

Subproject - Stakeholder Engagement Plan (SEP)

For the subcomponent 1.1.2 – Construction of main railway station – Belgrade Center (Prokop)

I. Introduction and Purpose of the SEP:

The Beograd Centar (Prokop) station has been operational since the 1990s. The station is currently being used for intercity passenger transport by Srbijavoz, and also city transport by BG voz.

The station building was officially opened in October 2023. At this moment, the station building is fully operational. The front façade of the building, the side overlooking Bulevar kneza Aleksandra Karadjordjevića is finished, and so is most of the inside of the building, the entry hall, platforms, and 8 out of 10 planned tracks. The cafés, shops, restaurants, bank, exchange office, ticket office, rent a car office are all operational. There is also a city bus stop with four bus lines, a parking lot, and a taxi station.

Next to the station, on the left and right sides of the main entrance, on each side there is a construction site, building a commercial center “Hyde Park City”. The commercial center is not a part of the Prokop station, and it is being built by a private company.

As part of phase 1 of the Serbia Railway Sector Modernization (SRSB) Project, technical documentation for construction of the main railway station - Belgrade Centre (Prokop) is in the final stage. The part of the station within the scope of the SRSB project is below the station ground floor (the elevation of 105.00 meters above sea level). On the location there are already different types of vertical communications to connect all levels from elevation 85.00 to elevation 105.00, so the hard construction work for the lower part of the building is completely finished.

The purpose of this Stakeholder Engagement Plan (SEP) is to inform stakeholders regarding this subproject and provide them with the opportunity to submit feedback, if any. Stakeholder feedback is important in order to make sure the most important needs of affected stakeholders are addressed in the final design, that their key concerns are communicated and potential problems avoided. The full SRSB Project SEP is available on the Ministry website.

This subproject will not require any land acquisition and having in mind that the works will be implemented within the boundaries of the existing station building, any community health, safety and security risks are not expected.

Image 1 below provides a graphic presentation of the existing front side of the Prokop station and what it will look like when the “Hyde park City” project construction is completed (built by a private company).

Image 2 below shows a photo of the current stage of construction of the back side of the Prokop station, with an existing road leading to the station building, at the level 85 (lower part of the station building). The works planned under the SRSB project will be carried out in the central part of the photo, **inside** the Prokop station.



Image 1: graphic representation of the station building, with the future commercial center



Image 2: side of the Prokop station facing the highway, with the scope of the SRSM project.

II. Stakeholder Identification:

- **National government** (Ministry of Construction, Transport and Infrastructure, Ministry of Finance)
- **Local government** (City of Belgrade, Savski Venac municipality).
- **Railway Companies** (Infrastruktura Železnice Srbije a.d., Srbijavoz a.d., BG Voz).

- **Local population** potentially affected by the Project
 - People residing in or businesses operating in the nearby streets who may be exposed to impacts related to construction traffic (noise, dust), even though most of the hard construction is finished, and the scope of works within SRSM project is minor compared to the construction of the entire building, which has already been completed. It should be highlighted that there are construction activities related to the commercial center “Hyde park City” in the area, however this is not connected to the Project in any way.
 - Any vulnerable groups among them.
- **Commuters** (people who use the train station, even though disturbances in train traffic, and consequently delays and creation of crowds at the station, are not expected)
- **Employees** of the Prokop train station (staff in charge for passenger transportation and regular operation of the station, internal security, staff in charge of cleaning and maintenance)
- **Businesses currently operating at the Prokop station** (cafes, shops, restaurants, police station, social service, ...)
- **Contractors** engaged for the construction works, contractor supervision.
- **Financial institutions** (World Bank, Agence Française de Développement)
- **Organizations and citizens associations:**

Transparentnost Srbija

Palmotićeve 3, Belgrade

<http://www.transparentnost.org.rs/>

e-mail: ts@transparentnost.org.rs

This NGO had complaints about financing the station building project.

Koalicija za nadzor javnih finansija

Generala Tranijea 39, 18400 Prokuplje

e-mail: office@nadzor.org.rs

This NGO had complaints about financing the station building project.

Centar za lokalnu samoupravu

Bulevar Mihajla Pupina 87/11, 11072, Belgrade

e-mail: office@lokalnasamouprava.org

This NGO had complaints about deadlines for the station building project.

Udruženje Osoba sa Invaliditetom (UOSI) Beograd (disabilities)

Dragoslava Srejovića 8a, Belgrade

e-mail: udruzenje@uosi-beograd.org.rs

Centar za samostalni život (disabilities)

Milenka Vesnića 3, Belgrade

e-mail: office@cilsrbija.org**Mladi istraživači Srbije** (environmental protection and climate changes)

Contact person: Tanja Petrović

e-mail: office@mis.org.rs**Vozoljubitelji Srbije** (train lovers)

Contact Person : Karlo Polak

tel: 064/5500418; 069/5500418.

