Implementation Unit (PIU), in cooperation with the Railway Directorate (RD), Serbian Railways Infrastructure (IŽS), Srbijavoz (SV) and Srbija Cargo (SC). Its overall development objective is to maintain the quality of railway infrastructure and the safety of railway operations through enhanced maintenance of existing railway assets.

Following restructuring, Phase 2 retains its three-component structure and overall development objective, while its scope has been rebalanced to reflect actual implementation needs and ensure continuity of priority investments initiated under Phase 1. **As Phase 1 is scheduled to close on 31 December 2026, selected priority activities that cannot be completed within the remaining Phase 1 implementation period are being added to Phase 2. This will allow their implementation and financing to continue under Phase 2 until completion, without interrupting works, services or preparation of strategically important railway investments.**

The restructuring therefore adds to Phase 2 the activities initiated under Phase 1 that cannot be completed by the Phase 1 closing date. The required funding is secured through reallocations within Component 1, primarily by reducing the planned number of new heavy-duty maintenance machines and cancelling the planned repair and refurbishment of existing machines.

The consolidated Phase 2 scope is therefore as follows:

Component 1 - Infrastructure Investments and Asset Management. This component strengthens the capacity of Serbian Railways Infrastructure (IŽS) to maintain the railway network and complete priority infrastructure and design activities. It includes the procurement, commissioning and maintenance support for new heavy-duty track, overhead contact line, signaling, telecommunications, inspection and emergency-response machinery, together with staff training; modernization of selected existing railway maintenance facilities; outsourcing of routine maintenance on selected newly constructed, high-speed, rehabilitated or upgraded railway sections while IŽS's own capacity is being built; further deployment of the Railway Infrastructure Asset Management System and improvement of stock and spare-parts management; and preparation of technical, environmental, social and economic documentation for an additional regional railway line to support future investments. **Following restructuring, this component also covers the completion, interior fit-out and equipment of Belgrade Centre Railway Station (Prokop), including supervision; reconstruction and safety improvement of railway level crossings, including supervision; construction of the Bogojevo railway bypass triangle, including supervision and contract administration; and preparation of spatial and technical**

documentation for the reconstruction and modernization of the Pančevački Most - Pančevo Main - Vršac - Romanian border railway line and the Ruma - Šabac - Bosnia and Herzegovina border railway line.

Component 2 - Institutional Strengthening and Project Management. This component supports better governance, digitalization and commercial management across RD, IŽS, Srbijavoz and Srbija Cargo. Activities include implementation of digital and business solutions, such as integration of passenger ticketing and business-support systems, freight train and cargo geolocation and customer interfaces; development of human-resources policies, skills, training, knowledge-sharing and internship arrangements, including measures to improve women's participation in railway professions; and continued support to the PIU and PITs for project management, technical coordination, financial management, procurement, environmental and social risk management, communication, citizen engagement, audits and operating needs.

Component 3 - Railway Modernization Enablers. This component supports growth in freight and passenger rail traffic. Freight activities include preparation of a strategy and investment framework for logistics and intermodal centers, assessment of industrial last-mile connections and opportunities for private-sector financing and operation. Passenger activities include integrated territorial development pilot projects around selected railway stations to improve connections with urban, public and non-motorized transport, accessibility and safety, as well as preparation of a business plan and investment and maintenance framework for passenger stations.

The main beneficiaries are passengers, freight customers, communities served by the railway network, the railway sector institutions and their employees, and the wider economy. Better maintenance and asset management are expected to improve service reliability and safety, protect recent public investments and reduce infrastructure failures, while the institutional and infrastructure-development activities are intended to improve service quality, accessibility, commercial performance and the long-term sustainability of the sector.

For stakeholder-engagement purposes, Phase 2 includes both site-specific activities and activities without a fixed location. The majority of activities envisaged in phase 2 of the SRSB project, (the entire component 2 Institutional Strengthening and Project Management and component 3 Railway Modernization Enablers), are not site specific. The main site-specific civil works are at Belgrade Centre Railway Station, the Bogojev railway junction, selected level crossings and existing maintenance facilities, while outsourced maintenance will be performed on selected railway sections. The planning and design assignments for the Pančevo - Vršac - Romanian border and Ruma - Šabac - Bosnia and Herzegovina border corridors cover the full railway alignments, but Phase 2 does not finance the subsequent construction works or land acquisition arising from those studies. Locations for certain workshops and other specifics related to the other assignments will be determined during the implementation, thus the subproject-specific environmental and social instruments and stakeholder-engagement arrangements will be prepared or updated as technical details and locations become known.

1.2 Purpose and justification for the Project level SEP for Phase 2

Operations and activities for which the World Bank's Investment Project Financing (IPF) is sought after October 1, 2018, fall under the application of the Environmental and Social Framework (ESF)¹. The ESF comprises, inter alia, the 10 Environmental and Social Standards which set out mandatory requirements for the Borrower and the Project. Under the ESS10, a Stakeholder Engagement Plan (SEP) must be developed prior to Project appraisal that sets out the principles and procedures for stakeholder engagement in a manner that is consistent with ESS10.

This SEP for Phase 2 is updated to reflect the revised scope of this project. The updated SEP will be again disclosed together with the updated Environment and Social commitment Plan for Phase 2. A Project level SEP for Phase 1 of the Project has already been prepared and is continually being implemented. The English version of SEP that was prepared for the phase 1 can be accessed on the [project website](#). The Serbian version is available on the [project website](#) as well. Other Phase 1 Framework instruments are also accessible at the same link (ESMF, LMP, RPF). These framework instruments shall continue to guide the phase 1 activities being moved to Phase 2, namely component 1.6. The ESMP for Main railway station -Belgrade Center (Prokop) is also available at this link. The already disclosed framework instruments for Phase 2 (ESMF, RPF and LMP) are also available at the same link and will continue to guide the environmental and social risk management under Phase 2, including preparation of subproject specific instruments.

Project level Stakeholder Engagement Plan (PSEP) for Phase 2 (P2PSEP)

In response to the commitment of the GoS to comply with the ESF and WB Requirements, the Ministry of Construction, Transport and Infrastructure (MCTI) developed this P2PSEP laying out the approach to meeting the objectives of World Bank ESS 10: Stakeholder engagement. As there will be changes in the structure of the two phases, the P2SEP is being updated to reflect them.

Specifics such as project locations, technical and technological details, and other key factors for some of the individual subcomponents are not known and will be decided at a future date, as the Project evolves, which is why project level stakeholder engagement Plan is deemed appropriate to guide the development of sub-component or sub-project specific SEPs, as soon as the specific locations, stakeholder groups, and schedule of activities are known. This is part of an iterative process in communicating with stakeholders who may be affected by or might be interested in the Project throughout its life cycle. To allow uptake of Stakeholders concerns and problems during the project planning stage a fully functional Grievance Mechanism has already been developed for Phase 1 and is being implemented. This same Grievance Mechanism is also being used for Phase 2 of the Project and is presented in detail in chapter 6.

It is important to highlight that when originally developed, the P2SEP adopted a precautionary approach in identifying stakeholders and defining engagement methods, considering that potential environmental and social impacts associated with the individual subprojects, will range from moderate to substantial. This assumption has not changed since then, and this existing P2SEP is adequate for addressing such impacts and risks, regardless of their classification. When the E&S documents for the phase 2 were originally developed, the phase 2 risk was classified as moderate. Due to restructuring of the project and the revised scope of work, some phase 1 subcomponents moved to the phase 2, so the phase 2 risk is now classified as substantial.

¹ The ESF is accessible at - <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>. Last accessed on July 21, 2020

In Phase 2 of the Project, the following principles for stakeholder engagement throughout the project cycle are being implemented:

- *Openness and life-cycle approach*: Meaningful public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- *Informed participation and feedback*: Timely, relevant, understandable and accessible information will be provided to and widely distributed among all stakeholders in an appropriate format; genuine opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments, concerns and recommendation before decisions are finalized;
- *Inclusiveness and sensitivity*: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly and the cultural sensitivities of diverse ethnic groups.

1.3 Scope and structure of the P2PSEP

Stakeholder engagement is being integrated into project's environmental and social performance and project design and implementation. The scope of the P2PSEP follows the World Bank's ESS10 requirements. The adequacy of the engagement methods are a part of the Monitoring & Evaluation (M&E) segment of the Project. This will be additionally monitored through the citizen engagement indicator: [Percentage of beneficiaries reporting project established effective engagement processes](#).

1.4 Summary of potential environmental and social impacts

Potential project level environmental and social impacts, as identified in the ESMF for phase 1, are likely to be in the range between moderate and substantial. These impacts are the focal topics for stakeholder engagement activities, and they include, but are not limited to:

- Permanent and temporary acquisition of land,
- Physical or economic displacement, loss of assets, loss of livelihood and related compensation procedures,
- Potentially significant impact to sensitive and valuable natural areas
- Potential impacts to forests, natural habitats and protected areas
- Potential impacts to cultural heritage including archeological sites
- Temporary restrictions in access to land,
- Labor influx,
- Temporary diversions and closure of rail routes and access roads,
- Community health and safety risks from construction works,
- Potential impacts on air quality due to movement of vehicles and equipment, earthworks, open piles of topsoil and spoil, and the operation of combustion engines and/or,

- Noise, dust, waste generation and traffic disturbance from construction vehicles and machinery,
- Generation of local income through the recruitment of workers from local communities to the project,
- The Project's added value and community benefits and support.

The Sub-project specific SEPs will elaborate on the details of impacts and their relevance to affected and interested parties and will tailor messages accordingly.

1.5 Project Locations

The majority of activities envisaged in phase 2 of the SRSB project, (the entire components 2 and 3), are not site specific. Within component 1, only Sub-Components 1.2 (Modernization of Railway Maintenance Facilities), 1.3 (Outsourcing of Railway Routine Maintenance) and 1.6, (Continuation of Phase 1 Implementation)) are related to a specific location. However, these activities will also be carried out on railway land with minimal impact on the surroundings. Consequently, a significant number of stakeholders are not expected to be involved in these activities. Other sub-activities of Phase 2, Component 1, are related to the procurement of maintenance machinery needed for railway maintenance. This machinery will be placed in existing/reconstructed capacities/workshops at the investor's discretion. As this activity concerns existing workshops that will be reconstructed, this activity does not require need for new, non-railway land.

For the activities of reconstruction of the existing railway lines (Pančevo Vršac and Ruma Šabac railway lines) limited needs for the occupation of land near the railway line are expected. This will be harmonized with the requirements of ESS5.

In continuation of the activities on the construction of the triangle in Bogojevo, certain activities are being carried out in connection with the occupation of existing agricultural land, in accordance with the prepared draft LALRP and the national procedures that are within the competence of the Serbian Railway Infrastructure. There are some locations where more significant environmental and social impacts may occur (in sub-component 1.6). These are: Construction works of the triangle in Bogojevo, railway level crossing location. Regarding construction works for the completion, interior fit-out and equipment of Belgrade Centre Railway Station (Prokop), major impacts are related to social impacts. For sub-component 1.6.7 and 1.6.8, environmental and social impacts may occur on the entire railway line between Ruma and Loznica and the national border with BiH on one side, and the railway line between Pančevo and Vršac and the border with Romania on the other side.

Potentially ESS6 can be relevant for construction works, as in the course of outsource maintenance of the Beograd Subotica high-speed railway line. This standard has already been considered during the preparation of technical documentation, following the conditions issued by the Provincial Secretariat for Nature Protection. In a similar way, this standard will be considered during the preparation of planning and technical documentation for the Pančevo Vršac and Ruma Šabac railway lines, as well. During all construction works, both on the Ruma-Šabac and Pančevo-Vršac railway lines, as well as during the construction of the Bogojevo triangle, it is important to preserve the quality of agricultural land and water resources.

1.6 National Legislation Requirements

The commitments and requirements of the Republic of Serbia to citizen engagement are not residing under a single self-standing law or regulation. However, the recognition of importance of citizen engagement is infused in the legal system and clearly recognized by mandatory procedures provided under individual laws. Serbia

having acquired the EU candidate country for membership status, is taking a huge effort to reach environmental standards in line with the EU acquis which extends to issues of stakeholder and citizen engagement as well. From the highest legal act down to an ample normative framework comprising the Serbian legal system, a strong commitment and openness to stakeholder engagement is evident. Key laws governing the stakeholder and citizen engagement activities include, but are not limited to:

The Constitution of the Republic of Serbia (2006)

proclaims the rule of law and social justice, principles of civil democracy, human and minority rights and freedoms, and commitment to European principles and values. The Article 74 proclaims the right to healthy environment and grants the right to timely and comprehensive information on the state of the environment.

The Law on free access to information of public interest (2004, with amendments 2007, 2009 and 2021)

states that governmental agencies, social associations and officials are required to provide each person with the possibility of receiving and becoming acquainted with documents of public interest, except in cases anticipated by law. By virtue of this Law access to information shall be granted to all stakeholders, including every natural person or legal entity upon written request unless otherwise regulated by the Law. Within 15 days of receipt of a request at the latest, the authority shall inform the applicant whether the requested information is held and grant him/her access to the document containing the requested information or issue or send to the applicant a copy of the document, as the case may be.

Law on Public Information and Media (2023, with amendments 2025)

stipulates that public information is free and is not subject to censorship, that the public has the right and the interest to be informed on issues of public interest, that monopoly in the media is not allowed, that information on the media is public.

The Law on Environmental Impact Assessment (2024)

provides categorization of industries and projects and identifies types of environmental assessment required against respective categories of industries or projects and provides procedures for disclosure, presentation and consultation requirements, and sets these as mandatory with a disclosure minimum of 20 days.

The Republic of Serbia ratified **the Aarhus Convention on Access to information, public participation in decision-making and access to justice in environmental matters** and it links environmental and human rights and is based on the belief that it is a basic right of present and future generations to live in an environment adequate to health and wellbeing. The convention is focused on achieving this through the implementation of three pillars: rights of access to information, access to decision-making, and access to justice.

