

SEP - Moldova Rural Connectivity Project (P180153)

Republic of Moldova

Ministry of Infrastructure and Regional Development

Ministry of Finance

State Road Administration

Custom Service of the Republic of Moldova

Moldova Rural Connectivity Project (P180153)

Stakeholder Engagement Plan (SEP)

February 2024

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List of abbreviations

BCP	_	Border cross point
CS	_	Custom Service
ECA	_	Europe and central Asia
EIA	_	Environmental impact assessment
ESF	_	Environmental and Social Framework
ESIA	_	Environmental and social impact assessment
ESMP	_	Environmental and Social Management Plan
ESS	_	Environmental and Social Standard
EU	_	European Union
GRM	_	Grievance Redress Mechanism
IBRD	_	International Bank for Reconstruction and Development
LMP	_	Labor Management Procedure
LPA	_	Local public administration
NGO	_	Non Governmental organization
NMT	_	Non-Motorized Transport
OIP	_	Other interested party
PAP	_	Project affected Person
PIU	_	Project Implementation Unit
RAP	_	Resettlement Action Plan
RPF	_	Resettlement Policy Framework
SEP	_	Stakeholder Engagement Plan
SIMC	_	Social Impact Monitoring Committee
SIMC	_	Social Implementation Monitoring Comitee
SRA	_	State Road Administration

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WB - World Bank

Glossary

Stakeholder Engagement Plan - A plan which assists investors with effectively engaging with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement.

Grievance Redress Mechanism - a process for receiving, evaluating, and addressing project-related complaints from citizens, stakeholders, and other affected communities.

Non-governmental Organizations - Private organizations, often not-for-profit, that facilitate community development, local capacity building, advocacy, and environmental protection.

Affected Communities - Refers to groups of people living in close proximity to a project that could potentially be impacted by a project (“Stakeholders,” in contrast, refers to the broader group of people and organizations with an interest in the project).

Consultation - The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

Engagement - A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader “stakeholder engagement” strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.

Environmental and Social Impact Assessment - An assessment comprising various social and environmental studies which aim to identify project impacts and design appropriate mitigation measures to manage negative impacts, and to enhance positive ones.

Partnership - In the context of engagement, partnerships are defined as collaboration between people and organizations to achieve a common goal and often share resources and competencies, risks and benefits.

Stakeholders - Persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively (IFC’s Handbook on Stakeholder Engagement (2007)); workers, local communities directly affected by the project and other stakeholders not directly affected by the project but that have an interest in it, e.g. local authorities, neighboring projects, and/or nongovernmental organizations, etc.

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1. Introduction

1.1 Country context

Moldova's road network is strategically vital and is a critical component of the Solidarity Lanes intended to support Ukraine during and after war. The national road network in Moldova is 2,598 km in length. The secondary and local road network is over 7,000 km. About 80% of the transport of goods from the Republic of Moldova are transported by road. Relative to its territorial size, Moldova has a comparatively dense network of transport infrastructure. However, the Soviet-era stock of assets has suffered from underinvestment in renewal, modernization, and maintenance since transition. In 2020, 46.8% of Moldova's road network was assessed to be in poor condition. Investment gaps are clear when comparing Moldova to international peers. According to the 2019 Global Competitiveness Report, the quality of Moldova's road infrastructure is the worst in the entire ECA region and one of the worst in the world and was ranked 126 out of 140 countries considered. The war in Ukraine has significantly impacted Moldova's transport sector, due to the high number of refugees fleeing the war, the re-routing of freight transport as a result of the closure/destruction of specific routes on the territory of Ukraine and disruptions to Black Sea ports. Additionally, the Danube Solidarity Lane is currently used as an option for facilitating the export of Ukrainian grain aside from fully restoring Black Sea access, thus Moldova's transport network is likely to remain strategic while the war continues. Romanian and Republic of Moldova borders continue to experience significant pressure. For example, land routes to transport grain out of Ukraine operate through border crossing points in the two countries, resulting in lorry queues of up to 20 kilometres. Despite severe capacity constraints, Moldova's road Border Crossing Points (BCP) have managed to increase throughput capacity throughout 2022 but will require additional investment to continue expanding support to Solidarity Lanes.

1.2 Project description

The project activities will respond to these challenges under the following four components:

Component A: Linking local communities with economic opportunities

A.1: Upgrading local road links (IBRD US\$ 69.49 million; US\$ IDA 5.98 million): This subcomponent will finance the rehabilitation and upgrading of approximately 100 km of three priority local roads, to improve connectivity to markets, schools, health and other social and economic centers, and enhance climate resilience. An important part of the subcomponent is road safety works in the proximity of schools and on road sections within communities. All roads financed by the project will be maintained under maintenance contracts to ensure that investments made are sustained over time.

A.2: Community inclusion & accessibility: This subcomponent will finance: (i) interventions complementary to the road works in (A.1) including those requested by communities along the

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roads; and (ii) Non-Motorized Transport (NMT) infrastructure along and adjacent to Project Roads¹.

A.3: Safer roads for Moldova: This subcomponent will provide funding for two main purposes: (i) Remediation of road safety "black spots" at up to 6 priority locations. The aim is to pilot remediation of known risks of road safety "blackspots" as per best international practices tailored to the specific conditions. (ii) Road safety educational and informational campaigns. These campaigns will aim to raise awareness and educate the public about road safety measures and practices. The campaigns will be designed to target specific audiences and address key road safety issues relevant to the Moldovan context.

Component B: Facilitating trade and expanding Solidarity Lanes

The aim of this subcomponent is to enhance capacity and improve the functionality of the Border Crossing Points (BCPs) between Republic of Moldova and Romania. The works include a range of interventions at both the infrastructure level of the BCPs, coupled with equipment acquisition needed to enhance their functionality. These interventions are designed to increase the capacity, interoperability, and efficiency of the border crossing services in accordance with the existing regulations. Investments made under this Component will be matched by an EU grant facility - Connecting Europe Facility (CEF).

Investments on the Moldova side of the border will be complemented by simultaneous modernization investments on the Romania side. These investments on the Romania side will be implemented by the Romanian Government and co-financed by the CEF. Preparation/implementation on the Romanian side has advanced. A High-level working group and technical group between Moldova and Romanian Government have been set-up to coordinate the respective investments. The High-level working group consists of senior officials from both countries who are responsible for overseeing and guiding the overall progress of the modernization project. The technical group, on the other hand, comprises experts and specialists who work together to address technical aspects and ensure the smooth implementation of the investments.

B.1: Road access and modernization of Leuseni/Albita BCP: This subcomponent will finance the upgrade of the BCP at Leuseni and expansion of the access road to the BCP.

B.1.1 Modernization and upgrade of BCP at Leuseni: The BCP upgrade will be carried out in two stages to ensure adequate capacity, optimized traffic flow and custom processing are maintained: Stage 1 - full refurbishment of the existing freight entry facility and the passenger car exit facility that require urgent improvement; Stage 2 – construction of a new freight exit facility. The procurement of fixed and mobile customs equipment is included in this sub-component. The subcomponent also finances related consultancy services for feasibility studies, supervision and monitoring services.

B.1.2 Access Road to Leuseni BCP: The works involve upgrading the 1 km access road to the Leuseni BCP. The current 2-lane road will be expanded to 4 lanes, aligning it with the standards of a similar access road on the Romanian side. This upgrade is also in line with Romania's plan to replace the existing bridge over the Prut River at the Moldova/Romania border with a 4-lane

¹ The approach to consider community requested works will be linked to the Project's citizen engagement activities and Stakeholder Engagement Plan. Examples of community requested works could include: Additional sidewalks and others as will be indicated in the Project Operation Manual

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standard bridge. The access road connects the BCP to the national road M1 (Leuşeni – Chisinau – Dubasari - MD/UA boarder). The subcomponent also finances related consultancy services for feasibility studies, supervision and monitoring services.

B.2. Solidarity Lane customs facilitation & BCP upgrades (Giurgiulesti): This subcomponent will encompass the following activities: (i) traffic organization and implementation of an electronic queuing system at the Moldovan side of Giurgiulesti BCP. This will help streamline and improve the efficiency of border crossing procedures, reducing waiting times and congestion. Traffic congestion often leads to idling vehicles, which consume fuel inefficiently and produce more emissions. By reducing congestion and allowing smoother traffic flow, vehicles can operate more efficiently, consuming less fuel and emitting fewer greenhouse gases. (ii) Expansion of the capacity of the existing parking/waiting facility in Giurgiulesti area, along with the provision of basic services such as toilets and water supply points for truckers. This will enhance the facilities available to truck drivers, ensuring their comfort and convenience during waiting periods. (iii) Procurement and installation of scanning equipment and software at the BCP facility. This will enable efficient and effective scanning of goods and vehicles passing through the border, enhancing security measures and facilitating smoother border control processes. (iv) Supervision services are also included under this subcomponent, to ensure proper oversight and monitoring of the implementation of the activities.

B.3. Construction and Road access to BCPs (Ungheni): A new road BCP will be developed at Ungheni with modern customs processing, weighing facilities and truck terminal. The BCP will be connected through a 0.5 km access to the national road network, for which feasibility study is already available². The subcomponent also finances related consultancy services for feasibility studies, supervision and monitoring services.

Component C: Building sustainability, delivery capacity and project management support (IBRD US\$ 4.5 million)

C.1. Project audit and supervision (US\$2.00 million): This subcomponent will finance: (i) annual project audits; and (ii) Monitoring consultants for the OPBRC contracts as well as Supervision Engineers for overseeing all civil works under Component A.1.

C.2: Output and Performance Based Roads Contracting (OPBRC) system; and Road Asset Management System (RAMS) (US\$1.00 million): This subcomponent will finance consultancy services to support the development and implementation of OPBRC on a selected road under Component A.1. Specific activities to be financed include: (i) An assessment of political, legal, regulatory, and institutional constraints to adopting OPBRC in the road sector. This assessment will help identify any barriers or challenges that need to be addressed. Based on the assessment, a strategy and implementation plan will be developed to guide the adoption of OPBRC. (ii) Providing technical assistance to develop appropriate legal instruments, such as a draft bill and regulations, that are necessary for the implementation of OPBRC. It will also involve preparing or adopting standard OPBRC bidding documents, training, and institutional capacity building activities to ensure that relevant stakeholders are equipped with the necessary knowledge and skills to implement OPBRC effectively. Hands-on support will also be provided to the Government of Moldova (GoM) during the launch of OPBRC pilot contracts, which may be financed under the

² Simultaneously, Romania will construct a bridge across the Prut River with a new BCP and 0.5 km access road of the same standard as the Moldovan side access road to the BCP.

