

**Republic of Albania**  
**Ministry of Economy and Innovation**

**Western Balkans Trade and Transport Facilitation 2.0**  
**(P514860)**  
**Phase II - Albania**

**Stakeholder Engagement Plan**

- Draft -

**March 2026**

## Contents

ABBREVIATIONS.....	2
1. Introduction/Project Description.....	3
2. Objective/Description of SEP.....	5
3. Stakeholder identification and analysis .....	5
3.1. Methodology .....	5
3.2. Affected parties and other interested parties .....	6
3.3. Disadvantaged/vulnerable individuals or groups .....	8
4. Stakeholder Engagement Program .....	8
4.1. Summary of stakeholder engagement done during project preparation .....	8
4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement .....	9
4.3. Stakeholder engagement plan.....	10
4.4. Reporting back to stakeholders .....	17
5. Resources and Responsibilities for implementing stakeholder engagement activities.....	17
5.1. Resources .....	17
5.2. Management functions and responsibilities .....	17
6. Grievance Mechanism.....	19
6.1. Description of GM .....	19
7. Monitoring and Reporting.....	21
7.1. Summary of how SEP implementation will be monitored and reported .....	21
7.2. Reporting back to stakeholder groups .....	21
ANNEXES .....	23
Annex 1: Grievance Form.....	<b>Error! Bookmark not defined.</b>
Annex 2: Stakeholder Engagement Activities .....	27

## ABBREVIATIONS

BCP	Border Crossing Point
CA	Customs Administration
CEFTA	Central European Free Trade Agreement
E&S	Environment and Social
ESF	Environment and Social Framework
ESS	Environmental and Social Standards (World Bank)
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
EU	European Union
GM	Grievance Mechanism
ICT	Information and Communication Technology
INGO	International Non-governmental Organizations
MoEI	Ministry of Economy and Innovation
MoIE	Ministry of Infrastructure and Energy
NGO	Non-governmental Organizations
QI	Quality Infrastructure
OIP	Other Interested Parties
OECD	The Organization for Economic Cooperation and Development
PAP	Project Affected Parties
PIU	Project Implementation Unit
SEA/SH	Sexual Exploitation and Abuse/Harassment
SEP	Stakeholder Engagement Plan
TEN-T	Trans-European Transport Network
TCT	Transport Community Treaty
UNECE	United Nations Economic Commission for Europe
TTFP	Trade and Transport Facilitation Project
WB	World Bank
WB6	Western Balkans 6 Countries

## 1. Introduction/Project Description

The WESTERN BALKANS TRADE AND TRANSPORT FACILITATION 2.0 (P514860) project, as phase II (Albania) of the multi-phase programmatic approach aims to increase trade and transport efficiency, and strengthen quality infrastructure in the Western Balkans. The project includes significant investments aimed at improving border crossing points and transport corridors in Albania, with a focus on modernizing customs facilities, enhancing trade facilitation processes, and strengthening the country's regional integration with the European Union market.

The project is financed by the World Bank through International Bank for Reconstruction and Development (IBRD) funding and grant financing through Safe and Sustainable Transport Program (SSTP) under a loan and grant agreements with the Government of Albania. The project will be implemented by the Ministry of Economy and Innovation (MoEI) and the Ministry of Infrastructure and Economy (MIE), Albanian directorates for Metrology and Accreditation (DPM, DPA), Albanian Customs Administration, State Inspectorate for Market Surveillance, Albanian Road Agency, and General Directorate for Maritime. The project aligns with the broader objectives of the World Bank's support for regional economic integration in the Western Balkans and is closely linked to the EU Growth Plan for the region.

This Stakeholder Engagement Plan has been developed in compliance with Albania's legal framework and the World Bank's Environmental and Social Framework (ESF), specifically **Environmental and Social Standard 10 (ESS10)**: Stakeholder Engagement and Information Disclosure.

The WESTERN BALKANS TRADE AND TRANSPORT FACILITATION 2.0 program is structured into three components that are consistent across the region and phases, with the scope of activities tailored to each country:

- improving border and corridor efficiency,
- increasing market competitiveness, and
- project management and implementation to enhance technical and institutional capacity for trade and transport.

The components reflect the rationale and challenges faced by traders *at the border*, e.g. subpar infrastructure and clearance processes, and *away from the border*, e.g. norms and standards typically enforced inland through market surveillance and connectivity efficiency and safety in road, and maritime transport. The program is anchored in enhancing the efficiency of the core and comprehensive transport networks in the WB6 to improve physical connectivity to the TEN-T corridors, while strengthening trade facilitation to foster smoother regional integration with EU markets. Phase I includes Kosovo, Phase II Albania, with Montenegro and Serbia following as Phase III.

### Component 1: Improving Corridor and Border Efficiency

This program component is centered on (a) upgrading border crossing points and key locations along trade corridors, and (b) implementing second-generation trade facilitation reforms to align more closely the region with EU standards.

Sub-Component 1.1.: The sub-component will finance **infrastructure and soft measures (IT systems) to expedite the movement of essential goods across key BCPs in Albania**. This will involve modernizing outdated facilities<sup>1</sup>, customs and border services terminals and equipment. This measure will reduce trade bottlenecks, and improve transit times, enhancing Albania's trade

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<sup>1</sup> Modernization includes upgrading to more energy efficient systems, including where (location) relevant, incorporating measures of climate resilience.

competitiveness. The BCPs to be included in Phase II are Kapshticë/Krystalopigi (Albania/Greece), Kakavia (Albania/Greece), and Hani i Hotit/Božaj (Albania/Montenegro). The BCP prioritization was done in collaboration with GoA, reflecting discussions with the EC, TCT, and CEFTA, and is aligned with the GL initiative. Prioritization was also informed by an on-site BCP assessment by the Bank team. BCP insulation investments, and rooftop solar where feasible, are expected to significantly enhance the energy efficiency performance of BCP buildings.