Other stakeholder engagement, disclosure and transparency requirements within certain topics and sectors are embedded in the applicable laws regulating each of the treated subject. They are broadly compliant to the requirements of ESS10 but have certain shortcomings when it comes to active outreach and continuous engagement strategies.

1.7 World Bank's Environmental and Social Standard on Stakeholder Engagement (EES10)

The World Bank's ESS 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". Specifically, the ESS10 requires the following:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received, and a brief explanation of how the feedback was taken into account, or the reasons why it was not." (World Bank, 2017: 98).

In certain instances, where the specifics for creating a detailed Stakeholder Engagement Plan are not available, a stakeholder engagement framework (SEF) may be adopted. The SEF will guide the development of a SEP, as soon as the specific locations, stakeholder groups, and schedule of activities are known. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEF, including on the identification of stakeholders and the proposals for future engagement.

2 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The specific nature of the Phase 2 of the Project required broad engagement during the preparation phase with various project stakeholders, with main discussions between the World Bank and the Government, institutional and sector specific institutional stakeholders.

Stakeholder engagement activities that took place during Phase 2 of the Project preparation include:

- Numerous discussions and communication exchange between the World Bank and government agencies at the national, regional and local level;
- Communication and meetings with other national and international donors working in the rail sector;
- Review of project preparation status with representatives from the MCTI and including safeguard documentation;
- Multiple meetings and communication exchange with the railway companies as end beneficiaries, discussing the Project design, investment priority needs.

Prior to the final approval of initial draft Phase 2 E&S documentation, a consultative process was facilitated by the relevant line Ministry, as described in detail in Annex 1 of this SEP. The E&S package of documents, comprising the Environmental and Social Management Framework, the Labor Management Plan, the Resettlement Policy Framework and this Stakeholder Engagement Plan were publicly disclosed, and a consultation meeting was organized in the Ministry premises, during 2023. No specific comments or suggestions were received through various communication channels available, or at the public consultation meetings. The documents can be accessed in English on the MCTI website (*[ESMF](#), [LMP](#), [SEP](#), [RPF](#)*), and on the *[project website](#)*.

Stakeholder engagement activities were carried out for specific sub-components, and among them, the most elaborate process was organized in relation to Prokop railway station refurbishment and small-scale construction works. E&S instruments developed specifically for this sub-component along with the invitation to participate in a public consultation process were published on the MCTI website on July 3rd, 2025, and the invitation was also published in Politika newspaper on July 11th. All documents and invitations were published in Serbian and English. A consultation meeting was held on July 25th, 2025, in the PIU office in Belgrade. More than 13 people were present (some did not sign the attendance sheet). The activity was presented to the attendees along with the E&S instruments. There were a few questions mainly considering waste management during construction, but no objections to the planned works were made, or any major concerns voiced.

After several minor changes in the E&S instruments, the ESMP and SEP were updated with new information, and along with the SIA and EIA were published again on MCTI, IŽS, Srbijavoz, Savski Venac municipality and SRSM project websites. The call for public consultations (in Serbian and English) was announced in “Politika” national newspaper on Wednesday, 4th March 2026 in Serbian and English. The same call was announced on the info board in the Savski Venac municipality, and the municipal website. A special call for public consultations was sent by email to all the NGOs identified in the SEP as stakeholders. At the Prokop station, at the information stand, ticket offices, Srbijavoz platforms and BG Voz platforms next to timetable announcements, the call for participation in the focus group meeting was published. Focus group meetings were planned to include passengers and employees of the station identified as stakeholders.

On Wednesday, 11th March 2026, a focus group meeting was held with passengers and employees at the Beograd Center station. On Wednesday, 18th March 2026, the public consultations were held, and despite all efforts invested in informing stakeholders about consultation opportunities, apart from the PIU members, no other parties attended. A detailed report on Prokop station stakeholder engagement activities is provided in Annex 2 of this SEP.

For the subcomponent, modernization of railway line crossings, some disclosure activities were also organized. The Environmental and Social Management Plan Checklist for Group 1 and 2 of RLCs were approved by the WB on 9th and 10th September 2024. These checklists and accompanying screening questionnaires, with an invitation to comment or ask questions, were published on the MCTI website, on 12th September 2024. The disclosure period lasted until 26th September 2024, and no suggestions or complaints were received.

Finally, since the development of the initial Phase 2 SEP, early public disclosure of materials for the detailed regulation plan for Bogojovo station bypass was held from 18 January until 2 February 2024. The material was available on the Apatin Municipality website (www.soapatin.org/servisigradjana/planovi), as well as in the offices of Apatin Municipality. As per the SEP, a special notice about the stakeholders defined in the SEP was sent by the Ministry on Monday, 22 January 2024.

3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

ESS10, read in conjunction with ESS1, recognizes the following categories of stakeholders:

1) Project Affected Parties. These includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, wellbeing, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities. They are the individuals or households most likely to observe/feel changes from environmental and social impacts of the project.

2) Other Interested parties (OIPs) refers to: individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups. The stakeholder identification has been expanding to a wider area than the project will affect, since the locations have not all been identified and important details of project activities are still under development.

3) Disadvantaged/Vulnerable Individual or Groups. Includes those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon whom they depend.

3.1 Parties Potentially Affected by Phase 2 of the Project

Parties Potentially Affected by Phase 2 of the Project, who are therefore considered stakeholders, are likely to include the following:

- Passengers
- Freight companies
- Persons residing in areas where Sub-project specific works will be executed
- Persons affected by land acquisition and resettlement
- Businesses who may be affected by any land acquisition related activities or construction activities implemented as part of the subprojects
- Women benefitting from a new HR strategy for State Owned Enterprise (SOE) railway sector companies
- Vulnerable groups
- The Ministry of Construction, Transport and Infrastructure (MCTI)
- The Railways Directorate (RD)
- Serbian Railways Infrastructure (IŽS)
- Srbijavoz (SV)
- Serbia Cargo (SC)
- Serbian Railways AD
- Private rail cargo operators.
- Railroad station staff, conductors and train drivers

The sub-project specific SEPs to be prepared at later stages will expand the list of projects affected parties and include for each sub-project those likely adversely by the project activities or remove categories which are not relevant for the subproject. These may also include parties affected by beneficial impacts, but the focus of engagement shall lie on drivers of the adverse impacts.

3.2 Other Interested Parties

'Other Interested Parties' constitute individuals, groups, entities that may not experience direct impacts from the project, but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. Accordingly, there are a number of other stakeholders who have a stake, have expressed, or may express interest due to a variety of reasons. They include project implementing agencies, project partners, political institutions, service providers, host communities, civil society organizations, NGOs, religious institutions, political authorities, academic institutions, and project beneficiaries.

3.3 Disadvantaged or Vulnerable Individuals or Groups

Of particular importance is to understand whether adverse project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, or they are likely to be excluded/unable to access Project benefits. Such groups may often not have a voice to express their concerns or understand the impacts of a project. This P2PSEP shall ensure that disadvantaged or vulnerable individuals or groups, relevant to the project, are identified, that their particular sensitivities, concerns and barriers to project information are assessed and that they fully understand project activities and benefits and participate in consultation processes. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

The specific details of groups and individuals vulnerable to impacts from the project are not yet known since the details of locations and technological issues of activities are still to be identified. The drivers of vulnerability will be in details assessed and identified during development of the sub-project specific P2SEPs. Based on the initial screening some of the identified groups may include:

- Retired elderly and people with disabilities and chronic disease;
- Single parent headed households, male and female;
- People with low literacy and ICT knowledge,
- Economically marginalized and disadvantaged groups,
- Persons living below the poverty line
- Women.

Vulnerable groups affected by the project will be further confirmed through the process of preparation of sub-project specific SEPs and consulted through dedicated means, as appropriate.

As the Project addresses passenger rail services, there would be scope for improved mobility for people in rural areas, people with disabilities, and/or the elderly to gain better access to railways services and jobs in the case they are interested and qualified to work within railway transport industry . It will be important to analyze the gender implications of the Project, as women’s experiences with transport systems differ from those of men, particularly as related to decision-making, facilities planning, safety, reliability, affordability, and accessibility.

3.4 Summary of stakeholder engagement needs and Analysis of their Interest and Influence

Identified stakeholder groups and their level of influence cross-referenced with the interest they may have in the project will determine the type and frequency of engagement activities necessary for each group. Using the color coding of interest and influence matrix below will help determine where to concentrate stakeholder engagement efforts and why.

The table below identifies the key stakeholder groups and categories, the nature of their interest in the project and their level of interest in and influence over the project and is based on the color code as given in the matrix below:

Table 1: Influence and interest matrix

Level of Influence

High	Involve/engage	Involve/engage	Partner
Medium	Inform	Consult	Consult
Low	Inform	Inform	Consult
	Low	Medium	High

Level of Interest

Table 2: Level of stakeholder engagement based on their level of interest and level of influence

Project Stakeholder Group			Nature of interest	Level of interest	Level of Influence	Level of engagement
Project Affected People	Individuals	Local population along railway routes, stations, junctions	Interest in potential impacts during civil works, duration of civil works, traffic management plan.	High	Medium	Consult
		Local population whose businesses/livelihoods in and around subprojects is temporarily or permanently affected	Interest in project impact on their livelihoods and understanding the compensation procedure and additional support and assistance in restoration of living standards	High	Medium	Consult
		Passengers	Concerns about disruption of traffic, interested in alternative lines during rehabilitation works, interested in the ticketing system, price, affordability, comfort	High	Low	Inform
		Railway station staff, conductors and train drivers	Concerns about safety and working conditions.	High	Medium	Consult
	Legal Entities	Private operators for freight transport	Concerns about disruption in carrying out the circle of freight transport, interested in the business opportunities that a newly developed logistics network could bring	High	Low	Inform
		In the project areas of Sub-Project	Concerns about disruption of business and operation activities	High	Low	Inform
	Government Agencies and institutions	Serbian Railways Infrastructure	High expectations on timely implementation to receive benefit from economic development, lower costs and time savings, safety, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities; will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities	High	Medium	Consult
		Srbija Cargo	High expectations on timely implementation to receive benefit from economic development, lower costs and time savings, safety, digitalization, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities; will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities	High	Medium	Consult
		Srbijavoz	High expectations on timely implementation to receive benefits from economic development, lower costs and time savings, safety,	High	Medium	Consult

Project Stakeholder Group			Nature of interest	Level of interest	Level of Influence	Level of engagement
			digitalization, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities; will benefit directly from the institutional, legal and regulatory strengthening and capacity building activities			
Other Interested Parties	Government Agencies and institutions	Ministry of Finance	Loan Agreement oversight	High	High	Partner
		Ministry of Construction, Transport and Infrastructure (MCTI)	Main counterpart of the WB for Project implementation and permitting authority	High	High	Partner
		PIU hosted by MCTI	Project management and implementation, oversight, reporting, financial, environmental and social risk management, grievance management, SEP implementation and coordination	High	High	Partner
		Local Governments (including line departments: land management, economic development, environment)	Serve as first point of contact, conduct field outreach, facilitate two-way communication	Medium	Low	Inform
		Various Government Inspections such as Labor, Construction etc.	Interested in enforcement of legal requirements in all aspects of project implementation with emphasis during construction activities.	High	Medium	Consult
		Institute for nature protection and Institute for culture heritage	Interested in enforcement of legal requirements in aspects of project implementation, connected with nature protection and culture heritage with emphasis during construction activities	Medium	Medium	Consult
		The World Bank	Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project	High	High	Partner
		Academic institutions (e.g. Faculty of transport and Traffic Engineering)	Potential concerns over regarding environmental and social impacts and project designs The project may provide a knowledge sharing avenue	Medium	Low	Inform
		Rail transport associations, NGOs	Interested in project benefits. Interest in procurement and supply chain, potential environmental and social as well as community health and safety	Medium	Low	Inform
	IFI	National and international Contractors and Engineering Consultancies	Interested in participating in various bidding procedure	High	Medium	Consult
	Academia	Various faculties and the science society	Interested in sharing knowledge and contributing to sound design solutions	Medium	Low	Inform

Project Stakeholder Group			Nature of interest	Level of interest	Level of Influence	Level of engagement
	Associations, NGO	Low-skilled, semi-skilled and high-skilled workers	Positive externalities beneficiaries through potential employment opportunities	High	Low	Consult
	NGO	Environmental, social	Interested in participating in procedure connected with different aspects of protection of environment and communities	High	Medium	Consult
	Media	National media (Radio, TV, Newspaper)	Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement	Medium	Low	Inform
Vulnerable groups	Individuals	Retired, elderly and people with disabilities and chronic disease; Single parent headed households, male and female; People with low literacy and ICT knowledge; Economically marginalized and disadvantaged groups; Persons living below the poverty line; Women	Interested in accessibility, affordability of project investments and how the project will affect them (e.g. cost of railway travel after project implementation)	High	Low	Consult

3.5 Stakeholder expansion

Each Phase 2 sub-project SEP will need to revisit the list of stakeholders and verify if there is a need to expand the list and engage with other stakeholders in course of the Project. This will be facilitated by filling out the stakeholder expansion questionnaire below at critical points during Project implementation but mandatory during preparation of respective subprojects. A potential update will be part of the Monitoring & Evaluation (M&E) segment of the Project.