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Project or other sources. The subcomponent also supports the full operationalization of the Road Asset Management System (RAMS), which includes technical assistance: (i) to complete the missing functionalities/modules in both the federal and regional versions of the current RAMS, (ii) to rolling out the RAMS to all rayons, (iii) training and capacity building of SRA and rayons in the full operationalization of the RAMS. The RAMS will include climate resilience and road safety parameters and shall be interlinked with other state digital systems such as the one for meteorological data. This will enhance climate resilience through evidence-based understanding of vulnerabilities of the road network which leads to risk-based climate-informed road maintenance planning and prioritization.

C.3. Design and implement a female internship program (US\$0.20 million). This Sub-component will help promote women's employment in the transport sector, where they are underrepresented. The project will design and implement a female internship program will finance activities related to (i) setting up a collaboration (Memorandum of Understanding) between the line ministry and the Technical University of Moldova, (ii) designing the internship program (orientation, interns' tasks, expected outcomes, and end of the program evaluation), and (iii) providing onboarding training to 25 female interns with opportunity of full-time employment upon graduation.

C.4. Incremental operating costs, project management, staff development (US\$1.30 million): This subcomponent will include: (i) consultancy support to each PIU and (ii) incremental operating costs for each PIU; and (iii) consultancy support for enabling SRA's transition to a corporatized entity that operates under commercial principles (iv) the cost of female student's internship program in the transport sector.

Component D: Contingent emergency response (US\$ 0 million):

Given the inherent uncertainty created by the ongoing war in Ukraine, this zero-dollar component is designed to provide swift response in the event of an emerging crisis or emergency. The Government of Moldova would be able to request the World Bank to reallocate Project funds to address an eligible crisis or emergency needs that may materialize. The activities financed by the CERC will be demand- and event-driven and will be detailed in a GoM Action Plan of Activities, which together with an official declaration of a specific emergency by the GOM represent the two obligatory conditions for triggering the component. The definition of an eligible emergency and a positive list of activities will be included in the project's legal documents, and the mechanics of the decision-making process and implementation of the will be reflected in the CERC Operational Manual, part of the overall POM

1.3 Key results

The Project's "Theory of Change" targets economic development through physical integration with the EU as well as the enabling factors that can ensure that development is inclusive of rural populations. The intended results, objectives, and expected outcomes from the proposed Project are

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summarized below in a theory of change that links to the proposed project components and IBRD-financed activities.

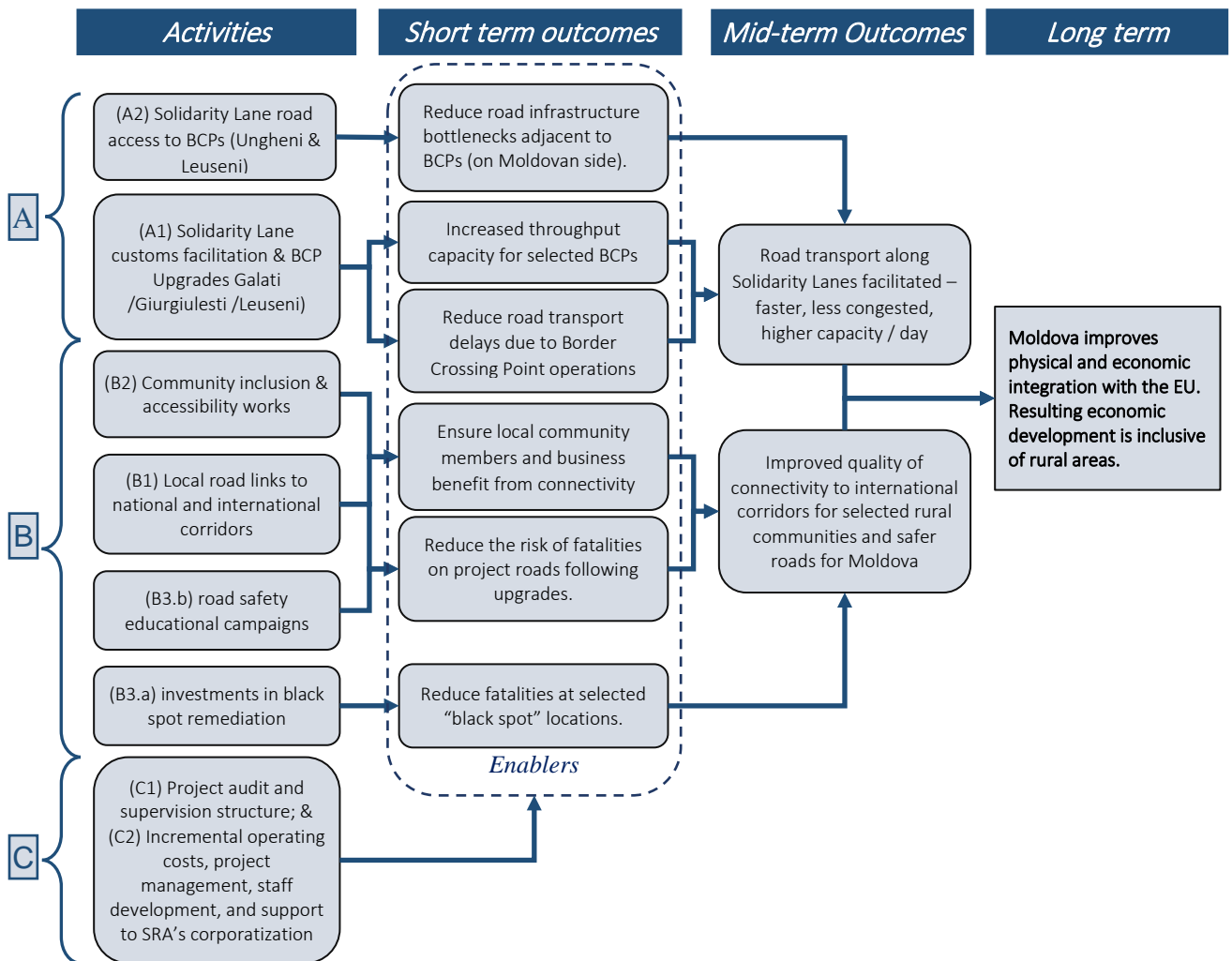


Figure 1. Key results expected

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1.4 Objectives and Scope of Stakeholder Engagement Plan

The purpose of the SEP is to provide a framework for appropriate stakeholder consultation and engagement, information disclosure and management of feedback and grievances in the context of the Moldova Rural Connectivity Project which meets both the National legislation and World Bank ESF requirements. The goal of the SEP is to facilitate project participatory decision-making by involving project-affected parties³ (PAPs), citizens in the project locations, and other stakeholders in a timely manner so that these groups are provided enough opportunity to voice their opinions and concerns to shape both the design and implementation of the project to incorporate those concerns. This SEP also make particular emphasis on the methods to be used to engage those considered vulnerable and at risk of being left out of the Project benefits.

Active stakeholder engagement supports the development of strong, constructive and responsive relationships that are important for successful management of environmental and social risks identified in a project. Communicating early, often, and clearly with stakeholders helps to manage mutual expectations and avoid potential conflict, and project delays.

The overall objectives of the SEP as stated in the ESS-10 are to:

- To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances.

Specifically, SEP serves the following purposes:

- stakeholder identification and analysis including vulnerable groups who may be impacted and/or who need to be engaged to enable access to project's benefits;
- planning how the engagement with stakeholders will take place;
- information disclosure and dissemination;
 - consultations and meaningful engagement across stakeholder groups;
- addressing and responding to feedback and grievances;
- monitoring, reporting and information disclosure:

³ Individuals or groups who, because of their particular circumstances, may be disadvantaged or vulnerable, those who may be more likely to be adversely directly or indirectly affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits.

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The SEP was prepared and will be implemented by SRA from Moldova and by Custom Service of Republic of Moldova (MCS). Local government bodies and local authorities in the Project area actively participated and are expected to be engaged during SEP implementation.

2. NATIONAL LEGISLATIVE FRAMEWORK AND INTERNATIONAL STANDARDS

2.1 National Legislation and Regulations on Environmental and Social Protection

The Republic of Moldova has the following legislation related to citizen/stakeholder engagement which covers both the right to access information and participation in policy development and decision-making:

- **Law No.982 / 2000 on Access to Information, as amended in 2003-2011-2015-2018-2023**

The present law regulates: a) the interaction between the providers of information and individuals and/or legal entities during the exercise of their constitutional right to access information. b) the principles, conditions, ways and order of accessing official information held by the providers of the information c) the obligations of information providers to ensure access to official information; d) methods of safeguarding the right to information.

This Law is operational till 8.01.24 and will be replaced by already adopted **Law No. 148 of 09-06-2023 regarding access to information of public interest**, Published: 07.08.2023 in Official Gazette No.234 art.410 in force since 8.01.24

- **Law No.64 / 2010 on Freedom of Expression, as amended in 2012-2013-2015-2021**
This law guarantees right to freedom of expression and regulates the balance between right to freedom of expression and defense of private and family life.
- **Law No.239 / 2008 on Transparency in Decision Making, as amended in 2016**
The law refers to the transparency of information linked with the decision-making process and to the consultation of stakeholders when drafting decisions. The consultation during the decision-making process aims at collecting, providing and exchanging information. The consultation with and involvement of citizens, civil society, and business environment in certain major issues guarantees a higher value of documents drafted and approved by the authorities and their support at the implementation stage.