III. Stakeholder Analysis

Stakeholder group	Level of interest in Project	Level of influence over Project	Type of engagement	Comment
National government	<i>High interest</i>	<i>High influence</i>	<i>partner</i>	
City Government and Savski Venac municipality	<i>High interest</i>	<i>Medium influence</i>	<i>consult (and partner if needed, to address grievances)</i>	Serve as the first point of contact for citizens and may receive grievances from nearby residents and/or businesses, if so, they can facilitate two-way communication, between them and the Project.
Railway Companies	<i>High interest</i>	<i>Medium influence</i>	<i>Inform, and consult if needed</i>	High expectations of timely implementation to receive benefits from economic development, lower costs and time savings, safety, environmental benefits in terms of reduced GHG emissions, and possibly other positive externalities; more efficient and reliable traffic with more comfortable working environment for staff
Local population affected by the Project	<i>High interest</i>	<i>Medium influence</i>	<i>inform, and consult if needed</i>	Concerns about potential community health and safety, traffic construction related impacts (noise, dust, damages, emissions, vibrations). Interest in management of grievances.
Commuters	<i>High interest</i>	<i>Low influence</i>	<i>inform</i>	Dust, noise and vibrations during construction. Concerns about disruption of railway schedules during construction works and expectations of efficient and safe transport service. These disturbances are not expected for this subproject.

Stakeholder group	Level of interest in Project	Level of influence over Project	Type of engagement	Comment
Employees of the Prokop train station	<i>High interest</i>	<i>Low influence</i>	<i>inform</i>	Health and safety during construction, and grievance management.
Contractors engaged for construction works	<i>High interest</i>	<i>Low influence</i>	<i>inform</i>	Health and safety during construction, disclosure of information about OHS, grievance management and code of conduct.
Financial institutions	<i>High interest</i>	<i>High influence</i>	<i>partner</i>	Interested in achievement of Project Development Objectives and compliance with E&S Standards of the Project
Organizations and citizens associations	<i>Medium interest</i>	<i>Medium influence</i>	<i>inform, and consult if needed</i>	Interest in environmental and social impacts, proposed mitigation measures and grievance management.

IV. Objectives of Stakeholder Engagement:

The main goals of the stakeholder engagement program are to inform, disclose and, if needed, consult stakeholders on Project related activities, to establish dialogue with them from the project planning stage, and continuously through the implementation and operation phase. The main desired outcome is to obtain feedback from stakeholders about their needs and avoid any potential problems and grievances in relation to the project.

Having in mind that the Project will have limited impacts, if any, the SEP primarily serves as a disclosure and information tool. If a need for specific consultations arises, or if grievances are received from stakeholders, the Project will engage with stakeholders and consult them on proposed solutions.

V. Stakeholder topics and activities

Stakeholder Group	Type of Communication and Proposed Method	Issues of interest / concern	Time
National government, Ministries	Official correspondence	Project timeline and progress Project benefits Environmental and social impacts Employment / procurement opportunities Transport and traffic impacts	Before During Construction During Operation

Stakeholder Group	Type of Communication and Proposed Method	Issues of interest / concern	Time
City of Belgrade, Savski Venac municipality	Official correspondence and meetings, if needed	Project timeline and progress Project benefits Environmental and social impacts Employment / procurement opportunities Transport and traffic impacts	Before During Construction During Operation
Serbia Railway Infrastructure a.d.(IŽS)	Official correspondence	Planning, design and construction Project timeline and progress	Throughout Project implementation
Srbijavoz a.d. (SV)	Official correspondence	Planning, design and construction Project timeline and progress	Throughout Project implementation
People working and residing in areas potentially affected by the Project, including any businesses	Local media announcements / announcement boards at the construction site entrance Project website Grievance mechanism	Project benefits Expected health and safety and transport and traffic related impacts, mitigation measures, including grievance management	Before, During Construction
Commuters on the railway line	Local media announcements / announcement boards at the station Grievance mechanism	Changes in train schedules, delays. Grievance management.	During Construction
Prokop train station employees	Local media announcements / announcement boards at the station	Health and safety during construction Health and safety during operation Grievance management and code of conduct.	Before, During Construction During operation
Contractors	Official correspondence Internal grievance mechanism	Job opportunities Health and safety during construction in accordance with Contractors Health, Security and Safety Management Plan Grievance management and code of conduct.	Before, During Construction
Financial institutions	Regular biweekly meetings on project progress.	Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project	Throughout Project implementation

Stakeholder Group	Type of Communication and Proposed Method	Issues of interest / concern	Time
Organizations and citizens associations.	Individual consultation meetings, if needed Project website Grievance mechanism	Environmental and social impacts of the subproject and foreseen mitigation measures	Before, During Construction

VI. Procedures for addressing complaints or disputes.

A Local grievance desk will be set up at the Prokop train station and announced on the contractor's bulletin board at the construction site entrance. The grievance mechanism will serve for complaints, but also for suggestions. More information about the Project grievance mechanism is available on the [Ministry's website](#).

VII. Monitoring and Reporting:

The results of the stakeholder engagement process will be included in regular quarterly reports prepared by the PIU and submitted to the Financial institutions, summarizing the following topics: environmental and social impact management, health and safety, publication and consultation performance and the implementation of the grievance mechanism. These reports specifically address the following topics:

- The status of grievance management implementation (procedures, training, public awareness campaigns, etc.);
- Qualitative data on the number of received grievances (applications, suggestions, complaints, requests, positive feedback) and number of resolved grievances;
- Quantitative data on the type of grievances raised and responses, including grievances that remain unresolved;
- Number and types of information publishing activities through the media and official websites;
- Time and place of holding consultative meetings and other types of activities involving interested parties and other stakeholders, with information on the number of participants and the men/women ratio among them; issues and concerns raised during the meetings and information on how the PIU took into account the issues raised.