Table 3: *Expansion and update questionnaire*

STAKEHOLDER EXPANSION AND UPDATE NEED QUESTIONNAIRE	
☐ YES ☐ NO <i>If No the Project needs to expand the Stakeholder list</i>	Is our current list focused on relevant stakeholders who are important to our current and future efforts? <i>(Answers should be based on knowledge of the Project, feedback received and grievances registered tackling inadequate outreach, real or perceived exclusion and feedback during their Engagement)</i>
☐ Yes ☐ No <i>If No the Needs assessment should be revisited or a supplementary conducted and Stakeholder list revisited</i>	Do we have a good understanding of where stakeholders are coming from, what they may want, whether they would be interested in engaging with the Project, and why? <i>(The answers should be based on the frequency of stakeholders approaching through communication channels other than the Projects, with suggestion for inclusion of groups or eligible activities etc.)</i>
☐ Yes ☐ No <i>If No the Stakeholder list should be revisited as well as admission and evaluation criteria should be revisited</i>	Does the current engagement strategy adequately cover vulnerable groups? <i>(Answers should be based on the result of the feedback received through on-going consultations, Grievance log, and mid-term review of stakeholder engagement during project implementation)</i>

4 STAKEHODLER ENGAGEMENT PROGRAM

4.1 Purpose and timing of stakeholder engagement program

The main goals of the stakeholder engagement program are to inform, disclose and consult on various project documents and activities early on to establish a dialogue with Project Stakeholders from project planning through implementation and operation. All safeguard documents prepared in anticipation and in expectation of the financing agreement from the World Bank were disclosed and public consultations were held in September of 2023. Regarding the site-specific documents, some have been drafted, publicly disclosed and public consultations were held. These include the Beograd Centar station and Bogojewo triangle. Other site-specific documents, such as Ruma – Šabac and Pančevo Vršac railroads, are being drafted, and the public consultation process will take place after approval.

The disclosure packages include:

- Project announcements,
- Brief description of Project,
- Description of public consultation arrangements (time, place...)
- Ways of submitting comments and feedback
- Key deadlines
- The respective draft ESF documents

Project information and schedule of activities will be with what periodicity, and what decision is being undertaken on which people's comments and concerns. If decisions on public meetings, locations, and timing of meetings have not yet been made, specific information on how people will be made aware of forthcoming opportunities to review information and provide their views will be provided.

4.2 Proposed Strategy for Disclosure

ESF documents (i.e. ESMF, ESCP, LMP, RPF and this P2PSEP) are being disclosed electronically on the websites of the PIU, PITs and are always available in both Serbian and English, as follows:

- the website of the MCTI (<http://www.mgsi.gov.rs/>)
- the project website (<https://srsr.rs>)
- the websites of beneficiaries, (<https://infrazs.rs/>, <https://www.srbvoz.rs/>, <http://portal.srbcargo.rs/kargoportal/>)
 - the notice boards and websites of local governments
- through social media campaigns.

Printed copies are being made available at the PITs and PIU premises and during public consultation.

Individual subprojects are being announced through Radio, TV, written and electronic media as well as all available official social media accounts and web pages MCTI, Srbijavoz, Srbija Kargo, Infrastruktura Železnice Srbije and Railway Directorate.

During Project Implementation any of the documents disclosed during preparation, if updated shall be re-disclosed and public consultations held.

Site specific management instruments developed to manage environmental and social risk and impacts such as Environmental and Social Management Plans (ESMPs), Resettlement Action Plans (RAP) are also being disclosed.

Contractors' documents related to management of environmental and social risks (these may include traffic Management Plan, Emergency preparedness and response plans, Codes of Conduct for Employees and Contracted workers etc.) will be subject to the approval and verification of the Engineer on the project, PIU, as well as the expert services of IŽS. For activities of a local nature (installation of traffic lights/reconstruction of road crossings, regular railway maintenance), information will be displayed on the notice boards of the nearest railway offices or local communities. Information on timing of project activities and related information shall be made public via various media, newspaper and radio at least 2 weeks prior to actual execution.

During the Project development and construction phase, Social and Citizen Engagement Specialist and Environmental specialists are preparing reports on E&S performance for the PIU and the WB which include an update on implementation of the stakeholder engagement plan. Reports are being used to develop quarterly reports. The quarterly reports will be disclosed on the Project website and made available at the level of project.

4.3 Proposed Strategy for Consultation

Various stakeholder engagement activities are proposed to ensure awareness and meaningful consultations about Project activities. The outreach and stakeholder engagement will be gender appropriate, taking into consideration the after-hour chores of women. Targeted messaging will encourage the participation of women and highlight Project characteristics that are designed to respond to their needs and increase their access to Project benefits.

The project will carry out targeted consultations with vulnerable groups to understand concerns/needs in terms of accessing information, medical facilities and services and other challenges they face at home, at workplaces and in their communities.

Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders.

Table 4: Proposed Strategy of Consultation

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
RP, Project level SEP, LMP, Sub-project specific SEPs and ESMP preparation and implementation	Project Affected Parties - People affected by land acquisition; People residing in project area; Vulnerable households Community members Rail users Passengers Lineside Neighborhoods People whose businesses/livelihoods in and around subprojects may be temporarily or permanently affected	Regular updates about the Project Land acquisition process; Project E&S principles; Resettlement and livelihood restoration options; Grievance mechanism process Potential Labor influx stemming from construction works Awareness raising on Sexual Exploitation and Abuse/Sexual Harassment Community Health and Safety Environmental and Social risks (other than resettlement) and mitigation measures Labor Management Procedures (applicable to the Project) for potential jobseekers Traffic management plan including signage	Public meetings. Trainings/workshops. Public notices; Electronic publications via online/social media and press releases; Dissemination of hard copies at designated public locations; Press releases in the local media; Information leaflets and brochures; audio-visual materials, separate focus group meetings with vulnerable groups, while making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc.).	Project launch meetings. Survey of PAPs in affected locations Communication through mass/social media (as needed); <i>Bulletin boards of local councils</i> Information desks with brochures/posters in affected municipalities (continuous) Before construction starts	PIU
	Other Interested Parties (External); Municipalities Cadaster offices National and local Institute for nature protection Institute for culture heritage	Land acquisition process; Project scope, rationale and E&S principles; Grievance mechanism process Nature and culture heritage protection	Face-to-face meetings; Joint public/community meetings with PAPs	as needed	PIU
	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations;	Project Design Sub-Project development s rationale and E&S principles	Public meetings, Mass/Social Media Communication Information leaflets and brochures; audio-visual materials	Project launch meetings; Communication through mass/social media (as needed); Information desks with	PIU

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
	Academic institutions; National Government Ministries; Local Government Departments; General public, jobseekers			brochures/posters in affected municipalities (continuous) <i>TV/radio/social media on a regular (daily/weekly) basis</i>	
	Other Interested Parties (External) Other Government Departments from which permissions/clearances are required; Other project developers reliant on or in the vicinity of the Project and their financiers	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Grievance mechanism process	Face-to-face meetings; Invitations to public/community meetings Making appropriate adjustments to consultation formats in order to take into account the need for social distancing (e.g., use of mobile technology such as telephone calls, SMS, etc.	As needed	PIU
	Other Interested Parties (Internal) Other PIU and PIT Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope and rationale and E&S principles; Training on sub-management plans; Grievance mechanism process	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	PIU

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
<i>Construction (mobilization, construction, demobilization)</i>	Project Affected Parties - Rail users Passengers People residing and/or working in project area; Vulnerable households People whose businesses/livelihoods in and around subprojects may be temporarily or permanently affected	Maintain constructive relationships with the communities adjacent to the Project facilities; Maintain awareness of environmental and safety practices in the local communities, especially emergency preparedness and response; Monitor community attitudes towards the Project Emergency preparedness and response Traffic management plan including signage Duration of civil works Environmental and Social risks (other than resettlement) and mitigation measures	Public meetings, trainings/workshops, separate meetings specifically for vulnerable groups; individual outreach to PAPs Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities and HQ; Grievance mechanism Citizen/PAP survey - Upon completion of resettlement and/or construction	meetings in all affected municipalities and with ongoing construction; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	PIU Supervision consultants; Contractor/sub-contractors; GM teams
	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Environmental organizations Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Health and safety impacts; Employment opportunities; Environmental concerns; Grievance mechanism process; Traffic management plan including signage	Public meetings, trainings/workshops; Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, public relations kits, website; Information desks - In Municipalities and HQ; Grievance mechanism; Project tours for media, local representatives	meetings in all affected municipalities with ongoing construction and headquarters; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	PIU (E&S team, CLOs, land acquisition department)

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
	Other Interested Parties (Internal) Other PIU Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope, rationale and E&S Principles; Training on ESIA and other sub-management plans; Grievance mechanism process	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	PIU Contractor /sub-contractors;
Post-construction and Operation phase <i>(within life of the Project and defect liability period)</i>	Project Affected Parties - Persons residing in project area; Vulnerable households Railway station staff, Conductors and Train drivers.	Satisfaction with engagement activities and GM; Grievance mechanism process; Community health and safety measures during operation;	Public meetings, trainings/workshops, individual outreach to PAPs Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities and HQ; Grievance mechanism	Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	PIU
	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Grievance mechanism process; Community health and safety measures during operation;	Mass/Social Media Communication Disclosure of written information Disclosure of activities on the MCTI website and of relevant rail companies	Communication through mass/social media (as needed);	PIU and MCTI Public relation team

Note: more specific methods for each sub-project will be defined in the sub-project specific SEPs, based on location and demographic specifics

At the early stage the PIU will organize project launch meetings. Such engagement will then continue whenever new Sub-Projects are agreed to be developed and will be integrated into the Sub-Project SEPs development program. The PIU will rely on the support from the respective Municipalities to help organize community meetings/sensitization sessions in all settlements throughout the project's lifecycle. Launch meetings shall be the first step in the Sub-Project preparatory activities. The Project will include targeted outreach to women and disadvantaged groups ahead of these meetings to ensure their integration in the engagement activities.

Mass/social media communication: The PIU has engaged a social and citizen engagement specialist who shall be inter alia responsible for outreach and assisting the PIU in disclosure, dissemination of information and communication with the local population. The media for communication shall be as seen fit for each community taking into consideration the type and sensitivity of stakeholders. The local context shall be taken into consideration.

Communication materials: Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. The SRS project website will be regularly updated (at least on a quarterly basis) with key project updates and reports on the project's environmental and social performance both in English and Serbian. The website will also provide information about the grievance mechanism for the project (see next sub-section).

Grievance mechanism: In compliance with the World Bank's ESS10 requirement, a specific grievance mechanism is set-up for the project. Details on the GM are presented in chapter 6. Dedicated communication materials (GM pamphlets, posters) will be created to help local residents familiarize themselves with the grievance redress channels and procedures. A GM guidebook/manual is also developed and accessible on the [MCTI website](#) and [SRS project website](#) and suggestion boxes will be installed in each affected municipality. In order to capture and track grievances received under the project, a dedicated GM Management Information System/database is planned. Internal GM training will also take place for Municipal and contractors' staff. The PIU's website will include clear information on how feedback, questions, comments, concerns and grievances can be submitted by any stakeholder and will include the possibility to submit grievances electronically. It will also provide information on the way the GM committee works, both in terms of process and deadlines.

Information Desks: Information Desks will provide local residents with information on stakeholder engagement activities, construction updates, contact details of the PIU. The PIU will set up such information desks, in the premises of affected Municipality where they can meet and share information about the project with PAPs and other stakeholders. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

Citizen/PAP perception survey and feedback: Six months after each launch meeting the PIU will conduct sample-based stakeholder satisfaction surveys to collect feedback on: i) engagement process and the quality and effectiveness of methods ii) level of inclusiveness in the engagement process, iv) quality of the communication and dialogue with the internal stakeholders (PIU, Contractor, GM etc.) during construction works. The survey results will be soliciting feedback on the effectiveness of the project activities that will be used for communication level improvements. This will allow the PIU to identify potential design issues. The survey data will be disaggregated by age, gender and location. Survey results with proposed corrective measures will be published on Ministry website and discussed at consultation meetings.

Trainings, workshops: Trainings on a variety of social and environmental issues will be provided to each contractor staff and possibly relevant local government stakeholder. Issues covered will include a sensitization to gender-based violence risks.

4.4 Proposed strategy to incorporate the view of vulnerable groups

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of the social and citizen engagement specialist will help to ensure proactive outreach to all population groups. Focus groups dedicated specifically to vulnerable groups will be conducted to gauge their views and concerns including for Roma communities, households and individuals to identify any cumulative vulnerability stemming from their unintegrated status in the community and the project attributable impacts.

The project will carry out targeted consultations with vulnerable groups to understand concerns/needs in terms of accessing information, facilities and services supported by the project and other challenges they face at home, at workplaces and in their communities. Some of the strategies that will be adopted to effectively engage and communicate to vulnerable group will be towards:

- Women: ensure that community engagement teams are gender-balanced and promote women's leadership within these, design online and in-person surveys and other engagement activities so that women in unpaid care work can participate;
- People with disabilities: provide information in accessible formats, like braille, large print; offer multiple forms of communication, such as text captioning or signed videos, text captioning for hearing impaired, online materials for people who use assistive technology.

Based on further vulnerable groups identified during development of Sub-Project specific SEPs and identification of particular drivers of their vulnerabilities the strategy toward engaging with vulnerable groups will be adapted accordingly. Site specific SEPs have already been prepared and approved for the Beograd Centar station, and the Bogojevo triangle.

4.5 Timeline.

Sub-Project Specific P2SEPs shall be prepared once the details of sub-projects are known. The implementation timeline is still not set, and details will be part of the disclosure and engagement activities.

4.6 Review of comments

The comments on all disclosed data and ESF documents will be reviewed immediately upon arrival by the PIU social and citizen engagement specialist. Major comment will be incorporated in the final version of the ESF documents and disclosed, together with a report on the feedback, i.e. (i) list of media the announcement was disclosed, (ii) content of the announcement, (iii) time of publishing, (iv) list of received feedback.

4.7 Future Phases of Project

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. During the Project development and construction phase, the social and citizen engagement specialist and Environmental specialist will prepare monthly reports on E&S performance for the PIU and the WB which will include an update on implementation of the stakeholder engagement plan. Monthly reports will be used to develop quarterly and annual reports reviewed. The quarterly and annual reports will be disclosed on the Project website and made available at the level of project.