Sub-Component 1.2: **This subcomponent finances upgrading of the border procedures, including the design, supply and deployment of the New Computerized Transit System (NCTS) Phase 6, opt-in solution, for the ACA.** This is a continuation of the activities implemented under the TTFP 1.0 and is an essential step in Albania's EU accession path. Across the components of TTFP 2.0 digitalization aims to minimize paper use, streamline and standardize procedures and reduce waiting times at the border, contributing to lower greenhouse gas (GHG) emissions.

### **Component 2: Increasing Market Competitiveness**

Component 2 focuses on enhancing quality infrastructure (QI) systems to meet EU market standards, vital for boosting regional trade, and improving transport corridor efficiency along key corridors that connect to the TEN-T network. Improved quality infrastructure will result in better products with reduced health and other risks for society. Key activities envisioned for support under this component include:

Sub-Component 2.1: This sub-component aims to enhance QI services, information, and procedures for enterprises in Albania. To support key Albanian export products meeting EU Market Standards, TTFP 2.0 will finance investments in equipment and capacity building to equip and strengthen laboratories for standards testing, including *inter alia* financing digitizing the activities of QI institutions, creating of central information platform for exports in Albania, and practical guidelines for implementing standards in the national language.

Sub-Component 2.2: This sub-component will finance a series of transport-related systems and interventions aimed at improving efficiency, safety, and operational performance across road, maritime, and freight transport. These investments combine institutional reforms, operational improvements, and enabling digital systems to support compliance with EU standards on transport efficiency, safety, and sustainability.

### **Component 3: Project Management and Implementation**

This component focuses on strengthening management and implementation capacity of TTFP 2.0, ensuring effective project management and enhanced technical capacity for policy coordination, monitoring and evaluation, gender-related data and analytical activities, citizen engagement mechanism and environment, social and fiduciary aspects of program management.

The WESTERN BALKANS TRADE AND TRANSPORT FACILITATION 2.0 project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should 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, or intimidation.

For further details, please refer to the MoEI website ([Link here](#)).

### 1.1. Brief Summary of Project Impacts and Risks

The project has been classified as having a **Moderate Environmental Risk**. Environmental risks are anticipated to arise primarily from the civil works associated with upgrading existing Border Crossing Points (BCPs). While the long-term impacts of the project are expected to be positive, the construction activities pose risks related to waste management, health and safety of workers and BCP staff, air and noise pollution, and erosion from earthworks. The potential impacts are likely to be site-specific and can be effectively managed through cost-effective mitigation measures. At this stage, no large-scale or irreversible adverse impacts, particularly on biodiversity and habitats, are anticipated.

Social risks are also rated as **Moderate**, with expected overall impact being positive. Notable concerns include labor and occupational health and safety (OHS) risks during construction, especially due to the geographical distribution of project sites. Community health and safety risks will be prominent during civil works. There is no indication of activities that would require land acquisition or may result in physical or economic displacement. Minor civil works, and other infrastructure development, are expected to be on existing and secure compound of BCPs and road land. This will be further confirmed and excluded during site specific screening and preparation of ESMPs. The project aims to promote inclusion for vulnerable groups, such as persons with disabilities, by applying universal design principles in developing systems and infrastructure.

The risk of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) is rated as **Low** due to the minor civil works involved, which will primarily utilize local labor. The project will emphasize stakeholder outreach and community safety, particularly for vulnerable populations, to mitigate SEA/SH risks. A robust grievance redress mechanism (GRM) will be implemented to address any complaints related to SEA/SH, alongside training and awareness programs for workers and affected communities.

These risks will be effectively mitigated through the development of ESF instruments (including ESME, site-specific ESMPs, LMP provisions, SEP, GM, RFP as applicable, etc.), adopted tailored communication and stakeholder engagement, and capacity building activities on ESF.

## 2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

## 3. Stakeholder identification and analysis

### 3.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach*: Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback*: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders

at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

- **Flexibility:** If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

World Bank's ESS10 recognizes three broad categories of stakeholders:

- **Project Affected Parties (PAPs)** refers to individuals, groups, local communities, and other stakeholders that may be directly or indirectly affected by the Project, positively or negatively. They are individuals or households most likely to observe/feel changes from the impacts of the Project.
- **Other Interested Parties (OIPs)** includes individuals, groups, or organizations that may not be directly affected by the Project but have an interest in the Project due to its characteristics, its impacts, or matters related to public interest e.g. relevant institutions, government officials, private sector, universities, NGOs, INGOs, women's organizations, cultural groups and others who may be positively or negatively affected by the scope of the Project.
- **Disadvantaged or vulnerable individuals or groups** refer to ones that often do not have a voice to express their concerns or may not understand the Project and how it affects them. This includes women, elderly, marginalized groups, long-term unemployed, victims of violence, refugees and asylum seekers, minorities and others that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the Project.