According to the present law, Citizens have the right:

- a) to participate, under the conditions of the present law, to any stage of the decision-making process;
- b) to request and obtain information regarding the decision-making process, including receiving the draft decisions accompanied by the related materials, according to the Law on access to information;
- c) to propose to the public authorities, the initiation of the elaboration and the adoption of the decisions;

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d) to submit to the public authorities' recommendations regarding the draft decisions under discussion.

- **Administrative Code of Republic of Moldova, No.116/2018 (last amendment in 2023)**

The Administrative Code establishes procedure for consideration of petitions of the RM citizens addressed to the relevant authorities/bodies (further - "bodies") for the purpose of ensuring protection of petitioners' rights and legitimate interests. In this code the petition is understood as any the statement, claim, suggestion, appeal submitted to competent authorities, including a preliminary application challenging an administrative act or a failure to consider an application within the statutory deadline. The Petitioner/Applicant who is not satisfied with the answer received on the preliminary application or did not obtain an answer within the statutory deadline has the right to appeal to the competent administrative court. The Petition is addressed in written or electronic form in the state or other language according to the Law on functioning of languages on the territory of the Republic of Moldova. The Petition must include: the name and surname of the petitioner; the petitioner's address and the e-mail; the name of the public authority; the subject of the petition and its motivation; the signature of the petitioner or his legal or authorized representative, and in the case of the petition transmitted in electronic form - the electronic signature. The anonymous or submitted petitions without indicating the petitioner's postal or e-mail address are not examined.

- **Law No.86 / 2014 on Environmental Impact Assessment, as amended in 2022**

This Law sets the basis for the functioning of the mechanism of environmental impact assessment of some public and private projects or some projected economic activities with a view of prevention or reduction the negative environmental impact and protection of public health at the initial stages of project performance. EIA shall be performed in accordance with the following principles: (a) preventive actions; (b) reliability and completeness of information c) principle of transparency and accessibility; d) participatory principle; e) 11 precautionary principle; f) polluter - pays principle. Public consultations for the projects which require a full EIA are compulsory at the initial stage of the project before preparing the EIA (at the scoping stage) and at a later stage, when the Statement on EIA is disclosed to the public prior to reviewing the final (updated) documentation by the state environmental authority.

- **Law of the Republic of Moldova no. 134 of 14.06.2007 on mediation (latest amendment in 2023)**

The mediation will be used to resolve disputes as an option where users are not satisfied with the proposed resolution. Law of the Republic of Moldova no. 134 of 14.06.2007 on mediation (hereinafter - the Law on Mediation) is implemented from July 1, 2008. The purpose of the legislation is to regulate mediation as an alternative dispute resolution amicably mediator and mediation process status. Law on Mediation was included as an alternative method for resolving conflicts, a concept that is internationally recognized and promoted in all national legal systems.

- **CODE No. 1149 of 20/07/2000 CUSTOMS CODE OF THE REPUBLIC OF MOLDOVA (latest amendment in 2023)**

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The Code establishes the legal, economic and organizational principles of customs activity and is oriented towards the defense of the sovereignty and economic security of the Republic of Moldova. According to the Code, the Customs Service is the administrative authority that carries out its activity under the Ministry of Finance, being a separate organizational structure in the administrative system of this ministry, established for the provision of public administrative services to customs payers, for the exercise and improvement of customs control, including on the legality of the introduction/ removing goods into/from the customs territory, performing customs formalities, creating the conditions for accelerating the traffic of goods across the customs border. The Ministry of Finance exercises the methodological direction of the Customs Service by providing methodological assistance in its activity and by exercising the powers. In order to carry out its tasks, the Customs Service has administrative and decision-making autonomy, in compliance with the provisions of the legislation in force.

- **LAW No. 509 of 22-06-1995 On the Roads (*Adjusted by Law LP118 of 25.05.23, MO204-207/21.06.23 art. 354; New version will be in force 21.03.24*)**

This law establishes the economic, legal and organizational principles of administration, maintenance, expansion and use of roads. This law aims to:

- a) establishing the basic normative framework regarding the operation of roads and their use, regarding the acquisition and use of land areas related to roads, regarding the management, coordination and control of activities in the field of roads, as well as regarding the respect of the interests of road users, road owners and the state;
- b) streamlining the state administration of road activities;
- c) improving the investment climate in the field of roads and related activities;
- d) ensuring the integration of national roads into the international road transport network.

According to Article 5 of the Road Law, the administration of national roads and land surfaces, public property of the state, related to them is ensured by the central body specialized in the field of road infrastructure - now is SRA.

Introduced amendments by Law *LP118 of 25.05.23, MO204-207/21.06.23 art.354; in force 03.21.24* The SRA will become Joint Stock Company "National Road Administration". The "National Road Administration" joint-stock company is a commercial company with full state capital, of strategic national interest, which carries out the duties related to the administration of national roads and land surfaces, public property of the state, related to them under the conditions of concession contracts.

2.2 World Bank Environmental and Social Standards on Stakeholder Engagement

The Moldova Rural Connectivity Project is financed through the World Bank's proceeds, and as such it will apply World Bank's Environmental and Social Framework (ESF 2018) and its 10 Environmental and Social Standards (ESS) to ensure the execution of due diligence on the application of safeguards within the project. Specifically, this SEP is prepared following Environmental and Social Standard 10 on Stakeholder Engagement and Information Disclosure, which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder

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engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

As defined by the 2018 ESF and ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks.

Key elements of ESS10 include:

- “Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project.”
- “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 per each Project Component; (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.”

Disclosure:

The disclosure process associated with the release of project appraisal documentation, as well as the accompanying SEP will be implemented within the following timeframe:

- Placement of the draft of Preliminary ESIA, Resettlement Policy Framework (RPF), Labor Management Procedures (LMP) and SEP and ESMP for Component A in public domain prior to appraisal
- Any follow up public consultation meetings in project affected communities and with other stakeholders to present and discuss the ESIA, RPF and ESMPs for Component A – by appraisal.
- Addressing stakeholder feedback received on the entire disclosure package

The initial public consultation was organized in Giurgiulesti, Zagarancea, Leuseni mayoralities for Component B and Napadeni village for Component A: in the middle of Corridor 8. This was done to bring the progress of preparing preliminary ESIA & C8 ESMP to the public and also to provide the

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identified main environmental & social possible impacts and mitigation measures proposed. Also, it presented specific information about the Project. Also, SEP, RPF, and LMP were discussed and explained the GRM process, stakeholder future involvements, and Project contribution.

According to WB and national requirements, the preliminary draft ESIA report, SEP, RPF, LPM, and the C8 ESMP were published on the websites of SRA on January 22, 2024, and MCS on January 24, 2024, and also on the websites of respective mayoralities or social networks for participation on meetings and soliciting comments and suggestions. Summary hard copies of these documents were accessible to the public and at the offices of local authorities of the Project area. The disclosure period for the drafts of the documents is 30 days.

Stakeholder engagement is formally ensured through public hearing meetings to be held after the disclosure period with the involvement of all stakeholders. The records of these public consultations, announcements, minutes lists of attendees, etc. will be presented to the WB who will file them in their operational portal for their records. The records including minutes should be made publicly available at the local head office for the resident's information in a format appropriate for disclosure (ie. without any personal data).

The participants/stakeholders in public hearings were from:

- SRA
- MCS
- LPAs (mayors and members of local councils, cadastral engineers etc.)
- Social institutions
- Business
- Potential PAPs
- Social services
- Population

The public meetings were scheduled as follows:

Date	Hour	Locality	Location
<i>For Component B: RPF, LMP, Preliminary ESIA, SEP</i>			
30.01.24	10.00	Zagarancea	Town hall / cultural house
	14.00	Leușeni	Town hall / cultural house
31.01.24	12.00	Giurgiulesti	Town hall
<i>For Component A: C8 ESMP, RPF, LMP, SEP</i>			
02.02.24	10.00	Năpădeni	Town hall / cultural house

A non-technical summary in Romanian was published on the SRA and MCS websites on January 22-24, 2024.

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<https://www.asd.md/comunicate-de-presa/proiecte-de-documente-pe-aspecte-sociale-si-de-mediu-privind-proiectul-de-conectivitate-rurala-moldova/>
<https://customs.gov.md/ro/articles/consultarea-publica-a-proiectelor-de-documente-1891-ro>

Also, the draft of SEP, RFP, LMP, and Preliminary ESIA and ESMP for C8 were disclosed at the same time in English.

The phone conversation with Project LPAs was done in the week of 25-19 of January to express the intention for public consultations and discussions about the hosting. The electronic letters to Project mayoralities were sent on 23 January 2024 informing about availability and request to host the public meeting. A PPT was presented to the audience for environmental & social aspects.

The mayors used their network to communicate with the local population to spread the information and inviting for public hearings.

The specific changes into document is not needed to incorporate the comments. All communication and stakeholder engagements are included.

The minutes of meetings are presented in Annex no. 3.

The outline presented in the table below summarizes the main stakeholders of the project, types of information to be shared with stakeholder groups, as well as specific means of communication and methods of notification. Table below provides a description of stakeholder engagement and disclosure methods recommended to be implemented during stakeholder engagement process.

Stakeholder Group	Project Information Shared	Means of communication/disclosure
Local population in the Project Area of Influence	ESIA, ESMPs, RPF, LMP, Stakeholder Engagement Plan; GRM; Regular updates on Project development.	Public consultations and notices. Electronic publications and press releases on the Project web-site of implementation entities. Dissemination of hard copies at designated public locations. Press releases in the local media. Personal consultations and meetings on the site (if necessary). Separate focus group meetings with vulnerable groups, as appropriate. SIMC committees will be established on local level.
Non-governmental and community-based organizations	ESMF, ESMPs, RPF, LMP, Stakeholder Engagement Plan; GRM; Regular updates on Project development.	Public consultations and notices. Electronic publications and press releases on the project web-site. Press releases in the local media. Consultation meetings (where necessary). Information leaflets and brochures.
Government authorities and agencies	ESIA, ESMPs, RPF, LMP, and Stakeholder Engagement Plan; Regular updates on Project	Dissemination of hard copies of the ESIA, ESMPs, RFP package, and SEP at local administrations.