4.8 Development of Sub-Project Level SEPs (SPSEP)

This PSEP serves as a roadmap for development of sub-project level SEPs (SPSEP) to be prepared for sub-projects as soon as the specific locations, stakeholder groups, and specific type and associated technologies and schedule of activities for the sub-project are known. These will propose targeted stakeholder engagement programs which largely depend on the Sub-Project details, including the footprint, geographic location and timing of the Project activities.

The scope and level of detail of the SEPs should be commensurate with the nature and scale, potential risks, and impacts of the project and the level of concern in the project and might be prepared for a certain group of project activities in the same area.

The Development of the SPSEP will be based on a screening to ensure relevant information that may be useful to understand the characteristics of people/communities that will be impacted by the project is included. This may for instance be: environmental data, census data, socio-economic data (information on income, employment...), gender data etc. and their implications from an environmental and/or social point of view will be explained. The Project description shall be kept targeted and relevant to understand the types of stakeholder groups impacted by the project.

A detailed overview of key issues raised in previous stakeholder engagement activities and how early stakeholder input has influenced project design shall be included in the SEPs. Lessons learned on any prior stakeholder engagement activities from past projects or ongoing similar projects shall be taken into account and described as relevant.

Each SPSEP shall revisit the list of identified stakeholders and their analysis and will ensure that those (i) that are affected or likely to be affected by the project (project-affected parties); and (ii) may have an interest in the project (other interested parties) are adequately identified. Some groups may be interested in the project because of the sector it is in (i.e. rail sector), and others may wish to have information simply because public finance is being proposed to support the project. It is not important to identify the underlying reasons why people or groups want information about a project—if the information is in the public domain, it should be open to anyone interested. Based on the analysis the SEPs adopt the engagement strategies based on stakeholder needs and analysis of their Interest and Influence

The SEP should be clear and concise and focus on describing the project and identifying its stakeholders. The focus will be on segregating what the key information will be in public domain, in what languages, and where it will be best accessible to allow inclusive access. The SEP needs to be targeted and should demonstrate a means of engagement that is stakeholder specific, concise yet comprehensive and should explain the opportunities for information access, public consultation, provide a deadline for comments, and explain how

people will be notified of new information or have opportunities to provide feedback including how these will be assessed and taken into account.

The SPSEP will expand on the GM identified in this PSEP and identify and advertise local grievance entry points as part of the awareness building campaign. Commitments to releasing routine information on the project's environmental and social performance, including opportunities for consultation and how grievances will be managed shall be made.

The drivers of vulnerability will be in details assessed and identified during development of sub-projects, building upon the groups identified hereunder. The following can help outline an approach to understand the viewpoints of these groups:

- Identify vulnerable or disadvantaged individuals or groups and the limitations they may have in participating and/or in understanding the project information or participating in the consultation process.
- What might prevent these individuals or groups from participating in the planned process? (For example, language differences, lack of transportation to events, accessibility of venues, disability, lack of understanding of a consultation process).
- How do they normally get information about the community, projects, activities?
- Do they have limitations about time of day or location for public consultation?
- What additional support or resources might be needed to enable these people to participate in the consultation process? (Examples are providing translation into a minority language, sign language, large print or Braille information; choosing accessible venues for events; providing transportation for people in remote areas to the nearest meeting; having small, focused meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.)
- If there are no organizations active in the project area that work with vulnerable groups, such as persons with disability, contact medical providers, who may be more aware of marginalized groups and how best to communicate with them.
- What recent engagement has the project had with vulnerable stakeholders and their representatives?

A summary of stakeholder needs will be identified readying inter alia on the drivers of vulnerabilities but also other barriers requiring adaptation of the common communication and engagement tools.

The SPSEPs will summarize the main goals of the stakeholder engagement program and the envisaged schedule for the various stakeholder engagement activities: at what stages throughout the project's life they will take place, with what periodicity, and what decision is being undertaken on which people's comments and concerns. The SEPs will briefly describe what information will be disclosed in what formats, and the types of methods that will be used to communicate this information to each of the stakeholder groups. Methods used may vary according to target audience.

A Strategy for Consultation will be adopted with methods varying according to targeted audience (e.g. interviews surveys, public meetings, participatory methods). A strategy to incorporate the view of vulnerable groups and how the views of vulnerable or disadvantaged groups will be sought will be developed.

Details of what resources will be devoted to managing and implementing the Stakeholder Engagement Plan and what budget is allocated to ensure implementation including the monitoring and evaluation activities will demonstrate the capacity and commitment to implement the SEP and activities thereunder.

The SEPs shall be prepared in consultation with the stakeholder and disclosed and consulted on in line with the disclosure and consultation requirements outlined in this Project level SEP.

5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Resources

Detailed budgets will be further specified in the Sub-Project Specific SEPs and may include budget categories listed in table below. The SEPs will make a fair and accurate estimation on the required budget to ensure implementation of the engagement strategies.

Table 5: Tentative budget Categories for effective implementation of engagement activities

Budget categories	
1. Staff salaries and related expenses	4. Trainings
<i>1a Environmental and Social Consultants</i>	<i>4a. Training on social/environmental issues for PIU and contractor staff</i>
<i>1b. E.g. Travel costs for staff</i>	<i>4b. Training on SEA/HS for PIU and contractor staff</i>
2. Events	5. Beneficiary surveys
<i>2a. Project launch meetings</i>	<i>5a. Mid-project perception survey</i>
<i>2b Sub-Project launch meetings</i>	<i>5b. End-of-project perception survey</i>
<i>2c. Organization of focus groups</i>	6. Grievance Mechanism
<i>2d Conducting surveys</i>	<i>6a. Training of GM committees</i>
3. Communication campaigns	<i>6b Constitution of local admission points</i>
<i>3a. Posters, flyers</i>	<i>6c. GM communication materials</i>
<i>3b. Social media campaign</i>	7. Other expenses
<i>3c Workshops</i>	<i>7a. ...</i>

5.2 Management Functions and Responsibilities

The PIU will be overall responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach, disclosure and consultation activities, as well as for GRM functioning. The PIU will develop Sub-Project Specific SEPs.

Table 6: Management functions and responsibilities

Actor	Stakeholder engagement responsibilities
MCTI	- High level promotion of the overall Project as part of the ongoing outreach and information campaign - Promotion of Sub-project activities with relevant local self-governments - Engage with other relevant Ministries high level stakeholders
Head of PIU	Develop a communications strategy covering the lifetime of the project

Actor	Stakeholder engagement responsibilities
	• Liaise with and manage the relationship with any contracted companies producing communication materials (posters, flyers, video/TV spots...)
social and citizen engagement Consultant hired by PIU	• Develop a communications strategy covering the lifetime of the project • Liaise with and manage the relationship with any contracted companies producing communication materials (posters, flyers, video/TV spots...) • Plan and manage the project's communications via all media channels (social media, TV, radio, written press...) • Maintain the Stakeholder Engagement Log (SEL)
Local Governments	• Build and maintain constructive relationships with all stakeholder groups in the respective municipality (business and religious leaders, community organizations...) • Identify any issue that may result in heightened concern to provide an early warning system on community issues and communicate these to the PIU • Receive and register any grievance voiced by project-affected parties or other interested parties and communicate them immediately to the PIU • Support the planning and logistics for capacity-building and communication events at the village level

To ensure successful PSEP implementation and preparation of Sub-Project Level SEPs and their implementation, the PIU has engaged a full-time social and citizen engagement specialist for the duration of the Project to support the project and will rely on existing information sharing avenues of the MCTI, SC, SV and RD.

6 GRIEVANCE MECHANISM

6.1 Purpose of the Grievance Mechanism

The purpose of creating and implementing a Project GM, alongside all other stakeholder engagement methods, is three-fold:

- to effectively provide information on the Project to all interested stakeholders by addressing their concrete questions and requests for information,
- to prevent or address any negative environmental and social Project consequences brought to the attention of the Project through individual complaints, and
- to enable analyses of received grievances, with the aim of guiding future Project implementation and stakeholder engagement activities, to achieve better overall results.

The GM addresses grievances of external Project stakeholders (individuals, groups or organizations) referred to as complainants further in the text. It is not intended for use by employees, staff members, workers, etc. associated with the Project, who are considered internal stakeholders, and for whom a separate internal grievance mechanism has been established by the Project.

6.2 Grievance Mechanism Principles

In developing the GM, the Project has defined certain key principles that it will abide by in the process of addressing grievances, as follows:

- Accessibility and cultural adequacy

The GM is available to any individual, group, or organization affected by or interested in the Project and its use is free of charge. Information about the grievance mechanism is provided in Serbian and is displayed in accessible locations, described further in the document. The information on how to submit grievances will also be provided in other languages in official use in the Republic of Serbia depending on the multi-ethnic composition of communities where the project will be established.

Advice and assistance to file a grievance is provided in written form and verbally, through local and central grievance desks, which also help with explaining the response to the complainant, if needed. Grievances can also be submitted in writing or verbally, through various channels, including post, email, telephone or in person, as preferred by the complainant. Vulnerable persons who may have difficulties to submit a grievance, should be fully assisted in this process.

- Transparency

The GM describes the full procedure of processing a grievance, i.e. all the internal steps taken to consider and address a grievance, as well as who is involved in the decision-making process. It provides a clear overview of what the complainant can expect in the process and how an appeal can be submitted in case the grievance has not been successfully closed in the first instance.

- Timeliness

The GM procedure has been developed with a view of enabling individuals, groups or organizations to approach responsible Project staff quickly, to remedy any urgent issues in connection with the Project. It includes deadlines for certain actions by the Project, including providing a response within a specified time period.

- Non retaliation and respect of privacy

Anyone submitting a grievance is guaranteed that there will be no retaliation against him/her for doing so. In addition, grievances can be submitted anonymously, in which case a response is made available through public channels. Personal details of complainants are never published and are not shared with anyone other than the people involved in the processing of grievances and implementing any corrective measures, only when necessary and upon approval of the complainant.

- Good faith

The GM is designed to promote interaction between the Project and its stakeholders, to engage in dialogue and identify the best solutions for resolving grievances, acceptable to all sides. The GM is a voluntary process, and it does not prevent complainants from taking legal action in accordance with the laws of the Republic of Serbia, nor does it in any way impact legal proceedings and outcomes.

6.3 Organization of the GM

Taking into consideration the specific nature of the Project, with overall management at central level supported by a PIU, as well as implementation of certain Project activities in various locations in Serbia, two levels of the grievance management process have been defined. The first is at the local level, which also includes any contractors performing works in the field, and the second refers to the central level grievance management process. In addition, if a certain grievance is not resolved at either of these two levels, an appeal process has been set up, where final decisions are made by a Second-Degree Committee formed by the Decision of the Minister of Construction, Transport, and Infrastructure². The organization of the GM is presented in

Figure 1 of this document.

² From 02.12.2022.; No. 340-01-00371/2022-04

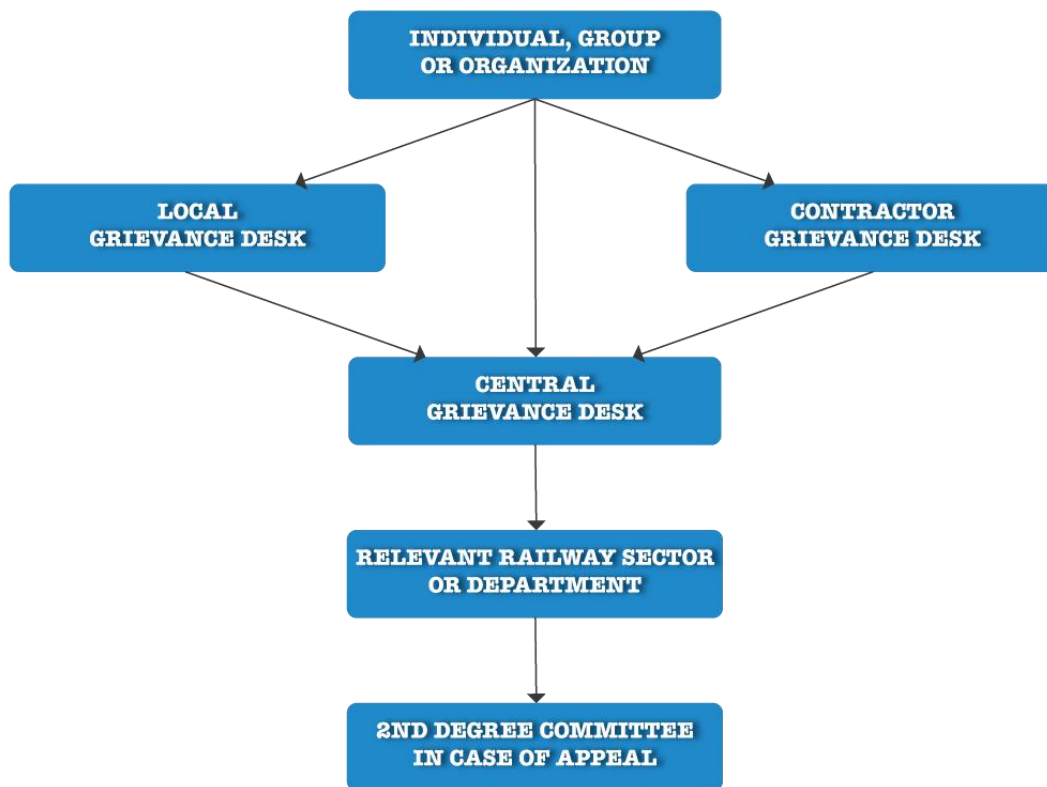


Figure 1 Organization of the Project GM

6.3.1 Local Grievance Desk

The local grievance in the locations where subproject activities are to be implemented. This is to ensure that complainants have easy access to GRM and that any smaller or localized grievances or requests for information can be resolved efficiently. The local grievance desk is set up either for a specific subproject, in the location where this subproject is implemented, or in a specific location, to cover all grievances related to a number of subprojects being implemented in that same location.