### 3.2. Affected parties and other interested parties <sup>1</sup>

**Affected parties** include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- People that work on the BCPs (Customs employees, Police officers, Phytosanitary and other Inspectors)
- Cross-border commuters and travelers, including those who pass border daily due to having employment at the neighboring countries
- Transporters, freight forwarders, and logistic services providers (Truck drivers, bus drivers, other professional drivers, ship captains and employees of other companies directly involved in organizing cross-border, including maritime, transport of materials and people)
- Maritime passengers and freight transporting companies (foreign and domestic:)
- Farmers, producers, traders, and other businesses in Albania conducting export/import
- Female business owners and business leaders conducting export/import
- Female professionals engaged in utilization of digital services and platforms related to cross border trade
- Foreign producers, traders and other businesses conducting export/import to/from Albania
- The General Directorate of Accreditation

- The General Directorate of Metrology and Calibration
- Accredited Laboratories in Albania:
  - Healthcare and Clinical Laboratories: Institute of Public Health and Private Clinical Laboratories
  - Food Safety Laboratories: National Food Authority and Veterinary and Phytosanitary Laboratories
  - Environmental Testing Laboratories: National Environment Agency and Private Environmental Labs
  - Construction and Materials Testing Laboratories: Institute of Construction Technology and Private Construction Labs
  - Pharmaceutical and Chemical Testing: National Agency for Medicines and Medical Devices and Private Analytical Labs (including Oil)
- Ports in Albania
- Albanian Customs
- Property owners (if expropriation occurs)
- Companies supplying specialized equipment (hardware)
- Contractors' employees and their subcontractors
- Construction workers directly engaged on program activities.

The projects' stakeholders also include parties **other** than the directly affected communities, including:

- Albania's Government Bodies:
  - Ministry of Infrastructure and Energy
  - Ministry for Europe and Foreign Affairs
  - Ministry of Defense
  - Ministry of Interior
  - Ministry of Finance
  - Ministry of Health and Social Welfare
  - Ministry of Tourism and Environment
  - Ministry of Agriculture and Rural Development
  - Ministry of State for Entrepreneurship Protection
- Municipalities where:
  - border-crossings are located,
  - freight transport and logistic companies operate,
  - ports are located,
  - freight storages are located,
  - Customs terminals are located,
  - labs are located.
- Albanian Road Authority
- Transporters associations, relevant Chambers of Commerce, and other interested business associations, Tourism associations and others
- Telecommunication services providers
- Companies supplying IT software and services, hardware and other equipment.
- Non-governmental organizations, Civil society organizations (particularly women's organizations) and Trade unions
- National media
- General public
- International organizations:

- European Union
- CEFTA
- European Commission
- The International Transport Forum at the OECD
- The Transport Community
- International Maritime Organization
- International Road Transport Union
- United Nations Economic Commission for Europe (UNECE) – Transport Division
- Southeast Europe Transport Observatory
- World Customs Organization.

### **3.3. Disadvantaged/vulnerable individuals or groups<sup>2</sup>**

Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

- **women-headed households** producing agricultural products for export,
- **elderly people** producing agricultural products for export,
- **poor farmers** producing agricultural products for export.

The main reason for considering these vulnerable groups resides in their contribution to Albania's overall agricultural production for export. Enhancing the quality infrastructure could significantly impact their production and market participation. However, the implementation of certain project subcomponents might exclude them gradually from the production process, leading to a deterioration in their socio-economic conditions. Improving the quality infrastructure at the borders will require exporters to rely on suppliers (producers of agricultural products) who comply with the stringent EU export rules. Achieving this will necessitate significant investments in both individual and large-scale agricultural production technologies—a requirement that these vulnerable groups may not be able to meet or sustain.

Due to their daily commitment to farming activities that support their livelihoods and households, these groups may remain uninformed about the need to improve production technologies and meet the standards required for exporting agricultural products to the EU and neighboring countries' markets. Additionally, their inability to access relevant information (i.e. due to digital illiteracy, lack of access to websites detailing these changes, or other project-related information), and limited financial and technical assistance may accelerate their transition into impoverishment.

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

## **4. Stakeholder Engagement Program**

### **4.1. Summary of stakeholder engagement done during project preparation**

This project is under preparation, and no public consultation meeting were conducted. It is planned to have one in March 2026. Any activity related to stakeholder engagement will be registered into the table of Annex 2.

The environmental and social reports and plans will be disclosed through the Project's webspace at the MoEI website. Feedback received during consultations will be taken into account and responded in a timely manner. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in the table of Annex 2.

#### 4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Different engagement methods are proposed and cover different stakeholder needs as stated below:

- **Individual and/or group meetings online, or with physical presence** (if necessary) with representatives of all governmental institutions
- **Direct email communication** with anyone expressing interest in any of the project activities, or have queries, questions, suggestions, comments. This method will also be used for direct coordination among various stakeholders regarding project relevant issues and tasks.
- **Official correspondence** is understood as official communication among legal entities that has authorisations and executive power within the governmental bodies and agencies. Communication can be internal and external, to legal entities and private individuals.
- **Media/press releases** are used to distribute message through classical media channels.
- **Online social media (Facebook, YouTube, Instagram), Official website, WhatsApp, other** are used to distribute message through modern and electronic/social media channels.
- Flyers and posters will serve to inform commuters, employees, transport related professionals, producers (including vulnerable groups)
- **Focus group discussions:** just for the vulnerable groups, where if needed to address additional assistance, beside proposed initial measure and foreseen actions.

Due to the nature of activities within the subcomponents, and involvement of versatile groups of stakeholders the stakeholder engagement strategy is tailored to meet the needs of all stakeholders, as well as considering the PIU capacities to reach all interested and affected persons and legal entities.

This chapter provides an overview of the stakeholder engagement activities undertaken to date.