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	development; Additional types of Project's information if required for the purposes of regulation and permits.	Project status reports. Meetings and round tables.
Related businesses and enterprises	ESIA, LMP, Stakeholder Engagement Plan; GRM; Updates on Project development and tender/procurement announcements.	Electronic publications and press releases on the Project web-site. Information leaflets and brochures. Procurement notifications.
Project Employees	ESMPs, LMP, Stakeholder Engagement Plan; Project level and employee-level GRMs	Email updates covering the Project staff and personnel. Regular meetings with the staff. Posts on information boards in the offices and on site. Reports, leaflets.

2.3 Gap Analysis between National Legislation and World Bank

The table below provides a brief analysis of the gaps and differences between the national legislation and World Bank requirements and details how these gaps will be addressed under the Project.

National legislation	World Bank	Project
The national legislation has no provision for the development of a specific stakeholder engagement plan for public consultations	Consultations with stakeholders and public involvement are the integral parts in the development and implementation of the SEP.	Moldova currently does not have clear national legislative provisions on the citizen and stakeholder engagement for specific investment programs and projects. In those cases, it relies on the relevant provisions of the WB requirements. The project will carry out a comprehensive consultative process with project - affected persons, local and state authorities, other stakeholders as being required through public disclosure meetings, individual consultations and public consultations
The national legislation has provisions that allow citizens to make complaints and grievances, but these provisions do not allow anonymity. The anonymous or submitted petitions without	The World Bank ESS10 allows the option of anonymous provision of grievances.	The project will apply the WB standard and allow anonymous submission of grievances and complaints.

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indicating the petitioner's postal or email address are not examined.		
The national legislation does not have special provisions to address the concerns of the vulnerable groups during the consultation process.	The ESS10 specifically provides for the identification and engagement with the vulnerable groups that might be affected by the project to ensure that these groups also benefit from the project activities.	The SEP will identify affected vulnerable persons and engagement mechanisms to ensure that their voices are heard, and their concerns are addressed to the extent possible by the project.
The national legislation does not have provisions to establish a Project specific GRM.	According to the ESS 10 and ESS 2 the Project specific GRM should be established and be easily acceptable for all stakeholders at each stage of Project, including specific GRM for project workers	The Project specific GRM will be established for all stakeholders at each stage of the Project, including GRM for all project workers ⁴

3. STAKEHOLDER ENGAGEMENT PLAN

3.1 Scope and Approach

Moldova Rural Connectivity Project design focuses on robust stakeholder engagement mechanisms through selection of investments in close cooperation with local communities, multiple channels for feedback between implementing agencies and target communities, beneficiary-led accountability mechanisms, and participatory monitoring. A key objective of the project is to build confidence and trust in communities alongside infrastructure investments. To this effect, a range of participatory instruments and communication channels will be used to ensure meaningful consultation, active involvement and means of receiving feedback from PAPs and other interested parties (OIPs) throughout the project cycle, involving community members in selection of investments on the local level for communities needs satisfaction. A built-in robust GRM within the project will also ensure that project affected populations can accessibly file their complaints and to receive timely resolution for them. The following sections elaborate further on these modalities.

3.2 Identification of Stakeholder Groups

Project stakeholders are ‘people who have a role in the Project, or could be affected by the Project, or who are interested in the Project’. Moldova Rural Connectivity Project stakeholders are grouped into primary stakeholders who are individuals, groups or local communities that may be affected by the Project, positively or negatively, and directly or indirectly especially those who are directly affected, including those who are disadvantaged or vulnerable, and secondary stakeholders, who are broader stakeholders who may be able to influence the outcome of the Project because of their knowledge

⁴ Directly engaged people (PIUs staff and consultants) and contracted workers (people employed or engaged through contractors/ subcontractors that will perform work for specific project activities)

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about the affected communities or political influence over them. Thus, stakeholder mapping and selection of stakeholders for consultations was guided by two broad categories of stakeholders – i) PAPs, and ii) other interested parties.

PAPs include individuals or groups, who are likely to be affected by the project due to actual impacts (positive and negative) or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods.

In the context of the Project, key stakeholders are the following:

- Stakeholders with possibility to make decisions on implementation of the Project

Stakeholder	Potential Role of Stakeholder	Interest	Influence
Government of Moldova	Attracting investments to modernize the road network and improve logistical capabilities in the Republic of Moldova through the modernization of existing infrastructure and the creation of new transportation corridors. The government acts as the borrower of funds and a party to the credit agreement.	High	High
District Administration	District administrations are local government bodies that are directly interested in improving transportation infrastructure within their districts. This will serve as a driver for local economic development and enhance the population's access to essential social infrastructure and local markets.	High	Medium
Local Public Administration	Local public administrations are directly interested in improving transportation infrastructure within their districts. As part of the implementation of Component B, investments are planned for improving local infrastructure at the level of settlements. Local administrations will be directly involved in the process of selecting the directions for such investments.	High	High
Regional / Rayonal representatives (police, environment, forest, roads, public health, etc.)	Local agencies and services will conduct external monitoring of the project's implementation to ensure its compliance with local legislation and requirements.	Medium	Medium
Ministry of Environment Ministry of health	External monitoring will be conducted to ensure compliance with legislative requirements and standards. This includes the issuance of permits and licenses for activities that require them.	Low	Low

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Stakeholder	Potential Role of Stakeholder	Interest	Influence
Border police			
World Bank	Providing funding for project implementation and overseeing the project's progress to ensure compliance with the Bank's requirements and standards.	High	High
Social Impact Monitoring Committee (SIMC)	The SIMC is developed as a social, nongovernmental and non-political structure. It is established on a project basis with members from sub-project affected localities with the aim to provide community inputs in monitoring of environmental/ social impact on the local communities that may arise in course of Project implementation.	Medium	Medium

Residents (from localities in roads and BCPs vicinity)

- Residents of villages and communities where the roads, BCPs and associated infrastructure are located
- Residents of the municipalities where the roads, BCPs and associated infrastructure are located
- Land owners and users of infrastructure sites
- Residents along transport routes and BCPs (including vulnerable and disadvantaged groups: people with disabilities, elderly people, low-income households, single women with children, families with many children, etc)
- Business along the roads and near BCPs
- NGOs – Associations on local and national level

Implementation stakeholders

- SRA
- CS
- Road and CBP design companies
- Construction companies
- Construction supervision companies
- Suppliers
- Construction supervision Consultants

Community representatives can offer valuable perspectives on local contexts and serve as key channels for distributing information related to the Project. They also function as primary communicators and liaisons between the Project and the targeted communities, along with their established networks. The legitimacy of these representatives is derived not only from their officially elected positions but also from their informal and widespread recognition.

Also, it is planned that local community’s representatives will be actively engaged in the process of selection of activities under implementation of Community inclusion & accessibility Component (B2).

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The public consultations and additional social surveys will be arranged during elaboration of design of community driven Project component.

A brief analysis of how each group of PAPs might be impacted and potentially excluded from the project's benefits are provided below:

Group of PAPs	Possible Impact	Risk of Exclusion
For potential PAPs		
Residents in Localities and Municipalities	Disruption in daily life due to construction, increased traffic, noise pollution, etc.	Lack of direct involvement in decision-making, leading to feeling disconnected from the project and potential exclusion from benefits
Land Owners and Infrastructure Users	Possible land acquisition or changes in land use affecting livelihoods	Displacement or changes in property rights without adequate compensation or alternative options
Residents along Transport Routes and BCPs (including vulnerable groups)	Disruption in daily routines, increased vulnerability due to construction hazards.	Limited access to project information, potential lack of consideration for specific needs of vulnerable groups
Businesses along Roads and BCPs	Disruption in business operations due to construction or changes in traffic flow.	Limited support or compensation for loss of business during construction phases, leading to financial strain
NGOs and Associations	Potential changes in community dynamics or focus due to project implementation	Limited involvement in decision-making or planning, impacting the ability to advocate for community needs
For Implementation Stakeholders:		
SRA, MCS, Design, and Construction Companies	Potential focus on meeting project deadlines and budget constraints	Limited focus on community engagement or social impact, leading to overlooking community concerns

Overall, it is crucial to maintain active engagement, conduct meaningful consultations, and provide equitable compensation or support to the impacted groups. This approach helps in alleviating exclusion and enhances the benefits of the project for these communities. Additionally, it creates a platform that embraces a variety of perspectives, possibly leading to more inclusive project designs and results. This method also presents an opportunity for community representatives to impact project activities, potentially increasing local advantages.

3.3 Brief summary of previous stakeholder engagement activities

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As noted, a range of participatory instruments is proposed in order to provide the project affected communities with ample opportunities to participate, share their ideas and concerns when decisions pertaining to the project are made.

Stakeholder engagement during project preparation involved several rounds of consultations with identified stakeholders. This consultation process had been started conducted by SRA in 2015. Since that time several rounds consultations with stakeholders were organized

Date	Venue	Purpose and outcome	Number of participants
01.06.2015	Radeny village, Calarasi rayon (Road corridor C8)	- Purpose of the road rehabilitation - Possible technical decisions - Potential positive and negative impacts	33 persons (66% women and 34% men)
15.10.2018	Izvoare village (Road corridor C5)	- Channels for submission of grievances - Noticed the opinion and concerns of local residents	43 persons (56% women and 44% men)
12.10.2018	Baimaclia village (C24)		24 persons (48% women and 52% men)
July – August 2023	Zagarancea, Leuseni, Giurgiulesti	During this SEP preparation several site visits were conducted by the social Consultant. During these site visits the Project team had consultations with local authorities regarding project activities implementation, technical design finalization and instruments of local stakeholders engagement.	LPA team

A summary of the discussions is:

Corridor C8(8.1, 82):

- The population has been waiting for this road for a long time and is open to collaboration and even to bear temporary environmental and social impacts during the works, but to benefit from a good road.
- They worry about selecting a good contractor to get the job done
- They want the bridge to the M5 road to be included in the project

Corridor C24:

- They worry at the moment that the road produces a lot of dust and wait for the new road to be paved
- Hopes that the quality of the road will be good so that he can also transport agricultural goods on it
- They understand that the project does not finance aqueducts or sewerage, but they want a common developed infrastructure.