The local grievance desk is operated either by an employee of Serbian Railways Infrastructure working in local traffic departments responsible for local railway facilities (e.g. local train station) or a person designated by the local self-government on the territory where activities are implemented. This decision is made on an individual basis, depending on specific sub project circumstances and in cooperation between the Project and local self-governments. Once established, contact details of the person in charge of the local grievance desk (Local Grievance Manager), who is trained for the task by the PIU Central Grievance Manager, will be available all throughout the affected area and posted on the relevant websites, including the Project website and websites of local municipalities. Typical locations where GM announcements are provided include notice boards of the municipalities and any relevant local communities and train stations, but also any other locations for community gatherings such as the local culture center, health care center or pharmacy, local restaurant or shop, etc. The local Grievance desk is reachable on the project website and the MCTI website

(<https://www.mgsi.gov.rs/lat/dokumenti/zalbeni-mehanizam-projekta-modernizacija-zeleznickog-sektora-u-srbiji>)

The most up to date list of already established local grievance desks for the Project, with contact details of grievance managers and the locations of grievance announcements is available in Chapter 6.6 of this document.

6.3.2 Contractor Grievance Desk

It is important to underline that if the Project involves any construction works at the local level, the selected contractor is also required to participate in the GM process by establishing the contractor grievance desk. This is because certain grievances relate directly to the actual construction works being performed in the field, which are under the direct responsibility of the contractor. This means that any selected contractor is obliged to designate at least one employee who is in charge of accepting and processing grievances. The contractor is obliged to inform the Project about all received grievances and how they were approached and handled. There are also situations in which grievances need to be addressed by the contractor and the PIU jointly.

Once the contractor grievance desk is established, which has to be done before any field activities take place, contact details of the person in charge of this desk (Contractor Grievance Manager) will be available alongside the contact details of the Local Grievance Manager, as well as in the location of the actual construction works (e.g. on the entrance gate of the construction site or on the construction board). The local grievance desk and the contractor grievance desk will fully cooperate in dealing with local level grievances and will ensure regular exchange of information, about project related grievances.

The most up to date list of already established contractor grievance desks for the Project, with contact details of grievance managers and the locations of grievance announcements will be available in Chapter 6.6 of this document.

6.3.3 Central Grievance Desk

The central grievance desk is operated at the Project level, to ensure that more complex grievances or requests for information, which require the participation or feedback from various railway sectors and departments, are addressed. It is also open to all types of queries and complaints and suggestions.

The central grievance desk is operated by the PIU Social and Citizen Engagement Expert, also referred to as the Central Grievance Manager, who reports directly to the Head of the Project PIU, responsible for overall Project implementation. The Central Grievance Manager is in charge of collecting all grievances (resolved and unresolved) from the local and contractor grievance desks in one registry, providing support to these desks to perform their duties, monitoring their performance, responding on grievances and reporting to the PIU and WB. The Central Grievance Manager facilitates the processing of grievances, either submitted directly to the central desk or unresolved by the local/contractor desk, by engaging with all relevant railway sectors and departments and supports the work of the Second-Degree Committee deciding on grievances in an appeals process.

The contact details of the Central Grievance Manager, for submitting any questions or comments in relation to the Project are:

PIU of the Ministry of Construction, Transport, and Infrastructure
Central Grievance Desk of the Serbia Railway Sector Modernization Project
Central Grievance Manager
Title: Social and Citizen Engagement Expert
Address: Uzun Mirkova 3, 11000 Belgrade, Serbia
e-mail: zalbe.srsm@mgsi.gov.rs
phone number: +381 63 8412 618 (During workdays from 10h to 13h)

The above contact details are always published alongside all Local and Contractor Grievance Manager details, highlighting that direct submission to either one, or all three is allowed.

6.3.4 Second-Degree Appeals Committee of the Ministry

The Second-Degree Appeals Committee, established through the Decision of the Minister of Construction, Transport and Infrastructure in December 2022, comprises of three permanent and one substitute member. The Committee meets when a complainant who is unsatisfied with the response / decision received from the grievance manager submits an appeal. The work of the Committee is facilitated by the Central Grievance Manager who is also a member of the Committee.

6.4 Processing of Grievances

A grievance is defined as any actual or perceived concern or complaint raised by a person, group or organization (complainant) in connection to the Project. The GM is designed to respond to grievances, but also to respond to any specific requests for information about the Project which may not already be available in the public domain.

6.4.1 Processing Steps

To effectively process a grievance or request for information, the Project implements a number of steps described below (see also Figure 2).

STEP 1: Receiving, registering and acknowledging grievances

The grievance manager (local, contractor, or central) receives a request for information or grievance (in person, by phone, post, email) and records it in the grievance log, assigning to it a specific grievance reference number. The grievance manager acknowledges receipt of a grievance within 7 working days, by contacting the complainant, through his/her preferred communication method (see 6.5 for grievances received by phone). The acknowledgement includes the description of grievance, the grievance reference number and date of

receipt. In the case, there are requests for information which can be easily and immediately addressed and do not require acknowledgement, they still need to be recorded in the grievance log.

Anonymous grievances received by email or post, from persons who do not wish to provide any of their personal or contact details, will not be answered. However, information that such a grievance has been received and how it will be processed will be available on the Project website.

STEP 2: Investigating and resolving grievances

At this stage, an investigation concerning the grievance is initiated. The complainant may be additionally contacted during this phase for further details, to provide updates and to identify possible solutions which would be acceptable to all parties.

Following the approval of the Head of the PIU and depending on the nature of the grievance, the Central Grievance Manager determines which department or person is responsible to consider and address the grievance, investigates the facts and circumstances, proposes corrective measures, and articulates an answer for the complainant. Where, after an initial investigation, it is determined that the grievance does not pertain to the Project, the procedure is terminated and the complainant is informed accordingly.

The Project is sometimes limited in investigating anonymous grievances and this is clearly articulated in grievance announcements. Nevertheless, the Project makes best efforts to address such grievances, and a response will be provided on the Project website.

STEP 3: Responding to the complainant

The grievance is dealt with, and a response is provided within **30 days of receiving the grievance**. The response contains a clear assessment of the grievance/request, information that has been requested and a proposal for any corrective action if needed. The corrective action may include measures to mitigate any situations arising from the Project, and/or measures to compensate, if mitigation is not possible, with a clear timeframe within which the measures will be executed.

If the grievance desk is unable to deliver a response within 30 days, the complainant is informed in a timely manner and given a new deadline for the response. The overall period for a response **cannot exceed 60 days from the time of receiving the grievance**, although the time period for implementing any corrective measures may need to be longer, depending on the nature of the grievance.

Responses to anonymous grievances are provided on the Project website and the address of the Project website is published on all grievance notices.

STEP 4: Closing out grievances in the first degree

If the complainant is satisfied with the first-degree response / decision received from the grievance desk, the grievance is closed. For any complex grievances and grievances requiring action, the grievance manager will request from the complainant to provide a signed confirmation that the grievance has been adequately addressed and is considered closed.

STEP 5: Addressing appeals

If the complainant is not satisfied with the first-degree response / decision, he/she has the right to appeal to the Second-Degree Committee of the Ministry, by informing the Central Grievance Manager. This is clearly stated in every response provided to the complainant, as well as information that the Central Grievance Manager will assist the complainant in preparing and submitting the appeal to the Second-Degree Committee. Upon receiving an appeal, the Central Grievance Manager schedules a session of the Second-Degree Committee and presents the grievance case for review. Dedicated meetings between the Second-Degree Committee and the complainant are sometimes necessary and may involve representatives of the relevant local self-government or other local stakeholders, with the aim of identifying a solution to the grievance, acceptable to all parties.

The response to an appeal is provided within **30 days of receiving the appeal**, however in case of any delays in organizing the relevant meetings or obtaining the relevant information, the complainant is kept regularly updated by the Central Grievance Manager.

STEP 6: Closing out appeals

The process of closing out appeals is the same as for first degree decisions, with a request for confirmation from the complainant. If the complainant is not satisfied and will not confirm that the grievance is satisfactorily closed, he/she is advised of the option to seek resolution from the competent court.

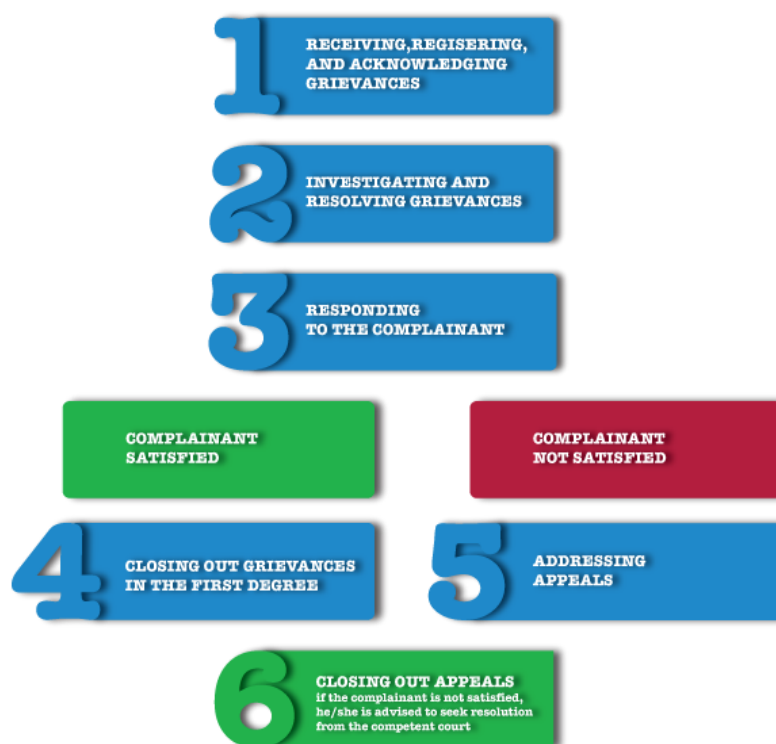


Figure 2 Steps for processing grievances

6.5 Phone Grievances

When grievances are received by phone, the grievance managers record details of the call in the grievance log, particularly the date when the call was made, the nature of the conversation and any other facts of significance. The grievance manager always attempts to agree with the complainant on how a written response can be provided to him/her (by email or post), to serve as a record of the process and outcome. If this is not possible, the record of the phone exchange made by the grievance manager in the grievance log, serves this purpose.

6.6 Local and Contractor Grievance Desk Details

The table below is regularly updated in this document by the Central Grievance Manager, as relevant information becomes available.

Sub Project / Territory	Locations of GM announcements	Contact details for Local Grievance Manager	Contact details for Contractor Grievance Manager

6.7 Submitting a Grievance

Any person who has a question or complaint in relation to the Serbia Railway Sector Modernization Project, should fill out the grievance form provided as ANNEX 1, or use it as guidance for preparing his/her submission. The grievance or question can be submitted by post or e-mail using the following contact details:

PIU of the Ministry of Construction, Transport, and Infrastructure

Central Grievance Desk of the Serbia Railway Sector Modernization Project

Attn. Central Grievance Manager: Social and Citizen Engagement Expert

Address: Uzun Mirkova 3, 11000 Belgrade, Serbia

e-mail: zalbe.srsm@mgsi.gov.rs

phone number: +381 63 8412 618 (During workdays from 10h to 13h)

website: <https://srsm.rs/contact/>

6.8 World Bank Grievance Redress Service

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit:

<http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>

7 MONITORING AND REPORTING

Monitoring reports documenting the environmental and social performance of the Project are being prepared by the PIU and submitted to the World Bank quarterly as part of the overall progress reporting requirements as set forth in the Loan Agreement. These reports include a section regarding stakeholder engagement and grievance management.

Table 8 lists a comprehensive set of data subjects related to stakeholder engagement performance at this stage. The achievement of indicators shall rely on information from the SEL and the Grievance Log.

Table 7: Data being reported

Subject	How will it be monitored	Responsibility	Frequency
Engagement with affected parties			
Citizen engagement indicator	M&E reporting	PIU's Social Specialist	Quarterly
Number and location of formal meetings	Minutes of Meetings	PIU's Social Specialist	Quarterly
Number and location of informal/spontaneous meetings	Minutes of Meetings	PIU's Social Specialist	Quarterly
Number and location of community awareness raising or training meetings	Minutes of Meetings	PIU's Social Specialist	Quarterly
Number of men and women that attended each of the meetings above	List of Attendees	PIU's Social Specialist	Quarterly
For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project environmental and social management system	Minutes of Meetings	PIU's Social Specialist	Quarterly
Engagement with other stakeholders			
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, municipalities, NGOs)	Minutes of Meetings	PIU's Social Specialist	Quarterly
Grievance Resolution Mechanism			
Number of grievances received, in total and at the local level, on the website, disaggregated by complainant's gender and means of receipt (telephone, email, discussion)	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Number of grievances received from affected people, external stakeholders	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly

Subject	How will it be monitored	Responsibility	Frequency
category of grievance, gender, age and location of complainant.			
Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Number of LGD meetings, and outputs of these meetings	Minutes of meetings signed by the attendees	PIU's Social Specialist, Grievance Focal Point	Quarterly
Trends in time and comparison of number, categories, and location of complaints with previous reporting periods	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly

Note: ***Minutes of meetings of formal meetings and summary note of informal meetings will be annexed to the quarterly report. They will summarize the view of attendees and distinguish between comments raised by men and women.***

7.1 Reporting back to stakeholder groups

The sub-project specific SEPs, after having had developed, will be periodically updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will also constitute a change calling for reflection in the SEPs.