*This section is yet to be filled once the first consultation/roundtable has taken place.*

**Table 1: Meetings with stakeholders at the national level**

Activity	Date and Location	Participants	Key discussions and outcomes
<i>First consultation with key stakeholders to present the project</i>	<i>date</i>	<i>Representatives from: ...</i>	<i>A roundtable meeting to present the project, gather feedback from stakeholders, and incorporate it into the final document before <b>date</b>.</i>

### 4.3. Stakeholder engagement plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibility
Preparation Phase	Prior to commencement of bidding, changes, trainings, works... Changes in existing legal framework are with high priority.	Updating and Harmonization of the Albanian TTF related laws and regulations. Knowledge transfer and exchange. Capacity Trainings.	<ul style="list-style-type: none"> <li>• Individual and/or group meetings online, or with physical presence</li> <li>• Direct email communication</li> <li>• Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• The General Directorate of Accreditation</li> <li>• The General Directorate of Metrology and Calibration</li> <li>• Select and relevant Accredited Laboratories in Albania</li> <li>• Ports in Albania</li> <li>• Albanian Customs</li> </ul>	PIU/MoEI
Preparation Phase	At the beginning of realization of sub project activities and continuously throughout the implementation phase of the project	Project progress information  Assistance in realization of planned project activities	<ul style="list-style-type: none"> <li>• Individual and/or group meetings online, or with physical presence</li> <li>• Direct email communication</li> <li>• Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• Albania's Government Bodies: <ul style="list-style-type: none"> <li>- Ministry of Infrastructure and Energy</li> <li>- Ministry for Europe and Foreign Affairs</li> <li>- Ministry of Defense</li> <li>- Ministry of Interior</li> <li>- Ministry of Finance</li> <li>- Ministry of Health and Social Welfare</li> <li>- Ministry of Tourism and Environment</li> <li>- Ministry of Agriculture and Rural Development</li> <li>- Ministry of State for Entrepreneurship Protection</li> </ul> </li> <li>• Albanian Road Authority</li> </ul>	PIU/MoEI

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibility
Implementation	After adoption of changes in laws	Project progress information	<ul style="list-style-type: none"> <li>• Media/press releases.</li> <li>• Online social media (Facebook, YouTube, Instagram), Official website, WhatsApp, other</li> <li>• Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• Municipalities where:                             <ul style="list-style-type: none"> <li>- border-crossings are located,</li> <li>- freight transport and logistic companies operate,</li> <li>- ports are located,</li> <li>- freight storages are located,</li> <li>- Customs terminals are located,</li> <li>- labs are located.</li> </ul> </li> </ul>	PIU/MoEI
Implementation	Later, after implementation of laws and installation of equipment / construction works approaching to the end.	Knowledge sharing.  Trainings	<ul style="list-style-type: none"> <li>• Individual and/or group meetings online, or with physical presence</li> <li>• Direct email communication</li> <li>• Flyers and posters</li> <li>• Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• People that work on the BCPs (Customs employees, Police officers, Phytosanitary and other Inspectors)</li> </ul>	PIU/MoEI in cooperation with their employer
Implementation	At the beginning of the stage and continuously during the whole implementation stage of each sub project	Project progress information  Avoidance of traffic congestion at the BCPs and on transport corridors i  Changes and improvements in	<ul style="list-style-type: none"> <li>• Media/press releases</li> <li>• Flyers and posters</li> <li>• Online social media (Facebook, YouTube, Instagram), Official website, WhatsApp, other</li> <li>• Direct email communication</li> </ul>	<ul style="list-style-type: none"> <li>• Cross-border commuters and travelers, including those who pass border daily due to having employment at the neighboring countries.</li> <li>• Transporters, freight forwarders, and logistic services providers (Truck drivers, bus drivers, other professional drivers, ship captains and employees of other companies directly involved in organizing cross-</li> </ul>	PIU/MoEI in cooperation with relevant business and transport companies and associations, as well as relevant ministries / governmental agencies

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibility
		<p>the Customs and Product quality control procedures</p> <p>Improved land and maritime freight and passenger transport</p> <p>Improved land and maritime traffic control</p> <p>Necessity of improving product's quality</p>	<ul style="list-style-type: none"> <li>Individual and/or group meetings online, or with physical presence (if necessary)</li> </ul>	<p>border, including maritime, transport of materials and people)</p> <ul style="list-style-type: none"> <li>Maritime passengers and freight transporting companies (foreign and domestic:)</li> <li>Farmers, producers, traders, and other businesses in Albania conducting export/import</li> <li>Foreign producers, traders and other businesses conducting export/import to/from Albania</li> </ul>	
Implementation	Continuously during the whole implementation stage	Train and assist women-owned/managed SMEs to improve their digital skills to use the digital service platforms and their export-readiness skills to prepare export/documents	<ul style="list-style-type: none"> <li>Training</li> <li>Media/press releases</li> <li>Flyers and posters for the dedicated campaign on digital literacy for women</li> <li>Online social media (Facebook, YouTube, Instagram), Official website, WhatsApp, other</li> </ul>	<ul style="list-style-type: none"> <li>Female business owners and business leaders conducting export/import</li> <li>Female professionals engaged in utilization of digital services and platforms related to cross border trade</li> </ul>	PIU/MoEI in cooperation with relevant governmental agencies and women NGO/CSOs