Corridor C5:

- They are interested in the road to be rehabilitated in short terms

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- They exposed that the Soroca-Balti main aqueduct passes nearby and if it will not be affected
- Ask if secondary roads are part of the project and if they can be extended.

Giurgiulesti LPA (on behalf of the City Hall and according to unspecified complaints of the population):

- Their primary concern is ensuring heavy transport does not pass through or stop in their locality, as it currently leads to issues like dust, waste, noise, vibration, etc.
- Whether a bypass road leading to M3 (currently under construction as the M3 Slobozia Mare bypass) will be created to divert traffic around the village.
- How to address the issue of transport passing from Reni (Ukraine) to Romania in a way that avoids congestion on local roads, which restricts access to agricultural land and households and causes dust and noise.

Leuseni LPA:

- - The biggest issue is pedestrian safety. The M1 road divides the village into 2 parts, even if it is a pedestrian crossing it is dangerous.
- A major problem is parking trucks on the side of the road
- The problem of noise at night

Zagarancea (Ungheni) LPA:

- The population is looking forward to the new customs point and direct passage to Romania
- The population is informed about the need to sell land for road (and customs infrastructure)
- They hope for new jobs to be created
- The City Hall hopes to obtain additional sources to the budget from taxes (if businesses related to border crossing and passenger service will be opened).

3.4 Stakeholder Engagement during Implementation

During the implementation stages of the project, stakeholder engagement will be conducted in an ongoing manner and will cater to the three complementary components and their respective activities. Tailored use of participatory instruments and modalities for engagement, feedback and communication will ensure that different beneficiaries', users' and stakeholder groups' views, needs and preferences are taken into account in an easy and accessible manner.

Component A and B1. Under Components A and B1, target communities will be engaged in identifying safety measures associated with roads and BCP construction and rehabilitation investments. Stakeholders will be also enabled to monitor the progress of works, and influence planning processes and decisions during road rehabilitation in affected project areas. Throughout the process, public consultations will be used to address progress updates and any other issues that may arise during implementation. In case if additional land or real estate objects will be required, the owners and users will be consulted as required in the RPF.

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Also, the additional round of consultations will be organized during preparation of technical design to ensure that opinion of local stakeholders are taken into account and all concerns and grievances are addressed and responded to.

Component B2. Community engagement will feature in facilitated, participatory planning and prioritization with municipal leaders and local SIMCs regarding selection of activities which need to be implemented on the territory of local settlements to improve access to public infrastructure, increase quality of life for local population, improve road safety, etc. The detailed list of activities which could be implemented under Component B2 and procedure of their selection will be defined by implementation entities and included to the POM after appraisal. As result of consultations with local stakeholders, the list of activities will be approved for further implementation.

3.5 Communication Tools

- **Public Consultations.** Consultations will continue to be organized during the project design stage and the project implementation. Public consultations will be organized for ESF framework documents, as well as site specific ESIA and other ESF documents. Moreover, public consultations will be held on an ongoing basis as part of the citizen engagement process during the project cycle.

Workshops. The workshops with local authorities and SIMC members will be held to consult on the selection of Project activities in terms of Component B2 scoping and implementation, routine monitoring of project activities, GRM handling, raising stakeholder awareness on project benefits, establishing project implementation procedure, timing for project implementation, identification of special needs for PAPs with vulnerabilities, etc. Other topics relevant for these workshops will be identified during project implementation.

Information boards. Establish Information Boards in each sub-Project area, in the communities that will benefit by investments and also in localities with investments for BCP facilities and facilities where component B2 will be implemented. On these information boards will be placed the information related to the Project, relevant for every phase of Project implementation.

Letters. The letters will be an instrument used in order to facilitate the Project implementation process through good collaboration between the implementing entities and other stakeholders.

Reports. The reports will be used to monitor the Project implementation and to keep informed the main stakeholders of the Project.

GRM will be established in line with the World Bank's ESS-10 requirements. A dedicated grievance mechanism will be set up for the Project. The stakeholders will be able to raise grievances anonymously by phone or online or using the project digital platform.

SIMC: For each sub-project affected localities Social Impact Monitoring Committee (SIMC) will be created. Affected people from the community could submit in written form the complaint, request or grievance to the SIMC.

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3.6 Proposed Information Disclosure Approach

The table below provides a preliminary summary of the suggested information to be disclosed based on the project design and topics that might be of interest to stakeholders. The table, like the entire document, is an evolving tool and can be updated at any point during project preparation and implementation. Some of the proposed documentation in the current draft may not be subject to disclosure and can be removed by the SRA/MCS from the table along with this reference.

In the line with WB ESS10, the information will be disclosed in Romanian language and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs. The disclosed project information will allow stakeholders to understand the risks and impacts of the project, and potential opportunities

Project Component	Type of information to be disclosed	Methods of disclosure	Timing/Frequency	Target stakeholders	Responsible stakeholders
All	Proposed Project Design	SRA/MCS official websites, public consultations	Before project appraisal	All	SRA/MCS World Bank
All	ESF documentation	SRA/MCS official websites, public consultations	Before project appraisal	All	SRA/MCS World Bank
All	GRM GBV/SEA/SH Health and safety impacts	SRA/MCS official websites, public consultations	During project implementation	All	SRA/MCS, Contractors, subcontractors, CS
Component A Facilitating trade and expanding Solidarity Lanesh	Public outreach and communications consultancy Bidding documents RPF RAP GRM ESIA, ESMPs Technical design Location of auxiliary facilities	SRA/MCS official websites, public consultations, SIMCs	Before civil works commencing, during the project implementation	Residents/business owners/vendors from the project area/vulnerable group, residents of affected settlements	SRA/MCS, SIMCs
Component B Linking local communities with economic opportunities	Public outreach and communications consultancy List of illegible activities for financing in terms of B2 subcomponent ESMPs	SRA/MCS official websites, public consultations, SIMCs	Before civil works commencing, during the project implementation	Residents/business owners/vendors from the project area/vulnerable group, residents of affected settlements	SRA/MCS, SIMCs

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	GRM RFP RAP (if necessary)				
Component C Building delivery capacity and project management support	Publishing reports	SRA/MCS official websites,	Periodically during project implementation	All	SRA/MCS

4. MONITORING AND EVALUATION

The Stakeholder Engagement Plan will be periodically revised and 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 be duly reflected in the SEP.

Implementation of the SEP, including the monitoring of output and outcome results will be the joint responsibility of SRA and MCS PIUs staff working closely with field-based team members (MCS, Environmental and social experts from the Contractor's site). The PIUs will monitor the SEP in accordance with the requirements of the Project Loan Agreement and the World Bank ESF including changes resulting from adjustments in the design of the project or project circumstances. The corresponding local government bodies will act as the intermediary project partners at local and community level. SIMCs established on local level in each locality where the Project will be implemented will be responsible for community monitoring of compliance with national legislation and ESF documentation, communicate with Project implementation parties on behalf of community members.

Monitoring indicator	Frequency	Responsibility
Involvement of stakeholders through organizing consultations at all stages of project implementation	Throughout the entire project implementation cycle	SRA/MCS
Information disclosure on official web-sites and resources	Throughout the entire project implementation cycle	SRA/MCS
Grievance submission channels are available for all stakeholders and easy accessible. Grievances were handled and included in the grievance log.	Semi – annualy	SRA/MCS
All received grievances have been addressed, resolved and responded to.	Semi-annualy	SRA/MCS
All SIMCs had been established	During 90 days after Project appraisal	SRA/MCS, local administrations

5. GRIEVANCE REDRESS MECHANISM

5.1 Definition of the GRM

Transparency and accountability are core elements of the Project. For this purpose, the project will include a GRM. The goal of the GRM is to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities. The GRM is a mechanism that allows for the identification and resolution of issues raised by stakeholders. By increasing transparency and accountability, the GRM aims to reduce the risk of the project negatively affecting citizens/beneficiaries and serves as an important feedback and learning mechanism that can help improve project impact. The mechanism focuses not only on receiving and recording complaints but also on resolving them. While feedback should be handled at the level closest to the complaint, all complaints should be registered and follow the basic procedures set out in this chapter.

For the purposes of these Operational Guidelines, a GRM is a process for receiving, evaluating, and addressing project-related complaints from citizens and affected communities at the level of the project in a timely manner. The terms ‘grievance’ and ‘complaint’ are used interchangeably.

5.2 GRM Scope and Use

SCOPE: GRM will be available for project stakeholders and other interested parties to submit questions, comments, suggestions and/or complaints, or provide any form of feedback on all project-funded activities.

GRM’s users: Project beneficiaries, project affected people (i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, by the project), as well as the broader citizenry can use the GRM for the above purposes (see Scope).

GRM’s management: The GRM is managed by the SRA’s and CS’s PIU.

GRM at the level of SIMC: For each sub-project affected localities Social Impact Monitoring Committee (SIMC) will be created. Affected people from the community could submit in written form the complaint, request or grievance to the SIMC.

Submission of complaints: Complaints can be expressed at any time throughout project implementation.

5.3 Grievance Investigation and Resolution Process

GRM at the Project level will be maintained during the entire period of Project implementation. The GRM will ensure that all stakeholders can effectively be engaged in the Project design,

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implementation, provide project staff with practical suggestions/feedback on Project activities allowing them to be more accountable, transparent, and responsive.

This mechanism will follow the following principles:

- Grievances will be treated confidentially, assessed impartially, and handled transparently.
- The submitting and readdressing of the grievances will be free of charge for complainants.
- The SRA and CS will ensure that all project-affected parties will have equal opportunity to submit their grievance in accessible way. The Project beneficiaries may use a range of contact options (telephone number, e-mail address and postal address, etc.). The GRM is accessible to all stakeholders.
- The channels for filling in grievance form should be disclosed on official sources.
- The SRA and CS will provide an opportunity to submit a grievance anonymously.
- Affected persons may raise a complain at any time of project related activity.
- The GRM is designed to be responsive to the needs of all complainants, including anonymous ones.
- All grievances, simple or complex, will be addressed and resolved as quickly as possible. The action taken on the grievance will be swift, decisive, and constructive.
- In cases where the aggrieved individuals or group is not satisfied with the outcome of the amicable mechanism, they will always be able to file to the court at any stage in the resolution process;
- All grievances will be registered and documented, and each grievance resolution process and communication will be systematically tracked;
- The channels for filing complaints will be listed in SEP and communicated to the public during the consultations.

