

**Project on
"Rehabilitation and extension of water and sewerage system in Chisinau
municipality. Reconstruction of Alecu Russo street "**

**Sources of funding:
Loan agreement
between Chisinau City Hall
and International Finance Corporation**

**COMMUNICATION PLAN
AND STAKEHOLDER ENGAGEMENT
Grievance procedure**

1. Introduction

This communication plan and addressing the complaints were made by the City Hall of Chisinau municipality ("Beneficiary"), in order to improve the public information and procedures for the involvement of stakeholders, related to the implementation of the project for rehabilitation and extension of water and sewage networks in Chisinau; street reconstruction A. Russo ("Project"), financed under the loan contract between Chisinau City Hall and International Finance Corporation (IFC)

The proposed actions comply with Moldovan legislation and international best practices. Requirements of the International Finance Corporation on consultation and involvement of the parties and addressing the complaints have been applied as a guide.

2. The definition of "involvement" of stakeholders

The involvement of stakeholders refers to the establishment and maintenance of constructive relations throughout the project implementation with people from the internal environment and externally which are affected or interested in the project or activities of the Beneficiary.

The goal is to ensure timely provision of relevant and clear information and creating a process that provides opportunities for all stakeholders, including those who are vulnerable and / or socially excluded, to express their vision and concerns and to enable the Beneficiary to consider and provide feedback.

3. Key principles of stakeholders' involvement

The key principles of an effective engagement include:

- Providing disclose information material in a form and expression which are immediately understood and adapted to the needs of the group (s) concerned stakeholders;
- Providing information before the consultation activities and decision-making;
- Providing information in ways and locations that allow for stakeholders an easy access and are suitable in terms of culture;
- Respect of local traditions, language, time scheduling, and decision-making processes;
- Bi-directional dialogue that gives both sides the opportunity to exchange views and information, to listen and be heard;
- Clear mechanisms to respond to concerns, suggestions and complaints of citizens;
- Incorporate the replies in the project or program planning process, where appropriate and feasible, and reporting back to stakeholders.

4. The stakeholders' involvement plan

4.1 Identification of stakeholders

The following stakeholder groups were identified:

Stakeholders from the internal environment	Responsibilities / Contact method
Management	Monitoring, supervision and decision <i>Method of contact: Meetings, e-mail</i>
Project Coordinator	<ul style="list-style-type: none"> – Development, implementation, monitoring, evaluation, updating and reporting on project activities – Collecting information on project implementation by Builder – Providing information on project implementation needed for press releases of Public Relations Department of the Chisinau City Hall – Creating the connection with the the main groups of stakeholders <i>Method of contact: Meetings, email, written response,</i>
Public Relations Department, Chisinau City Hall	<ul style="list-style-type: none"> – Spokesperson on behalf of the Chisinau City Hall – Direct contact with the mass media – Develop press releases based on information received from the Coordinator – Press releases approval with Management, before publication / dissemination in press – Dissemination of press releases in the local media – Communication and public information <i>Method of contact: Meetings, e-mail</i>
Construction Company	<ul style="list-style-type: none"> – Responsibility for the overall implementation of the actions according to the Terms of Reference – Participating in meetings with stakeholders (if necessary) – Reply to the request of Management, Project Coordinator, Capital Construction Department, Public Relations Department, concerning its activity in the project, in a polite, prompt and professional manner. – The Constructor will not respond to media questions about his work on the project. Any contact with the media will be coordinated with the Department for Public Relations of Chisinau City Hall – Provide to Coordinator the necessary information for press releases to local media (no media direct contact) – Contractors must respond to all community requests / complaints and

	<p>contacts politely and professionally.</p> <ul style="list-style-type: none"> – Contractors do not have to answer Media’s questions about their work on the project. – Maintaining an open attitude in relation to the Beneficiary by providing all necessary information on the provided services. – Regular meetings with Beneficiary to inform on the progress of project implementation <p>Communication by email / official correspondence</p>
Stakeholders from the external environment	Contact method
The local community	
Citizens (residential area)	<ul style="list-style-type: none"> - Newsletter - Public meetings - Meetings with citizens - Responding to complaints
Central public authorities / public / private institutions	<ul style="list-style-type: none"> - Meetings - Newsletters - Local newspaper - Public meetings - Meetings with community
Support Services (power grids, gas, water, sewerage networks, etc.)	
Media institutions used for notifications	<ul style="list-style-type: none"> - Interviews - Press Releases - Participation in debate programs
National newspapers	
Radio	
Television	

4.2 The mechanism to address conflict prevention

Requests and complaints will be examined as soon as possible, so that stakeholders will be assured that their concerns are taken seriously.

Complaints mechanisms for external stakeholders include:

- Received complaints
- Record keeping of all appeared complaints and suggestions

- The procedure for review and examination of complaints
- The procedure for responses to complaints.

The mechanism regarding the complains relies on requests addressed to the General Mayor / Director of the Capital Construction Department / Coordinator / City Hall from the suburbs of Chisinau municipality. Obtaining the necessary information is made through the Constructor, Coordinator. All answers must be approved by the Director. Written responses are issued for each application within 15 days maximum. In special cases, when the complaint requires investigation, the period may be extended up to a maximum of 30 days from the date of registration of the complaint, according to the legal regulations of the Republic of Moldova.

The process of evaluation of community involvement plan would involve monitoring:

- Level of satisfaction of responses to requests / complaints submitted by stakeholders through the consultation process
- Media coverage - both positive and negative
- Feedback from the local community in terms of satisfaction / dissatisfaction with the information distributed
- Number of complaints received - written and verbal