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibility
			<ul style="list-style-type: none"> <li>• Direct email communication</li> <li>• Individual and/or group meetings online, or with physical presence (if necessary)</li> </ul>		
Implementation	At the beginning of the stage and continuously during the whole implementation stage	Necessity of improving product's quality. Improving their socio-economic situation. Assistance in access to finances and effective production technology. Knowledge share.	<ul style="list-style-type: none"> <li>• Individual and/or group meetings online, or with physical presence</li> <li>• Direct email communication</li> <li>• Flyers and posters</li> <li>• Focus group discussions</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Vulnerable groups</b> – farmers producing agricultural products for export:                             <ul style="list-style-type: none"> <li>- <b>women-headed households</b></li> <li>- <b>elderly people,</b></li> <li>- <b>poor farmers.</b></li> </ul> </li> </ul>	PIU/MoEI in cooperation with relevant governmental agencies and NGO/CSOs
Implementation	Early stage of implementation, once the needs are defined	Need for physical or economic displacement (if such need occurs)	<ul style="list-style-type: none"> <li>• Individual and/or group meetings online, or with physical presence (if necessary)</li> </ul>	<ul style="list-style-type: none"> <li>• Property owners/users of the land (if expropriation occurs)</li> </ul>	PIU/MoEI in cooperation with relevant governmental agencies
Implementation	During the bidding period  Continuously.	Bidding procedure and submission of bids.  Maintenance of purchased equipment.	<ul style="list-style-type: none"> <li>• Individual and/or group meetings online, or with physical presence</li> <li>• Direct email communication</li> <li>• Flyers and posters</li> <li>• Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• Telecommunication services providers</li> <li>• Companies supplying IT software and services, hardware and other equipment.</li> </ul>	PIU/MoEI

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibility
Implementation	Once the specification of the equipment is defined.	Negotiations for supply of specialized equipment needed for laboratories and border operating governmental institutions. Maintenance of purchased equipment.	<ul style="list-style-type: none"> <li>Individual and/or group meetings online, or with physical presence</li> <li>Direct email communication</li> <li>Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>Companies supplying specialized equipment (hardware)</li> </ul>	PIU/MoEI in cooperation with relevant governmental agencies and laboratories
Implementation	Commencement of construction works	Bidding process. Existence of Worker's grievance mechanism. Necessity to adhere to the Labor Management Plan for the planned activities, particularly for those related to construction activities.	<ul style="list-style-type: none"> <li>Individual and/or group meetings online, or with physical presence</li> <li>Direct email communication</li> <li>Flyers and posters</li> <li>Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>Contractors' employees and their subcontractors</li> <li>Construction workers directly engaged on program activities.</li> </ul>	PIU/MoEI in cooperation with Works' Supervisors and relevant governmental institutions
Implementation	Beginning of the implementation stage	Improvements to the BCP transport and customs procedures.	<ul style="list-style-type: none"> <li>Individual and/or group meetings online, or with physical presence</li> <li>Direct email communication</li> <li>Flyers and posters</li> <li>Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>Transporters associations, relevant Chambers of Commerce, and other interested business associations, Tourism associations and others</li> </ul>	PIU/MoEI

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibility
Implementation	At the very beginning of the Implementation stage and work continuously during project duration	Assistance in work with <b>Vulnerable groups</b> .  Labor related issues.	<ul style="list-style-type: none"> <li>• Media/press releases.</li> <li>• Online social media (Facebook, YouTube, Instagram), Official website, WhatsApp, other</li> </ul>	<ul style="list-style-type: none"> <li>• Non-governmental organizations, Civil society organizations and Trade unions</li> </ul>	PIU/MoEI
Implementation	Continuously, and as need occurs	General and specialized information on the project progress. The project will also support gender-related data analytical activities, and citizen engagement mechanisms and grievance redress mechanism.	<ul style="list-style-type: none"> <li>• Media/press releases.</li> <li>• Online social media (Facebook, YouTube, Instagram), Official website, WhatsApp, other</li> </ul>	<ul style="list-style-type: none"> <li>• National media</li> <li>• General public</li> </ul>	PIU/MoEI
Implementation	After adoption of new laws and bylaws. Annual progress Prior to completion of the project activities.	Improved transport and customs procedures.	<ul style="list-style-type: none"> <li>• Media/press releases.</li> <li>• Online social media (Facebook, YouTube, Instagram), Official website, WhatsApp, other</li> <li>• Official correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• International organizations:                             <ul style="list-style-type: none"> <li>○ European Union</li> <li>○ CEFTA</li> <li>○ European Commission</li> <li>○ The International Transport Forum at the OECD</li> <li>○ The Transport Community</li> <li>○ International Maritime Organization</li> </ul> </li> </ul>	PIU/MoEI in cooperation with the relevant ministries and other stakeholders

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibility
				<ul style="list-style-type: none"> <li>○ International Road Transport Union</li> <li>○ United Nations Economic Commission for Europe (UNECE) – Transport Division</li> <li>○ Southeast Europe Transport Observatory</li> <li>○ World Customs Organization.</li> </ul>	

PIU/MoEI will carry out the main activity for informing all relevant stakeholders and conduct consultations with various stakeholders where needed. Project information will be disclosed on the MoEI website (project's space), particularly information relevant to the progress of project activities, Environmental and Social documentation (including: this SEP, relevant E&S documents: ESMPs and/or ESIA reports, Grievance Mechanism (GM) procedures and Grievance form; project description. Some of the activities will be conducted in cooperation with governmental bodies and agencies, relevant NGO/CSOs and professional associations.

These stakeholders will be also involved in further dissemination of relevant information to the targeted audience/stakeholders.

#### **4.4. Reporting back to stakeholders**

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

Information will be published on the Project's (or PIU/MoEI) website.