The Project implementation entities will ensure equal and nondiscriminatory access to grievance mechanisms, but the special attention will be given to the most vulnerable groups: people less informed, with limited legal knowledge, the poorest community members, with limited or no access to internet. The project team will be working together with social assistances and community mediators to provide access for complaints and ensure that the most vulnerable groups views are taken into account.

The Social Specialist (or Environmental & Social Specialist – depending on PIU structure) will serve as Grievance Focal Point(s) who will register the submitted grievances in the Grievance Log (database) and review within 15 (fifteen) calendar days, including the information verification, cross-checking, and analysis, and follow-up with the complainant as needed. As necessary, the Grievance Focal Point will involve the other relevant units' specialists in this activity.

Sub-project level GRM mechanism.

Will be operated through the SIMC (will be established at the later stages of the Project).

The Mayor's Office Secretariat is designated as the Reception Point for collecting grievances/complaints from community people from the localities where SIMC operates.

- The grievance redress mechanism should be communicated to community people and contact details should be made available to all.
- Complaints & grievances will be addressed through the following steps and actions:

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- First, complaints should be logged at the Social Impact Monitoring Committee (SIMC) at the local administration offices where resolution will be attempted with the involvement of the Engineer or can be contacted a SIMC member directly.
- The affected person/s may call Engineer representative directly and make an appointment to discuss their issues. Should the complaint arise from direct fault of Contractor to comply with environmental and social requirements set out by Employer, Engineer will take immediate action for resolution of grievance in the most prompt time by asking immediate rectification from Contractor.
- SIMC shall collect, document and address grievances referred by the local police officer in case community people are not aware of the grievance mechanism established by Engineer and the grievance is filed at the local police office. Accordingly, the local police officer should be informed that citizens can choose addressing their grievance to the SIMC and ask prompt involvement of Engineer in resolving the matter.
- The grievances may be recorded as anonymous, should this be asked by the affected person.
- The complaint/grievance will be filed in a template Letter of Complaint, attached hereto.
- If no solution is reached within 15 days, the affected person/community can further submit their case to the appropriate department of the SRA.

SEA/SH GM

Sexual exploitation and abuse / sexual harassment (SEA/SH) grievance redress mechanism is a grievance mechanism that allows for safe and ethical handling of SEA/SH allegations. This is project level grievance mechanism adapted for SEA/SH cases.

The Project level GRM will be designed to also address SEA/SH cases in ethical and confidential manner. The complainant will be able to submit the grievance with the help of project level GRM, also possibility of anonymous grievance submission will be ensured by SRA/MCS. The envelopes with SRA/MCS office post address and post stamps will be placed in contractor`s camp`s and Engineer`s offices for ensuring that employees have a possibility to submit the complaint anonymously. The special designated GBV focal point in SRA/MCS will undergo sensitization on SEA/SH handling issue process and be responsible for investigation of the SEA/SH cases and communicate with Project staff with GM responsibilities to investigate and address the grievance. The confidentiality of complainant`s personal data will have a high priority.

The special SEA/SH grievances handling and investigation trainings based on World Bank guidelines and requirements will be organized by SRA/MCS focal point for staff with GRM responsibilities.

GRM for employees

A locally-based project-specific GRM, proportionate to the potential risks and impacts of the project, will be established, building upon existing labor practices and HR procedures. In addition, a GRM specifically for direct and contracted workers will be provided in accordance with ESS2. The GRM will be designed at an early stage and will be formally established by project effectiveness and before any disbursements and start of the civil works.

5.4 Channels to Make Complaints

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Project proposes the following channels through which citizens, beneficiaries and PAPs can make complaints regarding project-funded activities:

	State Road Administration	Custom Service of Moldova:
By Email:	serviciu@asd.md	callcenter@customs.gov.md
Web page:	www.asd.md	www.customs.gov.md
In writing:	Chisinau, Bucuriei str. 12A MD 2004 Republic of Moldova	30, Nicolae Starostenco Street, Chisinau, MD-2065
Social Media:	https://www.facebook.com/asdrum	https://www.facebook.com/ServiciulVamalRM , https://t.me/s/ServiciulVamalRM
Phones:	+373 22 22 11 14	+373 22 574 182 / 574 133
Call center 24/24	+37360477117	+373 22 78-88-88
SIMC	Contact number of SIMC from the affected locality (the contact will be indicated when SIMCs are created).	Contact number of SIMC from the affected locality (the contact will be indicated when SIMCs are created).

5.5 Grievance Log

It is important that all complaints, including the anonymous ones, to be recorded in writing and stored in a database.

Each grievance should be assigned with an individual reference number and appropriately tracked and recorded actions are completed. The all grievances submitted will be registered / entered by SRA/MCS in to a unique register/database. The directly received grievances by local group will also be sent to SRA/MCS for registration in the unique register. SRA/MCS will be the grievance focal point of this Project. Thus, SRA/MCS will collect the grievances and further will direct them to the local level or to the Project level for examination and solution depending on the subject and location of the grievance.

A simple database will be developed under the Project to manage and monitor the grievances. The documentation on grievances will include:

- the name and contact details of the complainant;
- the date and nature of the complaint;
- the group charged with addressing the complaint;
- any follow up actions taken;
- the proposed resolution of the complaint; and
- how and when relevant Project decisions were communicated to the complainants.

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For the verbal grievances, it will be suggested to the complainant to file a written grievance/complaint or to use the number phone and email address appointed for Project grievances in order to be directed to relevant staff/groups for appropriate grievance resolution.

The Grievance log will be submitted to the Bank of quarterly basis for review.

5.6 World Bank Grievance Redress service

WB's Grievance Redress Service: Stakeholders 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. Information on how to submit complaints to the WB's GRS is available at <http://www.worldbank.org/GRS>. The mechanism of addressing the complaints will be the following: Stage 1: Receiving the Complaints/proposal/suggestion (all together named future "complaint") do not matter what form of receiving: verbal, writing, online etc. An initial screening is done by the receiver - Social specialist and included obligatory in the GRM Log. All complaints that meet the admissibility criteria (related to the Project) are transmitted also to the concerned to obtain their views/proposals on the complaints or allegations of violations contained therein.

5.7 Awareness Building

The information about the Grievance Redress Mechanism will be available at the online platform and will be included in the communications conducted with the project stakeholders through the communications methods and tools that are part of this stakeholder engagement plan and communications plan under the project, including emails, website, workshops, meetings, consultations, etc

5.8 Monitoring and reporting on GRM implementation

Policies, procedures and regular updates on the GRM system will be made available for all stakeholders. The PIU will regularly track and monitor the status of complaints to ensure that all grievances are resolved within the established timeframe. The PIU will also provide and publish reports available to the World Bank team, and all stakeholders that would contain the following information:

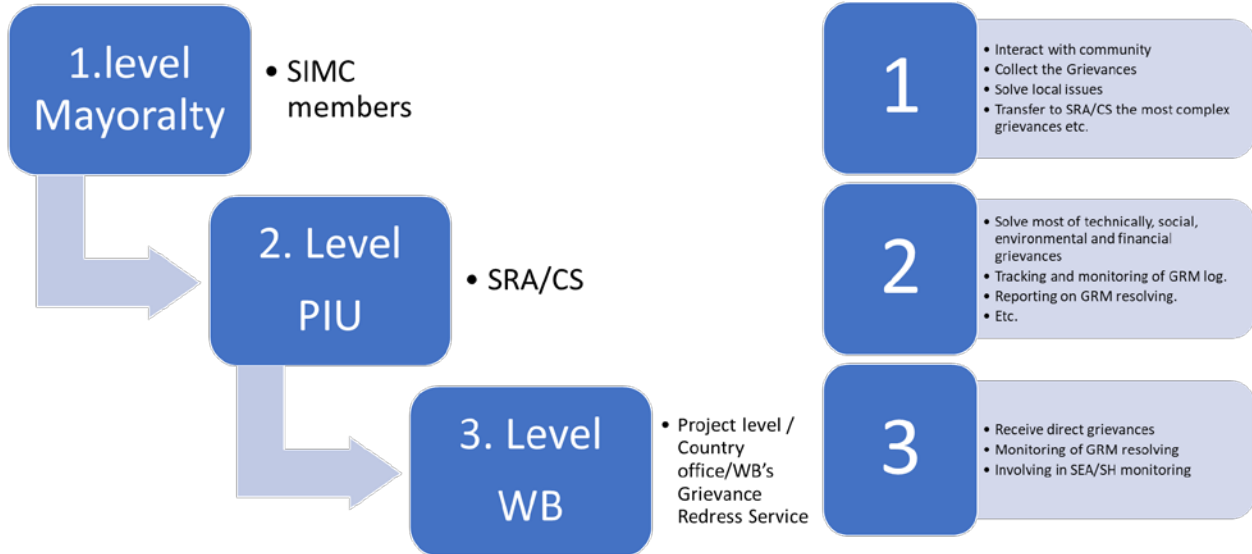
- Status of establishment of the GRM (procedures, staffing, awareness building, etc.)
- Quantitative data on the number of complaints received, the number that were relevant, and the number resolved;
- Qualitative data on the type of complaints and answers provided, issues that are unresolved;
- Time taken to resolve complaints;
- Any issues faced with the procedures/staffing or use;
- Factors that may be affecting the use of the GRM/beneficiary feedback system;
- Any corrective measures suggested/adopted and satisfaction of the complainants.

The PIU will compile a report summarizing SEP results on annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions. The report will provide a summary of relevant public consultations' findings from informal meetings held at community level. This report will be available on-line for general population. Stakeholders should be reminded once

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again that the grievance mechanism is available and important. The SEP will be revised and updated, supplemented as needed with project-specific arrangements and will be publicly disclosed.