Periodic summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- Adopt software solutions to scale up the two-way interaction and feedback, by using survey platforms, preferable using one dashboard to make it easy to measure and understand the feedback (any platform in use and central governmental MCTI level, or alternatively /in addition (as required) SurveyMonkey or alternative online platform can be applied), in order to meet citizens' expectations for change created by their engagement, use their input to facilitate improved development outcomes;
- Monitoring of a beneficiary feedback indicator on a regular basis. The indicators may include: number of consultations, including by using telecommunications carried out within a reporting period (e.g. monthly, quarterly, or annually); number of grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline; number of press materials published/broadcasted in the local, regional, and national media.

Refinement of the stakeholder feedback methods will be outlined in the sub-project specific SEPs.

ANNEXES

Annex 1: Report on public consultation for the E&S documents for Phase 2

As required by WB Environmental and Social Standard 10 (ESS10) – Stakeholder Engagement and Information disclosure, during preparation of Draft ESMF SEP, LMP and RPF documents the Borrower carried out public consultations with relevant stakeholders.

The documents are available to the public on the Ministry website (on the following link: <https://www.mgsi.gov.rs/cir/aktuelnosti/javne-rasprave>) since August 24th, and they will be available throughout the entire duration of the Project. The public also had the possibility to view the documents in person, in the office of the PIU in Uzun Mirkova 3, in Belgrade. The invitation was published on the website of the Ministry of Construction, Traffic and Infrastructure, as well as a daily newspaper with national coverage "Politika". Public and other interested parties and organizations were invited to participate in process of public consultation on draft documents. The public and other interested parties could send their comments and questions about the documents until September 11th, 2023, by post (Uzun Mirkova 3), or by e-mail (same e-mail address used for the project grievance mechanism zalbe.srsm@mgsi.gov.rs). No comments have been issued on the documents.

Почетак > Актуелности > Јавне расправе > Јавне консултације за пројекат Модернизација железничког сектора у Србији – Фаза II – еколошки и друштвени оквир

ЈАВНЕ КОНСУЛТАЦИЈЕ ЗА ПРОЈЕКАТ МОДЕРНИЗАЦИЈА ЖЕЛЕЗНИЧКОГ СЕКТОРА У СРБИЈИ – ФАЗА II – ЕКОЛОШКИ И ДРУШТВЕНИ ОКВИР

24.08.2023. - 14:52



РЕПУБЛИКА СРБИЈА
МИНИСТАРСТВО ГРАЂЕВИНАРСТВА,
САОБРАЋАЈА И ИНФРАСТРУКТУРЕ

Сагласно Еколошком и друштвеном оквиру Светске банке (ЕСФ) и Еколошком и друштвеном стандарду 10 (ЕСС10)

Република Србија Министарство грађевинарства, саобраћаја и инфраструктуре позива на ЈАВНЕ КОНСУЛТАЦИЈЕ јавност, органе и организације заинтересоване за ОКВИР УПРАВЉАЊА УТИЦАЈИМА НА ЖИВОТНУ СРЕДИНУ И ДРУШТВО (ЕСМФ) ПЛАН УКЉУЧИВАЊА ЗАИНТЕРЕСОВАНИХ СТРАНА НА НИВОУ ПРОЈЕКТА (СЕП)

ПРАВИЛНИК О РАДУ НА ПРОЈЕКТУ (ЛМП)
ОКВИР ПОЛИТИКЕ РАСЕЉАВАЊА (РПФ)
за
ПРОЈЕКАТ МОДЕРНИЗАЦИЈА ЖЕЛЕЗНИЧКОГ СЕКТОРА У СРБИЈИ – ФАЗА II

Јавне консултације и презентација предметних докумената ће се одржати дана 08.09.2023. године, са почетком у 08:30 часова, у Министарству грађевинарства, саобраћаја и инфраструктуре, Немањина 22-26, Београд, Велика сала на 6 спрату.

Увид у предметне документе могућ је:

- у просторијама Јединице за имплементацију Пројекта Модернизација железничког сектора у Србији, Министарства грађевинарства, саобраћаја и инфраструктуре, улица Уzun Миркова 3, Београд, сваког радног дана од 11 до 13 часова у року од 14 дана од дана објављивања овог обавештења, и
- на интернет страници Министарства грађевинарства, саобраћаја и инфраструктуре

<https://www.mgsi.gov.rs/cir/aktuelnosti/javne-rasprave>

Питања, примедбе и мишљења могу се доставити најкасније до 11. септембра 2023. године писаним путем на адресу:

- Јединица за имплементацију Пројекта Модернизација железничког сектора у Србији, Улица Уzun Миркова 3, 11000 Београд или
- путем електронске поште на адресу zalbe.srsm@mgsi.gov.rs

Молимо Вас да своје учешће на јавним консултацијама потврдите на адресу: zalbe.srsm@mgsi.gov.rs.

Документи:

- 1 Poziv na javnu raspravu SRSM FAZA 2.pdf
- 2 SRSM 2 LMP SRB.pdf
- 3 SRSM 2 RPF SRB.pdf
- 4 SRSM 2 SEP SRB.pdf
- 5 SRSM 2_ESMF SRB.pdf
- 6 SRSM 2_LMP ENG.pdf
- 7 SRSM 2_RPF ENG.pdf
- 8 SRSM 2_SEP ENG.pdf
- 9 SRSM2_ESMF ENG.pdf



Image 1: Announcement of public consultation on the MCTI website

Сагласно
Еколошком и друштвеном оквиру Светске банке (ЕСФ) и
Еколошком и друштвеном стандарду 10 (ЕСС10)
Република Србија



**Министарство грађевинарства, саобраћаја
и инфраструктуре**
позива на

ЈАВНЕ КОНСУЛТАЦИЈЕ
јавност, органе и организације заинтересоване за
**ОКВИР УПРАВЉАЊА УТИЦАЈИМА НА ЖИВОТНУ СРЕДИНУ
И ДРУШТВО (ЕСМФ)**
**ПЛАН УКЉУЧИВАЊА ЗАИНТЕРЕСОВАНИХ СТРАНА
НА НИВОУ ПРОЈЕКТА (СЕП)**
ПРАВИЛНИК О РАДУ НА ПРОЈЕКТУ (ЛМП)
ОКВИР ПОЛИТИКЕ РАСЕЉАВАЊА (РПП)
за
**ПРОЈЕКАТ МОДЕРНИЗАЦИЈА ЖЕЛЕЗНИЧКОГ СЕКТОРА
У СРБИЈИ – ФАЗА II**

Јавне консултације и презентација предметних докумената ће се одржати дана 8. 9. 2023. године, са почетком у 8.30 часова, у Министарству грађевинарства, саобраћаја и инфраструктуре, Немањина 22-26, Београд, Велика сала на 6. спрату.

Увид у предметне документе могућ је:

- у просторијама Јединице за имплементацију Пројекта Модернизација железничког сектора у Србији, Министарства грађевинарства, саобраћаја и инфраструктуре, Улица Узун Миркова 3, Београд, сваког радног дана од 11 до 13 часова у року од 14 дана од дана објављивања овог обавештења и
- на интернет страници Министарства грађевинарства, саобраћаја и инфраструктуре
<https://www.mgsi.gov.rs/cir/aktuelnosti/javne-rasprave>.

Питања, примедбе и мишљења могу се доставити најкасније до 11. септембра 2023. године писаним путем на адресу:

- Јединица за имплементацију Пројекта Модернизација железничког сектора у Србији, Улица Узун Миркова 3, 11000 Београд или
- путем електронске поште на адресу zalbe.srsm@mgsi.gov.rs

Молимо Вас да своје учешће на јавним консултацијама потврдите на адресу: zalbe.srsm@mgsi.gov.rs.

12304753-1

Image 2: Announcement of public consultation in daily newspaper, ("Politika", August 28th, 2023)

On Friday, September 8th, 2023, at 8:30h the PIU organized public consultation and presentation of the E&S documents on the Phase 2 of the Serbia Railway Sector Modernization project. The consultation took place in the Ministry of Construction, Traffic and Infrastructure, Nemanjina 22-26, 6th floor, "Big Conference Room". More than 18 people were present, as some did not sign the attendance sheet. As per the attendance sheet, 18 people were present, out of which 9 women, from the PIU, MCTI, Srbijavoz, Infrastruktura Železnice Srbije, Srbija Kargo, and Railway Directorate. Some parts of the attendance sheet will be redacted in this document due to the restrictions of the Law on the protection of personal data, but the complete sheet is available for internal use in the office of the PIU.

СПИСАК ПРИСУТНИХ

ATTENDANCE SHEET

Проект: Пројекат Модернизације Железничког Сектора у Србији

Project: Serbia Railway Sector Modernization (SRSM)

Предмет консултације

Subject of public consultations

Оквир за управљање заштитом животне средине и социјалним утицајима

Environmental and Social Management Framework (ESMF)

План ангажовања заинтересованих страна

Stakeholder Engagement Plan (SEP)

Пројектни Правилник о раду и радним односима

Labor Management Procedures (LMP)

Оквир политике расељавања

Resettlement Policy Framework (RPF)

Време и место одржавања:

Министарство грађевинарства, саобраћаја и инфраструктуре

Немањина 22-26

11000 Београд

Time and place:

Ministry of Construction, Transport and Infrastructure

Nemanjina 22-26

11000 Belgrade

Бр. No.	Име и презиме First and last name	Предузеће/Адреса Company/Address	Тел. /е-пошта Tel/e-mail
1		SRSN P.U	
2		SRSN P.U	
3		СТРАЖЕВАЦ	
4		Србија 803 А.Д.	
5		SRBIJA VOZ A.D	
6		SRBIJA KARGO A.D	
7		SRBIJA KARGO A.D	

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Инфраструктура Србије

Инфраструктура Србије

NGEi

МПСИ

МПСИ

PIU

PIU

BU

PU

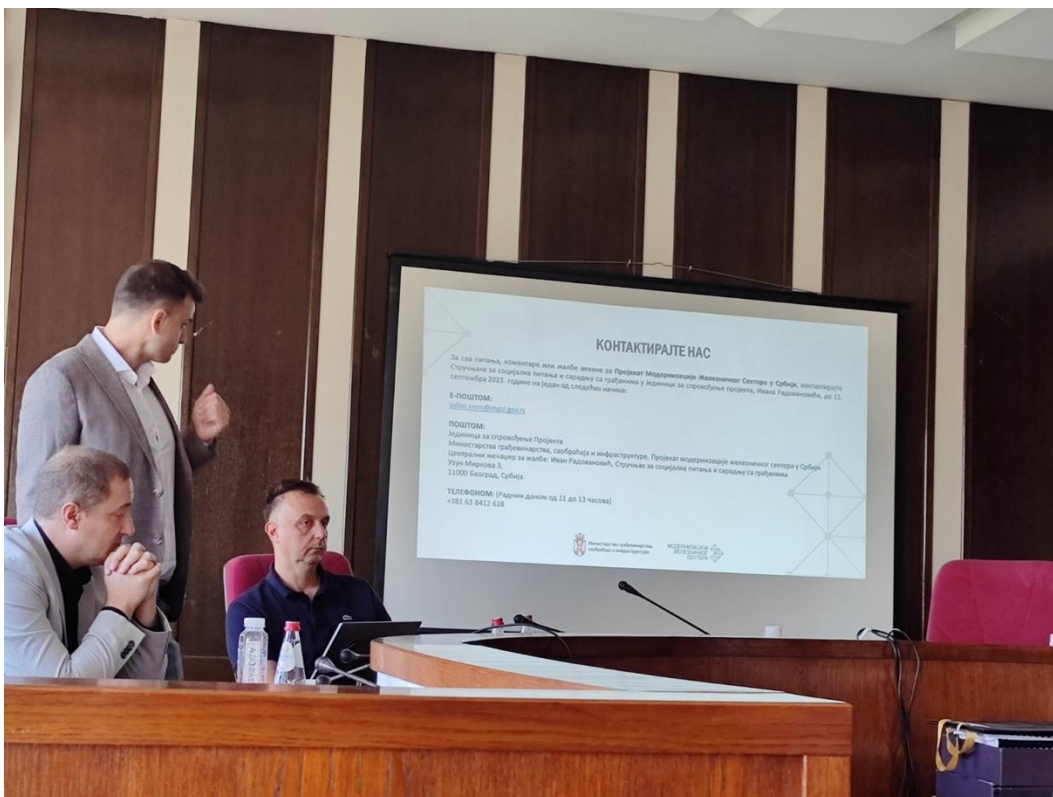
PIU

PIU

Image 3: Attendance sheet, with personal and contact information redacted.

The consultation started with the opening speech by Anita Dimoski, the acting assistant minister for railway and intermodal transport, and Larisa Puzović, the head of the PIU. Nikola Adžić, the civil engineer of the PIU started the presentation explaining the multi-phase approach and the project components. Nebojša Pokimica, the PIU environmental expert presented the ESMF, and Ivan Radovanović, the PIU social and citizen engagement specialist presented SEP, LMP and RPF. At the end, all the attendees could see the final screen with the contact details and ways to send their questions and opinions and were invited once again to share their opinions in person, during the public consultation. Nobody had comments.





Annex 2: Report on Stakeholder engagement activities for the Prokop station

REPORT ON PUBLIC CONSULTATIONS AND PRESENTATION OF DOCUMENTS IN RELATION TO THE IMPACTS OF THE WORKS ON THE DEVELOPMENT AND EQUIPMENT OF THE INTERIOR OF THE BELGRADE CENTRE RAILWAY STATION ON THE ENVIRONMENT AND SOCIETY

During the preparation of the technical documentation necessary for the completion of the works with the arrangement and equipping of the interior of the railway station Beograd Centar, documents on the impacts of the aforementioned project on the environment and social issues were prepared and approved by the International Finance Institutions, in order to ensure that the negative impacts of the Project are avoided, or if that is not possible, mitigated. The following have been prepared: a drat ESMP - Environmental and Social Management Plan, SEP - Stakeholder Engagement Plan, SIA - Socio-Economic Impact Assessment.