### **5. Resources and Responsibilities for implementing stakeholder engagement activities**

#### **5.1. Resources**

The PIU of MoEI will be responsible for stakeholder engagement activities. Component 3 of the Project includes management and implementation capacity for TTFP 2.0 implementation, ensuring effective project management and enhanced technical capacity for policy coordination, M&E, gender-related data and analytical activities, citizen engagement and environment, social and fiduciary aspects of program management. The total costs for this Component are estimated at Euro 2m over the period of project implementation. At this stage, there are proposed activities, but without specific timelines or resources, which are typically defined by the project management team.

#### **5.2. Management functions and responsibilities**

The existing PIU, responsible for the overall project implementation of the TTFP 1.0 will remain and will be further capacitated to respond to additional tasks under the TTFP 2.0 while maintaining the implementation oversight of the TTFP 1.0 until its closure on June 16, 2027. Based on the lessons learnt from the implementation of the TTFP 1.0, the TTFP 2.0 PIU will:

- incorporate fiduciary functions for the TTFP 2.0, while the General Directorate for Financing and Contracting of EU, WB and other donors' funds (CFCU) will remain responsible for the fiduciary functions for the TTFP 1.0.
- allocate specific role for contract management, ensuring continued oversight of contracted activities and addressing bottlenecks in a timely manner

Staffing will be strengthened to include additional technical experts (competitively hired) in maritime and civil engineering. Until TTFP PIU is fully staffed for TTFP 2.0, the TTFP 1.0 PIU will continue to provide implementation preparation for the 2.0 inclusive of E&S expert, M&E specialist, contract management and other technical staff. The Implementing Agency (Project Manager) will assume an explicit role in

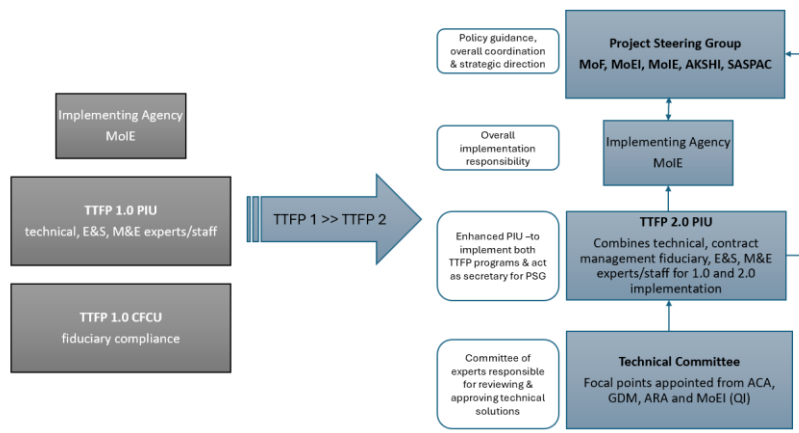
ensuring the strengthening of PIU capacity for combined TTFP 1.0 and 2.0 implementation. The PIU will also integrate focal points, appointed by the beneficiary institutions who will form a Technical Committee.

Based on lessons learned in TTFP 1.0 in Albania and the region, implementation of multi-sector, multi-stakeholder projects require a high-level project champion for coordination among stakeholders. Therefore, **Project Steering Group** will be established to provide high-level oversight and strategic direction for the Project and government-level coordination. The PSG will comprise MoF, MoEI, MoE, AKSHI and SASPAC. Other institutions and agencies may be invited to participate in the PSG meetings depending on the topic. The PIU will act as secretariat for the PSG meeting. The second improvement in the TTFP design is establishment of the **Technical Committee (TC)**, integrating focal points from beneficiary institutions. The TC will support the PIU with policy guidance and coordination across sectors. Ministries/agencies will appoint focal points to review and approve technical solutions. This will complement the PIU who will lead day-to-day TTFP implementation, including E&S risk management, contract management, audits, and M&E.

The PIU shall ensure timely execution of annual procurement, environmental and social risks management, physical, financial and performance audits of all project components, as well as the coordination for data gathering, progress and any necessary inputs, with the respective line Ministries and agencies. Other responsibilities include but are not limited to preparation of consolidated annual work programs and related budget requirements, fiduciary management, annual procurement plans, procurement of goods, works and services, contract management of different contracts, semi-annual progress reports, process disbursement of project funds, review fund utilization and accountability, quality assurance of annual performance audits, oversee review meetings, supervise project staff and consultancy assignments, and other such work as required by the Project from time to time.

The PIU shall develop a POM which shall provide detailed implementation and coordination arrangements for the project. This document summarizes key aspects of the project and determines the responsibilities as well as the tools to be applied during the project implementation. The POM is intended to ensure consistency, transparency, and accountability in the application of the project management procedures for the entire project implementation period. The POM will contain detailed information on the project implementation arrangements, processes, and modalities for efficient implementation of activities, including procurement, FM, disbursements, and environmental and social risks management, and an annex that specifies the implementation arrangements for each component.

The following image shows the **Implementation arrangements of TTFP 2.0 in Albania**.



## 6. Grievance Mechanism

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. Within the previous, TTFP 1.0 project, the online grievance redress mechanism was envisaged within the New Single Window (NSW) platform. However, this platform is not yet available in Albania (system currently under implementation). The PIU is currently managing the grievance process offline and PIUs across the region have used the corporate grievance system to record grievances. For the TTFP 2.0 project, it is expected that it would build upon the upcoming mechanism and continue to engage in multi-stakeholder dialogue, e.g. in Albania, in February 2024, 90 participants, attended awareness campaign event for the future implementation of the NSW project.