Schematically GRM can be represented as follows :



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The matrix of GRM are as follow

Level	Instituion	Roles and responsibilities	Procedure for submitting complaints	Time for solving	Comment
I	Mayoralty thru mayor office and SIMC	<p>The Mayor's Office Secretariat is designated as the Reception Point for collecting grievances/complaints from community people from the localities where SIMC operates</p> <p>The affected person/s may call Engineer representative directly and make an appointment to discuss their issues. Should the complaint arise from direct fault of Contractor to comply with environmental and social requirements set out by Employer, Engineer will take immediate action for resolution of grievance in the most prompt time by asking immediate rectification from Contractor</p> <p>First, complaints should be lodged at the Social Impact Monitoring Committee (SIMC) at the local administration offices where resolution will be attempted with the involvement of the Engineer or can be contacted a SIMC member directly</p>	<p>First, complaints should be lodged at the Social Impact Monitoring Committee (SIMC) at the local administration offices where resolution will be attempted with the involvement of the Engineer or can be contacted a SIMC member directly</p> <ul style="list-style-type: none"> - Letter - Phone calls - Email - Websites - SIMC meetings - Site visits - Audience of citizen - Etc. <p>SIMC shall collect, document and address grievances referred by the local police officer in case community people are not aware of the grievance mechanism established by Engineer and the grievance is filed at the local police office. Accordingly, the local police officer should be informed that citizens can choose addressing their grievance to the SIMC and ask prompt involvement of Engineer in resolving the matter</p>	15 days	
II	PIU SRA/MCS	<p>The Social Specialist (or Environmental & Social Specialist – depending of PIU structure) will serve as Grievance Focal Point(s) who will register the submitted grievances in the Grievance Log (database) and review within 15 (fifteen) calendar days, including the</p>	<p>Each grievance should be assigned with an individual reference number and appropriately tracked and recorded actions are completed. The all grievances submitted will be registered / entered by SRA/MCS into a unique register/database. The directly received</p>	<p>15 days for regular cases and</p> <p>30 days for tat issues that</p>	<p>The Project implementation entities will ensure equal and nondiscriminatory access to grievance mechanisms, but the</p>

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Level	Instituion	Roles and responsibilities	Procedure for submitting complaints	Time for solving	Comment
		<p>information verification, cross-checking, and analysis, and follow-up with the applicant as needed. As necessary, the Grievance Focal Point will involve the other relevant units' specialists in this activity.</p>	<p>grievances by local group will also be sent to SRA/MCS for registration in the unique register. SRA/MCS will be the grievance focal point of this Project.</p> <ul style="list-style-type: none"> - Letter - Phone calls - Email - Websites - SIMC meetings - Site visits - Etc. 	<p>need decisions from other institutions and/or changes in the design / additional financing</p>	<p>special attention will be given to the most vulnerable groups: people less informed, with limited legal knowledge, the poorest community members, with limited or no access to internet; The project team will be working together with social assistances and community mediators to provide access for complaints and ensure that the most vulnerable groups views are taken into account.</p> <p>The PIU will compile a report summarizing SEP results on annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions.</p>
III	WB GRS	<p>The Grievance log will be submitted to the Bank on a quarterly basis for review</p>	<p>Stakeholders may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). Information on how to submit complaints to the WB's GRS is available at http://www.worldbank.org/GRS. The mechanism</p>	30 days	<p>All complaints that meet the admissibility criteria (related to the Project) are transmitted also to the concerned to obtain</p>

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Level	Instituion	Roles and responsibilities	Procedure for submitting complaints	Time for solving	Comment
		The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns	of addressing the complaints will be the following: Stage 1: Receiving the Complaints/proposal/suggestion (all together named future “complaint”) do not matter what form of receiving: verbal, writing, online etc. An initial screening is done by the receiver - Social specialist and included obligatory in the GRM Log.		their views/proposals on the complaints or allegations of violations contained therein.

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Annex 1. Grievance registration form

Reference No: _____

Note: you can remain anonymous if you prefer or request not to disclose your identity to third parties without your consent. In case of anonymous grievances, the decision will be disclosed on the official SRA/MCS website .

First Name _____

Last Name _____

- I wish to raise my grievance anonymously
 - I request not to disclose my identity without my consent
 - Contact Information Please mark how you wish to be contacted (telephone, e-mail).
 - By Telephone: _____
 - By E-mail _____
 - I will follow up the resolution at the website as I want to remain anonymous
- Preferred Language for communication: Romanian Other (indicate)

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

- One-time incident/grievance (date _____)
- Happened more than once (how many times? _____)

Signature: _____ Date: _____

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Please return this form to responsible person

Annex 2. Draft SEP Budget

Budget categories	Quantity	Unit costs USD	Times/ month	Total costs	Remarks
1. Estimated Staff salaries* and related expenses					
1a. <i>E.g., Communications consultant</i>	1	2500	36	90000	Can also be part-time or combine with other duties
1b. <i>E.g., Travel costs for staff</i>	-	-	-		Covered by PIU
1c. <i>E.g., Estimated salaries for Community Liaison Officers</i>	N/A				Covered by social consultant.
2. Consultations/ Participatory Planning, Decision-Making Meetings					
2a. <i>E.g., Project launch meetings</i>	N/A				
2b. <i>E.g., Organization of focus groups</i>	-				
3. Communication campaigns					
3a. <i>E.g., Posters, flyers</i>	5000	2		10000	Estimations for entire Project
3b. <i>E.g., Social media campaign</i>					Covered by PIU consultants
4. Trainings					
4a. <i>E.g., Training on social/environmental issues for PIU and contractor staff</i>	N/A				
4b. <i>E.g., Training on Gender-Based Violence (GBV) for contractor staff</i>					Covered by Contractor
5. Beneficiary surveys					
5b. <i>E.g., End-of-project perception survey</i>	30000	1		30000	
6. Grievance Mechanism					
6a. <i>E.g., Training of GM committees</i>					Covered by PIU consultants
6b. <i>E.g., Suggestion boxes in villages</i>					

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6c. E.g., GM communication materials					Covered by implementation Agencies
6d. E.g., Grievance investigations/site visits					Covered by implementation Agencies
6e. E.g., GM Information System (setting up or maintenance)					Covered by implementation Agencies
6f. Other GM Logistical Costs					Covered by implementation Agencies
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				130000	

*Note: Salary costs can be indicative

Annex 3. Public consultations Minutes of Meetings

**Minutes of meeting
On public consultations for
SEP, RPF, LMP and Preliminary Environmental & Social Impact Assessment for BCP and
access roads**

<i>Date</i>	30.01.2024
<i>Time</i>	10.10-11.30
<i>Location</i>	Zagarancea. Town hall / cultural house
<i>Consultants/ moderators</i>	Veaceslav Vladicescu, Ludmila Virlan
<i>No. of participants</i>	34
<i>Topics presented by the Consultant</i>	<ul style="list-style-type: none"> - General information about the purpose of E&S package documentation (SEP, RPF, LMP, preliminary ESIA) - General information about the proposed Project - Detailed known elements of the project in the area of locality - Next steps in the MRCP - Project's positive involvement in the community through SIMCs - Specific identified possible impacts on the environment and population - Specific mitigation measures proposed. - Grievances redress mechanism - Contact information of stakeholders (SRA, MIRD, MCS, MF, WB)

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	<i>The questions raised and/or received proposals from participants:</i>	<i>Answers/comments from moderators/consultants:</i>
1.	The name of BCP is to be Zagarancea as in many places as the closest locality and not Ungheni which is named the project now.	This name of the bridge and BCP was done by the GoM in collaboration with the Romanian Government. We will send the request to the MIRD and MoF.
2.	Private land needs to be expropriated for roads we know but for BCP what is the area?	This will be known exactly after the Feasibility Study is done and then the detailed design when the needs and the best option for placing BCP infrastructure elements and connecting roads to the bridge over the Prut River will be known. .
3.	It is important that every land plot on the access road from the roundabout to CS has an entrance as this will be valuable for people and businesses to construct facilities (petrol stations, café, insurance offices, car parking, etc.). All these lands will cost a lot after building the BCP and CS facilities.	We understand your willingness and concern and will take into consideration your proposal. However, the designer has to take in consideration road safety issues and legal design parameters
4.	How long will the construction take?	Probably the construction will take 2 years but with the entire process of Project approvals, FS, detailed design, and tenders - the entire process will be 3-4 years.
5.	When we will know the exact location of BCP and road? We want to be informed at every stage of the project of the details: FS, design, and construction.	This will be known exactly after the Feasibility Study is done and then the detailed design when the needs and the best option for placing BCP infrastructure elements and connecting roads to the bridge over the Prut River will be known. Will be created a SIMC and the population will participate at all stages. Also, at the level of FS a full ESIA will be developed and consulted.
6.	The local council can decide if an owner has been abroad for a long time and is not coming for negotiations and signing for land expropriation, we can give him similar land in another location.	In RPF this possibility of exchanging land for land is mentioned if the owner accepts and if land is available. The local council cannot decide for the owner. However, if the land is expropriated, the person can withdraw the money from a special account for 3 years according to national law.
7.	What will be the restrictions in the road protection zone for the owners and vicinity (they have experience with gas pipe line when they are restricted in many activities in the vicinity).	In the protection area of the road there are restrictions, of course, such as water discharge channels, there may be gilding signs, concrete constructions, footbridges, etc. Respectively, in this area, there are restrictions to build and do activities that may

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		damage this infrastructure and/or restrict access to road maintenance.
8.	From the experience of other municipalities that have customs points on their territory, the main road that leads to customs must be accessible from all the lots on one side and the other because economic agents from various spheres will most likely develop here that will pay taxes in the local budget, they will create jobs, etc. This is very important for our town hall and the local budget. For example, in Sculeni the local budget just from these taxes receives several million lei. From that, it depends on how receptive or not, how open collaboration between the local public authorities and the population of the area will be regarding the support of the project. These accesses have to be included from the beginning in the design as the main social and economic need for the PAPs and LPA.	<p>We understand your willingness and concern and will take into consideration your proposal. However, the designer has to take in consideration road safety issues and legal design parameters.</p> <p>For sure the Zagarancea municipality will take advantages from this new activity in the zone. We understand the local taxes are very important for LPA.</p>
9.	How will the problem with the climbing road in the town of Cornesti be solved if traffic increases? Right now, it's difficult to get through with trucks, but if traffic increases, it's going to be a big problem. The situation must be resolved in the complex.	SRA knows this problem and takes measures to increase the maintenance and improve the road in that section. Right now, we do not have an answer for that. Will bring your question to SRA management.
	Conclusion	Acceptance of the Project is High. Limited concerns still appear especially on the resettlement issues and access to vicinity lands.