In accordance with the World Bank requirements, which are contained in the documents for Phase I of the Project (ESMF, ESCP, RPF, SEP and LMP for SRSM project), the integration of the ESMP into the tender documentation is mandatory. Given that the preparation of the tender document is in the final stage, it is necessary for the Contractor to include all mitigation measures in its Bid to ensure the implementation of the subproject in an environmentally and socially acceptable manner.

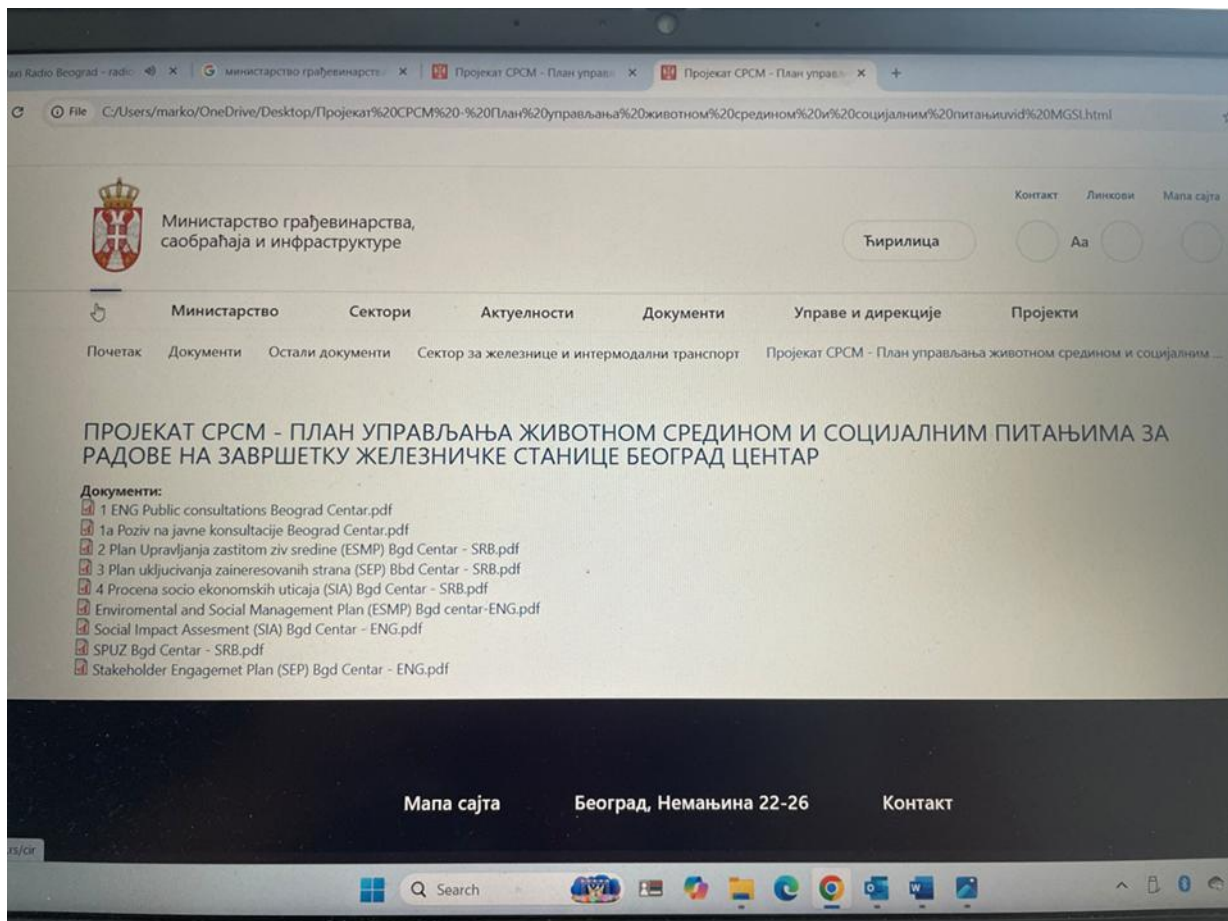


Image 1 – Environmental and social documents disclosed on the MCTI website

Based on all of the above, and in accordance with the World Bank's Environmental and Social Standard ESS 10, starting from 3.07.2025. by publishing on the website of the Ministry of Construction, Transport and Infrastructure, the following were made available for public inspection: ESMP, SEP, SIA. The call was also published on 11.07.2025. in the daily newspaper Politika, in Serbian and English. Through the Ministry, an invitation in the form of a letter was also sent to the managements of "Infrastruktura Železnice Srbije" ad, "Srbijavoz" ad and "Srbija kargo" ad.

24 Петак 11. јун 2025.
egislasi@politika.rs
ОГЛАСИ
ПОЛИТИКА

Савешно Леонардом и друштвом из описују Савету Савета (ССВ) и Булеву ком и друштвом стандарду 10 (ESS10)

РЕПУБЛИКА СРБИЈА
Министарство грађевинарства, саобраћаја и инфраструктуре

позива јавност, органе, организације и појединце заинтересоване за

ЈАВНЕ КОНСУЛТАЦИЈЕ
О УТИЦИЈАМА НА ЖИВОТНУ СРЕДИНУ И ДРУШТВО
пројекта уређења и опремања ентеријера
железничке станице Београд Центар

Током припреме пројекатне документације, припремљена је документација о утицијима на животну средину и друштво, са циљем да се избегну негативни утицији, или ако то није могуће, да се умање. Припремљена документација су: (1) ЕСМП – План управљања заштитом животне средине и социјалним утицајима, (2) СЕП – План ангажовања за интересоване стране, (3) ПИА – Пројекат утицаја на животну средину, и (4) СИА – Пројекат социјално-економских утицаја

Увид у припремљене документе могуће је:

- у просторијама Јединице за имплементацију Пројекта Модернизација железничког сектора у Србији, Министарства грађевинарства, саобраћаја и инфраструктуре, узима Узуна Мировка 3, Београд, сваког радног дана од 11 до 15 часова од 3. до 15. јуна
- на интернет страници Министарства грађевинарства, саобраћаја и инфраструктуре: <https://www.mgi.gov.rs/en/aktuelnosti/javne-konsultacije>

Позивамо Вас да своје коментаре и сугестије доставите у писаној форми и пошаљете до 25. јуна 2025. године на адресу:

Јединица за спровођење Пројекта
Министарства грађевинарства, саобраћаја и инфраструктуре
Пројекат модернизације железничког сектора у Србији
Узун Мировка 3,
11000 Београд, Србија
или е-поштом на: zabba.ssrn@mg.gov.rs

Припремљена документација и консултација ће се одржавати у просторијама ПИУ Јединице, узима Узуна Мировка 3, Београд, 17. јуна, у 12 часова.

Молимо Вас да потврдите своје учешће на: zabba.ssrn@mg.gov.rs

Захваљујемо на сарадњи.

125031108-1

In compliance with the World Bank's Environmental and Social Framework (ESF) and Environmental and Social Standard 10 (ESS10)

The Republic of Serbia
Ministry of Construction, Transport and Infrastructure

invites the public, entities, organizations and individuals to

PUBLIC CONSULTATIONS
ON THE ENVIRONMENTAL AND SOCIAL IMPACTS
of the Works and Equipment of the Interior
of The Belgrade Center Railway Station

As a part of the project documentation, the instruments on the environmental and social impacts have been prepared with the objective to avoid negative impacts, or if not possible, reduce them to a minimum. The prepared instruments are: 1. ESMP – Environmental and Social Management Plan, 2. SEP – Stakeholder Engagement Plan, 3. EIA – Environmental Impact Assessment, and 4. SIA – Social Impact Assessment

The prepared instruments can be viewed:

- In the office of the PIU of the Serbia Railway Sector Modernization Project in Uzun Mirkova 3 in Belgrade, on workdays between 11:00 and 13:00, between July 3rd and July 15th.
- On the website of the Ministry of Construction, Transport and Infrastructure: <https://www.mgi.gov.rs/en/aktuelnosti/javne-konsultacije>

We invite you to submit your comments and suggestions in writing and send them by July 25th, 2025 to the following address:

SRSM Project Implementation Unit
Uzun Mirkova 3
11000 Belgrade, Serbia
Or by e-mail at: zabba.ssrn@mg.gov.rs

The presentation of the instruments and public consultation will take place in the office of the PIU, in Uzun Mirkova 3 in Belgrade on July 17th at 12:00.

Please confirm your attendance at zabba.ssrn@mg.gov.rs

Thank you for your cooperation.

125031108-2

РЕПУБЛИКА СРБИЈА
ОПШТИНА БОЉЕВАЦ
ОПШТИНСКА УПРАВА ОПШТИНЕ БОЉЕВАЦ

Одредбе за уређење, објекатну процедуру, изградњу и експлоатацију правне послове, Одсек за примену објекатне процедуре и заштити животне средине на основу члана 21. и члана 39. Закона о процени утицаја на животну средину (Службени гласник РС, бр. 94/2024)

ОБАВЕШТАВА

Носилац пројекта Теломон Србија а.д. Београда, Таковока број 2, Београд, подноси је захтев за давање сагласности на студију о процени утицаја на животну средину радио базне станице „ZAI114 ZAI114 ZAI114 ZAI114 Bojovack PTT“, Бољевац, на КП број 257, КО Бољевац, општина Бољевац.

Заинтересована јавност може да изврши увид у студију о процени утицаја на животну средину у канцеларији Одсека за примену објекатне процедуре и заштити животне средине (Собрај 5), Општинске управе општине Бољевац, улица Краља Александра бр. 24, током 40 дана почев од дана објављивања, сваког радног дана од 12 до 14 часова. Увид у студију може се извршити и на сајту Општине Бољевац – www.bojovack-ptt.rs – преко веб-портала.

Јавна презентација и дан расправе о наведеној студији одржаће се дана 19. 8. 2025. године у малом сали Општинске управе општине Бољевац, са почетком у 12 часова.

Јавност, заинтересовани органи и организације могу у року од 40 дана од дана објављивања да доставе своје мишљења на студију о процени утицаја пројекта.

125031170-1

ONLINE ПОЛИТИКА ONLINE ПОЛИТИКА

ПАЛИТИКА ONLINE ПАЛИТИКА ONLINE

СТАНОВИ ПРОДАЈА/10

БЛОК 64, 65 кв. 2.0, адаптиран у 2.5, улични/Х/Х/Х/170.000.Delta trade nekretnosti, per. бр. 739, телефон

Image 2 – call for public consultations published in the newspaper Politika

On July 17th, 2025, starting at 12:00 (local time), in the premises of the Project Implementation Unit, Uzun Mirkova 3, Belgrade, a public presentation of the published documents was organized, followed by a public discussion. More than 13 people were present, and some did not sign the attendance list. The list is available in the PIU office but will not be published because of the Law on protection of personal data.

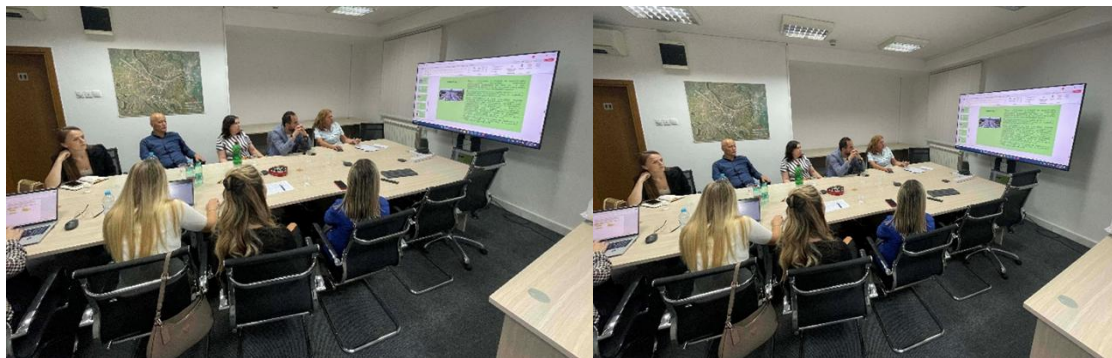


Image 3: Public consultations in the PIU office

As the attendees have previously reviewed the documents, and due to their extensiveness, during the presentation, a brief history of the project, the scope and goal of the project, possible impacts on the environment and the community, as well as measures that need to be taken in all phases of the project to minimize these impacts were presented. It is known that the Environmental Impact Assessment Study from 2016 was also available for public review, so the common content of the Study and the ESMP was particularly highlighted. It was particularly highlighted that the biggest difference is in the part of public involvement and the complaints mechanism. A general remark before the presentation itself referred to the timely communication and reporting of all project stakeholders. In this regard, in addition to the PIU team in monitoring activities, the role of the Project Engineer was highlighted.

After the presentation, which was supported by slides on the screen, the presenter invited the audience to ask questions and share their observations.

The representative of Infrastruktura Železnice Srbije raised questions regarding the storage of hazardous waste, i.e. whether the location and number of containers have been clearly determined. As highlighted during the presentation, the Contractor is obliged to prepare and implement a series of Plans in accordance with the ESMP. One of them is the Waste Management Plan, which will be in accordance with this ESMP but also with the requirements of the competent institutions. The number of containers is determined by the types of waste (different types of waste are collected separately), and the location will depend on the organization of the construction site and transport routes. During the regular operation of the project, waste management will be the responsibility of Infrastruktura Železnice Srbije, which also means selecting the optimal location for containers, in accordance with the ESMP and the Waste Management Plan of the Infrastruktura Železnice Srbije.