### 6.1. Description of GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<ol style="list-style-type: none"> <li>1. Receiving, Acknowledging and Registration in the log.</li> <li>2. Screen and Investigate</li> <li>3. Propose Resolution to the complainant.</li> <li>4. Follow-up the output</li> </ol>	continuous	PIU
Grievance uptake	Grievances can be submitted via the following channels: online, mail, in person, telephone, email.	Continuous	PIU’s E&S Expert
Sorting, processing	Any complaint received is forwarded to E&S expert. Logged in Grievance Log. Categorized according to the following complaint types: <b>(TB)</b>	Upon receipt of complaint	PIU Manager, supported by the E&S specialist and procurement team (if/where relevant)
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by email, SMS or mail.	Within 2 days of receipt	PIU Manager, supported by the E&S specialist and procurement team (if/where relevant)

Step	Description of Process	Time Frame	Responsibility
Verification, investigation, action	Investigation of the complaint is led by social consultant. A proposed resolution is formulated by PIU member and communicated to the complainant by social consultant	Within 10 working days	Complaint Committee composed of 1 PIU member, 1 member from relevant ministry/agency where the incident/grievance occurred and PIU's E&S expert
Monitoring and evaluation	Data on complaints are collected in Grievance Register and reported to PIU& WB every 30 days	Monthly	PIU
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by email	Upon demand	PIU's E&S expert
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows: (TBD)	Two months upon engagement	PIU

The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

When relevant, the project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH.

A separate grievance mechanism will be available for workers. The Labor GM will be described in detail in the Labor Management Procedures.

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

### Institutional Responsibilities

A designated GM focal point within the PIU is responsible for receiving, recording, and coordinating the resolution of all Project-related grievances.

Contact information for enquiries and grievances (see Annex 4):

Attention: Gezim Dapi

TTF 2.0 Project Implementation Unit, at

**Ministry of Economy and Innovation**

Address: Boulevard "Dëshmorët e Kombit", NO.3, Tirana

Tel: + 355682077577

E-mail: gezim.dapi@meki.gov.al

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may submit complaints to existing project-level grievance mechanisms or the Bank's Grievance Redress Service (GRS) <http://www.worldbank.org/GRS>.

## **7. Monitoring and Reporting**

### **7.1. Summary of how SEP implementation will be monitored and reported**

In order to summarize stakeholder engagement process, the PIU will prepare separate monitoring report (Stakeholder Engagement Activities Report) whereas the first report should be produced three months upon start of the Project implementation activities and will be continued on an annual basis until completion of planned activities. The report will include summarized information for stakeholder engagement activities by separate sub-component activity.

Monitoring reports should contain information about:

- Consultation meetings with stakeholders (place, time, issues discussed, mitigation measures provided by PIU)
- Grievances identified in the reporting period (and all detailed information about it)
- PIU will also report on stakeholder engagement activities (on annual basis), to the WB.
- Each Stakeholder Engagement Activities Report for this Project will be published on Project's webspace at the MoEI web site, for public review and further comments.

PIU will invite external monitoring by interested NGO/CSO to monitor implementation of SEP activities. More on this issue can be found at World Bank's Good Practice Note on Third-Party Monitoring.

Indicators to be monitored during SEP implementation are:

- All stakeholders are communicated prior project activity starts.
- Dissemination of information – availability and accessibility of Project documents; frequency of distribution of information, reached stakeholders;
- Realization of planned engagement activities – the number and level of participation by specific stakeholder groups;
- Number of vulnerable groups identified and engaged;
- Minutes of meetings created;
- Correction actions delivered;
- Numbers and type of grievances;
- Compliance with the grievance mechanism – Completed records in grievance log;
- Percentage of grievances resolved within prescribed timelines; and
- Number of repeated grievances.

### **7.2. Reporting back to stakeholder groups**

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the

stakeholders in various ways, upon demand, but mainly by disclosing such information at the Project's webspace at MoEI.

## ANNEXES

### Annex 1. Protocol for the formation of the GRC

The sample of the protocol regarding the formation of the Grievance Redressal Committee.

The Protocol on the Formation of the Grievance Redressal Committee - GRC

In the meeting held on the date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ with representatives from PIU, the MIE, and GMD after being informed by the PIU representative regarding the process of the formation and the role of the Grievance Redressal Committee (GRC) in the framework of the project of \_\_\_\_\_, it has been agreed that for the sub-project:

\_\_\_\_\_

the persons mentioned below have been selected as members of the GRC.

The list of the members of the GRC.

No.	Name and Surname	The role on the GRC	Contact information	Signature
1				
2				
3				

## Annex 2. Detailed information regarding GRM

Detailed information regarding the Grievance Redress mechanism.

Channels of Communication:

- E-mail address
- Mobile phone of head of Grievance committee
- Verbal or written grievances to PIU

Categories used:

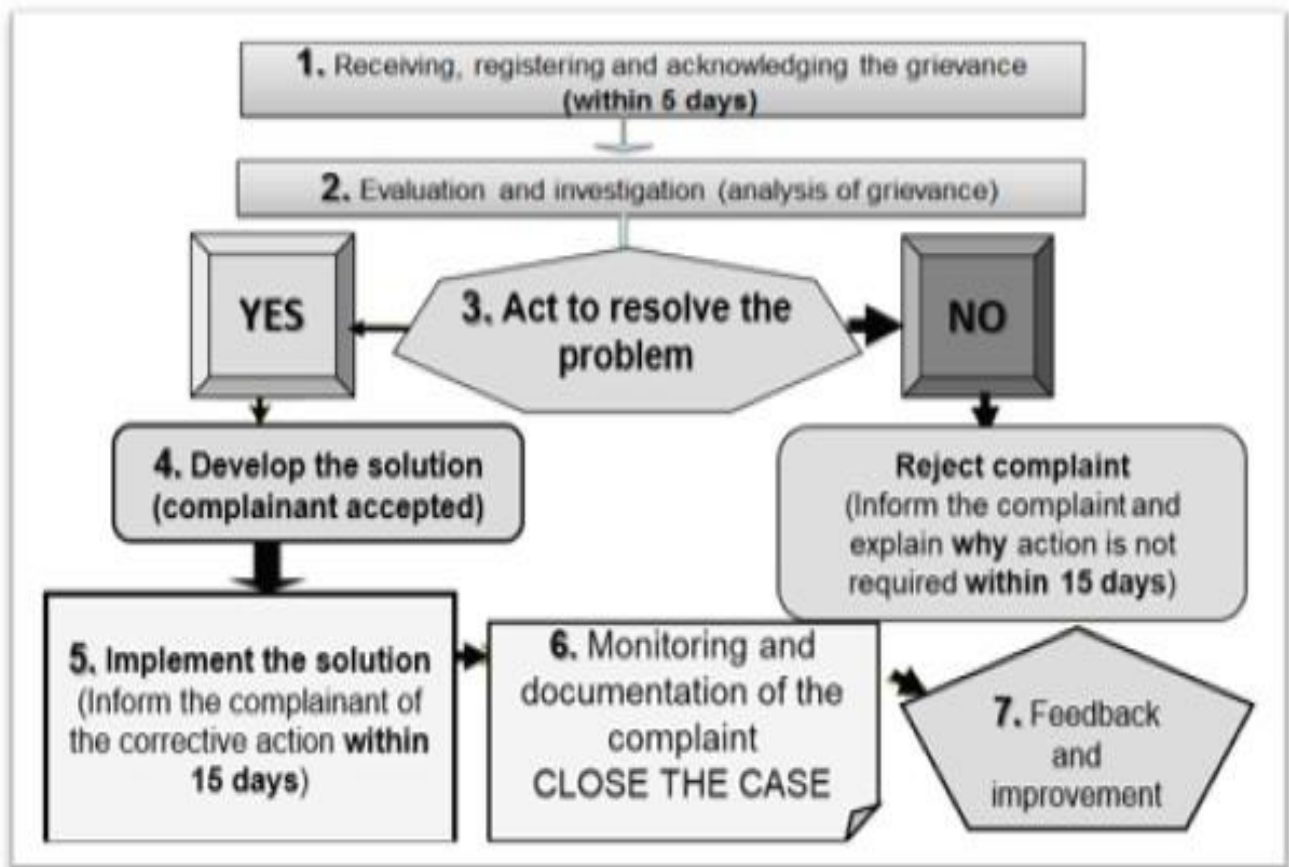
No.	Classification
Category 1	Social Safeguards and Environmental Safeguards
Category 2	Grievances regarding violations of policies, guidelines and procedures
Category 3	Grievances regarding contract violations (Contractors implementation of the stakeholder engagement requirements as set out in the SEP related to the contract specification)
Category 4	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns
Category 5	Grievances regarding abuse of power/intervention by project or government officials
Category 6	Grievances regarding PIU staff performance
Category 7	Reports of force majeure
Category 8	Suggestions
Category 9	Appreciation

Claims Reporting Register

	Name of Project	Name of Grievance Raiser	Date received	Who received the grievance	Channel received	Grievance Category	Grievance Description	Response Actions and Deadline	Follow-up
1									
2									
3									
4									

Annex 3. GRM Flow Chart

Grievance Management Flow Chart



**Annex 4. Grievance Form**

Reference Number	
Full name (optional)  I wish to raise my grievance anonymously. I request not to disclose my identity without my consent.	
Contact information  Please mark how you wish to be contacted (mail, telephone, e-mail).	By Post: Please provide mailing address: _____ _____  By telephone: _____  By E-mail: _____
Preferred language of communication	<ul style="list-style-type: none"> <li>• Albanian</li> <li>• English</li> <li>• Other: _____</li> </ul>
<b>Description of Incident for Grievance</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of Incident / Grievance</b>	
	One-time incident/grievance (date _____) Happened more than once (how many times? _____) On-going (currently experiencing problem)
<b>What would you like to see happen?</b>	
Contact information for enquiries and grievances: Attention: Gezim Dapi TTF 2.0 Project Implementation Unit, at <b>Ministry of Economy and Innovation</b> Address: Boulevard "Dëshmorët e Kombit", NO.3, Tirana Tel: + 355682077577 E-mail: gezim.dapi@meki.gov.al	Signature: _____  Date: _____

## Annex 5: Stakeholder Engagement Activities

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)

## Endnotes

<sup>1</sup> For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Affected Parties:** Persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other Interested Parties:** Individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.
- **Vulnerable Groups:** Persons who may be disproportionately impacted or further disadvantaged by the project(s) compared with any other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.
- It is important to note that sometimes projects have different components with very different sets of stakeholders for each component. Those different stakeholders should be considered in preparing the SEP.

<sup>2</sup> It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project, and to ensure that awareness raising and stakeholder engagement be adapted to take into account such groups' or individuals' particular sensitivities, concerns, and cultural sensitivities and to ensure a full understanding of project activities and benefits. Engagement with vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input into the overall process are commensurate with those of other stakeholders.