**Minutes of meeting
On public consultations for
SEP, RPF, LMP and Preliminary Environmental & Social Impact Assessment for BCP and
access roads**

	Date	30.01.2024
	Time	14.00-15.00
	Location	Leuseni village, Hancesti rayon. Town house/cultural house
	Consultants/ moderators	Veaceslav Vladicescu, Ludmila Virlan
	No. of participants	26

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	<p>Topics presented by consultant (inclusive PPT)</p>	<ul style="list-style-type: none"> - General information about the purpose of E&S package documentation (SEP, RPF, LMP, preliminary ESIA) - General information about the proposed Project - Detailed known elements of the project in the area of locality - Next steps in the MRCP - Project's positive involvement in the community through SIMCs - Specific identified possible impacts on the environment and population - Specific mitigation measures proposed. - Grievances redress mechanism - Contact information of stakeholders (SRA, MIRD, MCS, MF, WB)
	<p>The questions raised and/or received proposals from participants:</p>	<p>Answers/comments of moderators/consultants:</p>
<p>1</p>	<p><i>Question if the local road near the mayoralty will be rehabilitated. This road was used as a bypass by trucks, buses, and cars when trucks were parked on the road and it was difficult to move on the central M1 road. All this traffic damaged the local road.</i></p>	<p>No this is not a subject of MRCP. This is a local road and the mayoralty with rayon authorities has to take care of it. Even, we will bring this information to SRA management related to heavy traffic impact due to congestion on M1 and parked trucks on the M1 road.</p>
<p>2</p>	<p><i>Q if they can know the exact lands needed for BCP extension.</i></p>	<p>No, at the moment is not known. This will be known exactly after the Feasibility Study is done and then the detailed design when the needs and the best option for placing BCP infrastructure elements and connecting roads to the bridge over the Prut River will be known. Will be created a SIMC and the population will participate at all stages. Also, at the level of FS a full ESIA will be developed and consulted.</p>
<p>3</p>	<p><i>What will be the solution for the bridge in the locality even is from another project? This will be especially dangerous if there is be extension of the road from 2 to 4 lanes. Please let it be in 2 levels or permanent traffic lights it is a risk of accidents even now. All the social institutions are in the old part of the village (mayoralty, school, kindergarten, etc.) but the living areas are in the new part of the village crossing the road M1.</i></p>	<p>Afraid about H&S is understandable but the MRCP is not covering this section of M1 road. Another project will solve this problem with LPA consultation. Know that SRA is in the FS stage for this road and soon will have the details.</p>
<p>4</p>	<p><i>The question is whether the road to the border guard picket (the road on the right leading to the border police infrastructure) will be affected. This</i></p>	<p>Tentatively this road is not affected by the actual border of MCS in Leuseni. If additional land will be requested, for sure an access road will be provided for border police and farmers.</p>

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	<i>road is used also by farmers for access to their lands and is in very bad conditions.</i>	
5	<i>What will be the procedure for procuring private land and what price range will be offered if there will be necessary expropriation?</i>	The procedure and forming prices were explained to the audience by SRA specialist. Also, it was explained the content of RPF and the role of RAP if will be needed.
	Conclusion	Acceptance of the Project is good. Limited concerns still appear especially on the resettlement issues.

**Minutes of meeting
Public consultations for
SEP, RPF, LMP and Preliminary Environmental & Social Impact Assessment for BCP and
access roads**

	Date	31.01.2024
	Time	12.20-13.20
	Location	Giurgiulesti LPA premises
	Consultants/ moderators	Veaceslav Vladicescu
	No. of participants	29
	Topics presented by Consultant (inclusive PPT)	<ul style="list-style-type: none"> - General information about the purpose of E&S package documentation (SEP, RPF, LMP, preliminary ESIA) - General information about the proposed Project - Detailed known elements of the project in the area of locality - Next steps in the MRCP - Project's positive involvement in the community through SIMCs - Specific identified possible impacts on the environment and population - Specific mitigation measures proposed. - Grievances redress mechanism - Contact information of stakeholders (SRA, MIRD, MCS, MF, WB)
	The questions raised and/or received proposals from participants:	Answers/comments of moderators/consultants:
1	<i>What equipment exactly is planned to be installed on the MCS platform?</i>	Provided the exhaustive list of types of equipment and works that will be done. All information is known at the moment.
2	<i>Why is not included in this WB project the construction of the bypass road of Giurgiulesti village (connection of road R34 with M3 approx. 4 km)?</i>	This bypass road is not the subject of this Project. GoM has to decide about approval of that construction and sources of finance. The MRCP will pay attention to the associated infrastructure that can impede or help to target the scope of the project for better rural and regional connectivity.

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3	<i>If the local roads, on the territory of Giurgiulesti, will be used by heavy trucks and machinery, we insist the local roads affected by truck transit be rehabilitated accordingly</i>	Yes, may be possible. But using of local roads for transportation of materials and transit is subject of approvals by engineer and Local Public Administration. local public administration can set up conditions for rehabilitation after using local roads to their original state, limit access times, and prohibit going to certain streets.
4	<i>We encourage the speeding up of the construction of the village bypass road and, in addition, the examination of the road leading to the port as a road variant for customs access to BCP. What will be the width of the bypass road?</i>	This bypass road is not the subject of this Project. Will be probably 2 lanes (7 m of carriage way). GoM has to decide about approval of that construction and sources of finance. The MRCP will pay attention to the associated infrastructure that can impede or help to target the scope of the project for better rural and regional connectivity. The road going to the port near Prut river is under passing the bridge over Prut in connection to Romania. It may be difficult to use this road to bypass the village and go to BCP. Let FS take into consideration these options if will be accepted.
	Conclusion	The Project has good acceptance.

**Minutes of meeting
On public consultations for
SEP, RPF, LMP and ESMP for C8**

Date	02.02.2024
Time	10.00-11.00
Location	Napadeni village, Ungheni rayon.
Consultants/ moderators	Veaceslav Vladicescu, Nichita Purici
No. of participants	25
Topics presented by Consultant (inclusive PPT)	<ul style="list-style-type: none"> - General information about the purpose of E&S package documentation (SEP, RPF, LMP, ESMP for C8) - General information about the proposed Project - Detailed known elements of the project in the area of Corridor 8 - Next steps in the MRCP - Project's positive involvement in the community through SIMCs - Specific identified possible impacts on the environment and population - Specific mitigation measures proposed. - Grievances redress mechanism - Contact information of stakeholders (SRA, MIRD, MCS, MF, WB)

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	<i>The questions raised and/or received proposals from participants:</i>	<i>Answers / comments of moderators / consultants:</i>
1	<i>How long will be the construction period?</i>	Usually the construction period is 1,5-2 years (two working seasons). The entire Project will be 3,5 years as are planned preparation stage, international tenders etc.
2	<i>What is the history between the G88 road (C8) and the highway that will come from Ungheni and will go through this area to Chisinau after to Odessa. The route and timeline.</i>	Corridor 8, which mostly runs on the G88 and G87, are regional roads and are included in the MRCP. The highway that will connect Romania to Moldova and Ukraine (Iasi-Ungheni-Chisinau-Odessa) will probably pass parallel to this road, through this area, but certainly not on this route, because usually high-speed roads bypass localities while C8 connects them. Likewise, the purpose, structure, and width of roads are different. At the moment Corridor 8 is already designed and will probably be ready in 3 years from this moment and the highway will just enter the pre-feasibility study phase this year and will probably be ready no earlier than 7-10 years, no one can say exactly yet.
3	<i>Is street lighting also included in the Project? We need to know that we have lighting projects in villages, for example in Boghenii Noi, and not to spend from the local budget, we better wait for the road project.</i>	Yes, it was verified in the design and it is included.
	<i>Will existing and damaged bus stations be rehabilitated under the project?</i>	It depends. If the bus station will be in the same place, it will probably be rehabilitated. If it is provided in another location, new type stations with organic glass and a modern roof will be installed. All bus stations will be repaired and maintained by SRA.
	<i>It is possible to include the Drujba-Bobletici road in your project. It is an important road that connects 2 districts Ungheni and Singerei and local markets. It is a road that started but was blocked for some reason.</i>	This local road is not included in the Project. We do not know his situation, We will document and at the next meeting, we will inform you. He is not at the balance of SRA.
	<i>What will be the width of the road in the village and outside?</i>	Usually, the carriageway is 7 m, the sidewalk is 1,5m, and the right of way may vary due to road infrastructure (ditches, culverts, embankment etc.)
	<i>We are disappointed that in 15 years this road could not be built even though it has already been designed 3 times. We are pessimistic</i>	We understand, we know that certain projects for tourism development, water, sewerage, and repair of roads through

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<p><i>already. Our villages are territorially located in the Cula area, a socio-economically disadvantaged area declared by the Government in 2007. An action plan was developed to improve the situation and nothing was done.</i></p>	<p>villages have already been supported by the Government, However, we are confident that in this Project with WB support, we will be able to complete the improvement of corridor 8. Efforts are being made to achieve this. We encourage the participation of representatives from all localities in the activity of SIMC in order to keep up with the news and progress of the project and to contribute to achieving the objectives of the MRCP project.</p>
<p><i>From Radeni village. According to the previous project, in 2017 it was necessary to close a well in the village, which is the situation now. I understand it's getting around.</i></p>	<p>That's how it looks according to the project we know and the printed design we have here. We will return with more detailed information at the next meeting. The previously accepted solution was to move the aerial part of the fountain a little further back. Another solution was to build a new one 5 meters from the road.</p>
<p>Conclusion</p>	<p>Project Public acceptance - high</p>

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Public consultations pictures by locality

Zagarancea



Leuseni



Giurgiulesti

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Napadeni (C8)