A resident and employee of the Municipality of Savski Venac, who was present, asked about possible changes to the suburban transport timetable and the amount of greenery at the location. As stated in the ESMP, no reduction in the number of departures is expected due to the work, and the necessary changes in the organization of transport will not affect the reliability of suburban rail transport. The greening project envisages the retention of significant specimens of woody vegetation, along with the planting of indigenous species in order to increase the share of green areas compared to the existing state.

The consultations began at 12:00 and ended at 13:00, local time. Public access to documentation regarding the environmental and social impacts of the aforementioned project lasted until July 25, 2025. As the interested public had the opportunity to submit comments and suggestions in writing by mail, the Report was prepared on 01.08.2025., in order to include any comments submitted by mail. However, no written public inquiries were recorded within the specified deadline.

Further public consultations

Since July 2025, there were minor changes made to the E&S documents, and in accordance with the WB ESS, the PIU will redisclose the updated documents, further engaging the relevant stakeholders. The report will be attached in this annex after the process is complete.

In March 2026 the public consultations and presentation of the environmental and social documents were repeated to ensure more transparency and stakeholder engagement.

The call for public consultations (in Serbian and English) was announced in “Politika” national newspaper on Wednesday, March 4th, in Serbian and English. The same call was announced on the info board in the Savski

Venac municipality, and their website. The documents (also in Serbian and English) were disclosed on the websites of MCTI, IŽS, Srbijavoz, and on the SRSM project website. A special call for public consultations was sent by email to all the NGOs identified in the SEP as stakeholders. At the Prokop station, at the information stand, ticket offices, Srbijavoz platforms and BG voz platforms next to timetable announcements, the call for participation in the focus group was published. Focus group includes passengers and employees of the station identified as stakeholders.

On Wednesday, March 11th, a focus meeting was held with passengers and employees at the Beograd Centar station. The PIU team approached station employees where the meeting announcement was made (ticket booths, Srbijavoz info booth, post office) but they received minimal interest from the passengers. This was confirmed when no passengers attended the meeting. The PIU members asked passengers at the station their opinions on the project activities, and the feedback was positive, mostly about the station building being finally completed. A possible explanation for this lack of attendance is that passengers were engaged in their daily travel routines and lacked the time to participate.

Several station employees showed up at the meeting, and their feedback was valuable. An employee at the newspaper booth didn't have the time to attend the meeting during her shift, but when asked about the project she said she was aware of it and had a positive opinion. She was glad that the station interior will be equipped and is generally happy with any kind of construction and development in the city. The IŽS employees gave a more informed and valuable opinions. Saša Stojanović, the chief of fire protection sector at the station sees the activity as an opportunity to attract more passengers and open more businesses and shops at the lower level of the station. He also drew attention at the passenger comfort, as now it is very windy at the platforms, and SRSM activity will take care of that. A security guard saw the SRSM activity as a possibility to reduce the traffic at the main entrance and direct some of the passengers towards the back entrance. The passenger traffic at the main entrance is high, and they see the SRSM activity as an opportunity to reduce traffic at the main entrance.

A special invitation was sent to all the NGOs identified in the SEP. Gordana Pušara, the president of Udruženje Osoba sa Invaliditetom UOSI Beograd (NGO, persons with disabilities) responded to the invitation saying her organization was interested in cooperation, but later by phone she stated they were interested in tenders and receiving requests for financial bids on the project. She was advised to monitor the ministry's website for further information on contract opportunities.

On Wednesday, March 18th, the public consultations were held, and despite all efforts invested in informing stakeholders about consultation opportunities, apart from the PIU members, no other interested parties attended. Also, we were informed by the information service of the municipality of Savski Venac, there were no inquiries regarding the public inspection in the scheduled period. Until the announced deadline for submission of comments, on Friday, March 20th no remarks from interested parties were received.

This can point to one of two conclusions, either the general public is already informed to a degree about the planned works, or these works are not seen as having a significant enough impact, to provoke stakeholder reactions.

Важни телефони

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Клиника за инфективне и тропске
болести и гостарова амбуланта, [1]
Особобуџена 18 2068-33
Клиника за гинекологију, Гастарова 2
3617-777, 3618-14
Клиника за дерматовенерологију, [1]
Гастарова 2 3617-777, 3618-14
Клиника за спелеотне, пластичне и
конструктивне хирургије [за старос-
но од 14 година, Гастарова 2 и др.
Ургентни центар] 366-2556, 366-24
Гинеколошко акушерско клиника, [1]
родни Фронт", Краљице Наталије
2068-250, 2068-25
БЦ, др Д. Милошевић-Дедић, [1]

[illegible]

ДЗ	Звездара,	2832-332,	2832-332
ДЗ	Лорач,	3402-522,	3402-616
ДЗ	Воскоджа,	3080-500,	2441-916
ДЗ	Н. Београд,	2722-100,	2095-216
ДЗ	Лаксиджа,	3054-401,	3052-016
ДЗ	Др С. Милосавић,		3538-416
			3594-616
ДЗ	Земун,	2195-422,	2195-336
ДЗ	М. Стојковић,	Грозга	8501-016
ДЗ	Др М. Влаковић,	Барјеве	
			8300-116
ДЗ	Младенскара,		8231-916
ДЗ	Лазаревац,		8123-116
ДЗ	Солот,		8291-216
ДЗ	Обреновац,		8721-916

[illegible]

SANU, Knež Mihailova 35, tel. 021
106, Sveučna sala SANU u 12.
okviru ciklusa "Srpske umetničke"
19 i 20. veka "Dobro utemeljen"
dr Savaša Milićević održaje pre-
davanje "Katarina Ivanović i tra-
goprska slikarica".

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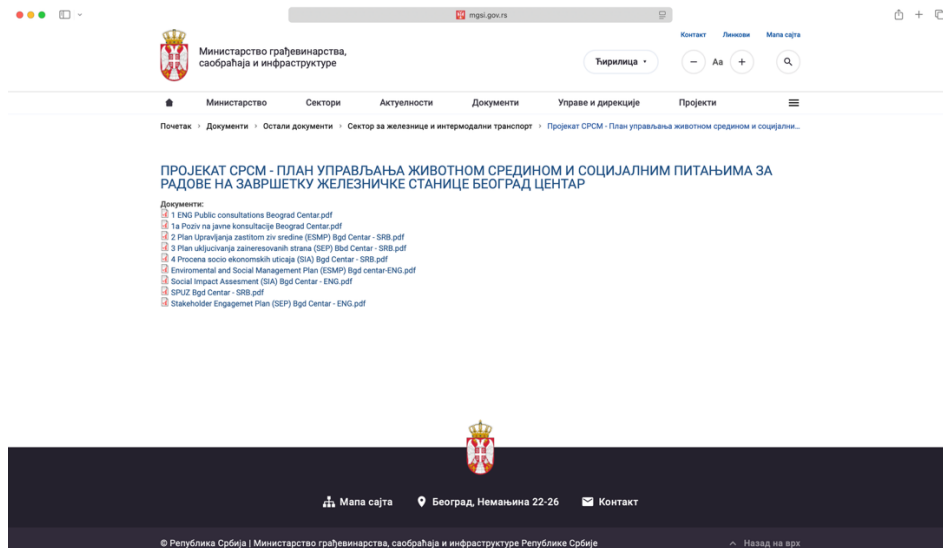
Ювак Јованка 1, 8–20 ч.	2637–4064
Збирка рецит. библиотеката [С. Марковиќ], 3370–512, 3370–513	
[Доситеј Обрадовиќ], Уставника 125/1, 7–19 ч.	4891–4860
Александра Секулиќ, Б. Пелагица 33	2651–0622 2652–2632
Свети Сава ³ , Земун, Патра Зринског 8, 8–20 ч.	2618–1446 2105–784
Турсењевићева 5, 8–20 ч.	3555–123
И. Караџић, Туркизи и Методије 2	2422–003
Н. Бгд. Буд. Зорана Јурићева 152а, 8–20 ч.	

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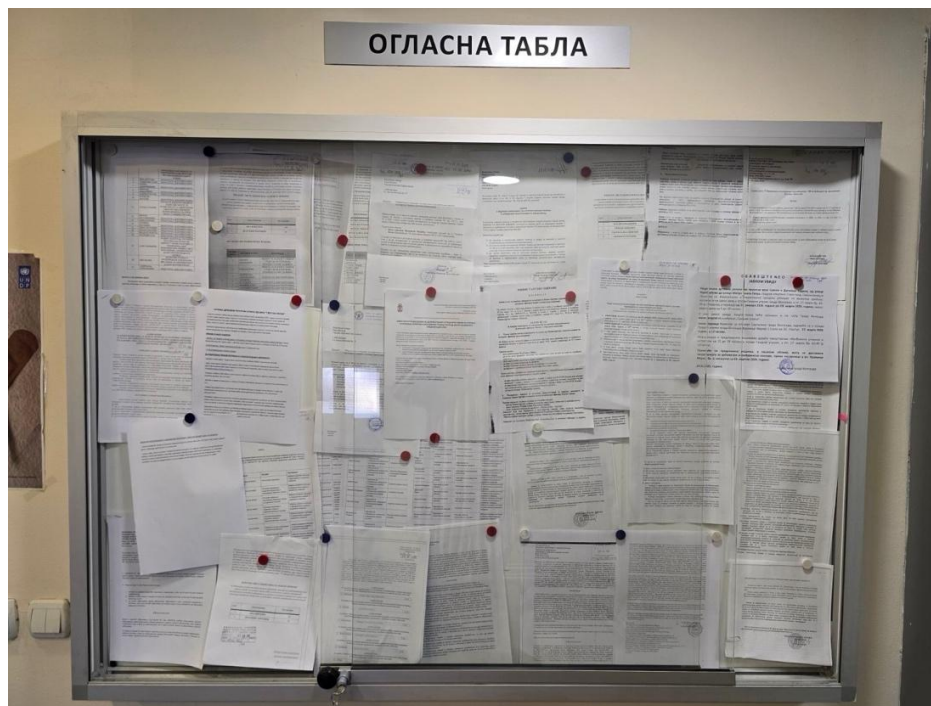
ТЕЛЕФОНИ ПРОДАЈЕ ОГЛАСА
ПОЛИТИКА
ПОСЛОВНИ ОГЛАСИ

[illegible]

MCTI website, E&S documents:



Savski Venac Municipality, info board:



Prokop station, the call for participation in the focus group:

ОБАВЕШТЕЊЕ

ЗА ПОТРЕБЕ РЕАЛИЗАЦИЈЕ ПРОЈЕКТА ИЗВОЉЕЊЕ РАДОВА НА УРЕЂЕЊУ И КОРЕКЦИЈАМА ЕЛЕМЕНТАРНИХ СТАЊИЈА ВЕОУПРЕД ЦЕНТРА У ЦИЉУ УПОТРЕБА ЗАПОСРЕДНИХ САПРЕДСТОЈИЈАМ АКТИВНОСТИ

ПОЗИВАМО ВАС ДА ИЗВЕШТАЈИТЕ У ДОКУМЕНТА ИЗ ОБЛАСТИ ЗАШТИТЕ ЖИВОТНЕ СРЕДИНЕ И СОЦИЈАЛНИ ПИТАЊА КОЈИ СУ ДОСТУПНИ НА ИНТЕРНЕТ СТРАНИЦИ МИНИСТАРСТВА ГРАЂЕВИНАРСТВА, САОБРАЋАЈА И ИНФРАСТРУКТУРЕ, ЈАКО И ПРЕДУЗЕТА ИНФРАСТРУКТУРА ЖЕЛЕЗНИЦЕ СРБИЈЕ И СРБИЈАВОЗ.

ЗА СВЕ ДОДАТНЕ ИНФОРМАЦИЈЕ О НАПРЕД НАВЕДЕНИМ, ЧЛАНОВИ ТИПА ЗА ПОДРШКУ ПРОЈЕКТУ ПРАЖИТЕ ДОДАТНЕ ИНФОРМАЦИЈЕ У КОЈИМ СТАЊИЈА КОЈИМА ДАЈЕ ИНФОРМАЦИЈЕ ДАНА 11.03.2026. У ПЕРИОД 11.00.00-11.30.

ПОЗИВАМО ВАС ДА У ЦИЉУ ВЕЋЕ ТРАНСПАРЕНТНОСТИ И АКТИВНОСТИ УЧЕШЋА ЗАПОСРЕДНИ И ЗАИНТЕРЕСОВАНЕ ЈАВНОСТИ УЗЕТЕ УЧЕШЋЕ У ОВОМ ПРОЈЕКТУ.

ВАСЕ ВАС ПОЗИВАМО ДА ПРИСУСТВУЈЕТЕ ЈАВНОЈ ПРЕЗЕНТАЦИЈИ ОВИХ ДОКУМЕНТА КОЈИ ЋЕ СЕ ОБЈАВИТИ 11.03.2026. У 11.00, ОДНОСНО ПОСТАВИТИ ПИТАЊА И ИЗЛОЖИТИ СВЕТОШЕ ПИСАНИМ ПУТЕМ НА АДРЕСУ ИЗ ПОЗИМА ИЛИ ЕЛЕКТРОНИЧКИ НА e-mail



Prokop station, PIU talks with employees and passengers:



Citizen engagement for Bogojewo station bypass

An early public disclosure of material for the detailed regulation plan Bogojewo station bypass was held from 18 January until 2 February 2024. The material was available on the Apatin Municipality website www.soapatina.org/servisigradjana/planovi, as well as in offices of Apatin Municipality. As per the SEP, a special notice about the stakeholders defined in the SEP was sent by the Ministry on Monday, 22 January 2024.

The stakeholders mentioned are:

- Luka „Dunav-Bogojewo“ d.o.o.
- „Hibrid“ d.o.o. (co-owner of the port of Bogojewo)
- Udruženje poljoprivrednika opštine Odžaci
- Pčelarski viteški red „Tamaško Jožef“
- Dobrovoljno Vatrogasno Društvo
- Lovačko Društvo „Fazan“.