

ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK

ENABLING DIGITAL GOVERNANCE IN SERBIA (P164824)

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CONTENTS

Executive Summary.....	4
1 Project Description	5
1. Introduction and context	5
2. Project objective and results.....	6
3. Project concept and components	7
4. Description of type of activities eligible for financing under the EDGE Project.....	10
5. Exclusions	10
6. Objectives of the ESMF	10
2 Legal and Institutional Framework	13
3 World Bank Safeguard Policies	20
4 Social Risks, Mitigation Measures and Gender.....	23
5 Environmental Assessment / Screening, Review and Approval	24
6 Social Review, Criteria and Screening Process.....	26
7 Grievance Redress Mechanism.....	28
8 Country Environmental and Social Background.....	31
9 Potential Environmental and Social Impacts and Mitigation Measures.....	34
10 Coordination and Implementation Arrangements	38
ANNEX 1: ENVIRONMENTAL AND SOCIAL SCREENING PROCEDURE UNDER THE PROJECT	39
ANNEX 2: ENVIRONMENTAL AND SOCIAL SCREENING CHECK LISTS.....	40
ANNEX 3: SAMPLE ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN FORMAT	46
ANNEX 4: GENERIC ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN FOR SMALL-SCALE BUILDING CONSTRUCTION (TO BE USED FOR Data Recovery Center)	48
ANNEX 5: EXAMPLE OF ENVIRONMENTAL GUIDELINES FOR CONTRACTORS UNDERTAKING CONSTRUCTION WORKS	55
ANNEX 6: GRIEVANCE REGISTRATION FORM.....	61
ANNEX 7: REPORT ON PUBLIC CONSULTATIONS ON ESMF.....	62
ANNEX 8: COMMUNITY ENGAGEMENT PLAN.....	70

Abbreviations

CGD	Central Grievance Desk
DoEIA	Department of Environmental Impact Assessment
DRC	Data Recovery Centre
EDGE	Enabling Digital Governance in Serbia Project
EIA	Environmental Impact Assessment
EMP	Environmental Mitigation Plan
ESMP	Environmental and Social Management Plan
ESMF	Environmental and Social Management Framework
ICTs	Information and Communication Technologies
LEP	Law on Environmental Protection
LOEIA	Law on Environmental Impact Assessment
RPF	Resettlement Policy Framework
PMU	Project Management Unit
PDO	Project Development Objective
OITeG	The Office for Information Technologies and Electronic Government
WB	World Bank

EXECUTIVE SUMMARY

The World Bank is considering supporting the Government of the Republic of Serbia that is making great efforts in the field of digitization, in particular the digitization of public administration. The goal is for Serbia to establish the system as economical, transparent and efficient as possible, and the means for achieving this goal is a modern and accessible to all electronic administration.

Therefore, the proposed project is designed to support the Government of Serbia in improving access, quality and efficiency of selected e-government administrative services through three separate but interlinked components: (1) Foundations for Digital Service Delivery, (2) Transforming Services for Citizens and Businesses and (3) Change Management and Institutional Strengthening.

The World Bank is prepared to appraise the Enabling Digital Governance Project for Serbia, and making available a Loan in the amount of 50 million \$. The lead implementing agency is The Office for Information Technologies and Electronic Government (OITeG).

This ESMF document presents the Environmental and Social Management Framework (ESMF) for EDGE project to ensure that the proposed financing is implemented in accordance with the World Bank operational guidelines, safeguards and local legislation related to environmental protection.

The main purpose of this EMSF document is to serve as a tool for identifying possible key environmental and social impacts that will result from the Project and proposing mitigation measures to address possible impacts. It provides guidance in the selection, preparation and implementation of the Project in order to avoid, minimize or mitigate environmental and social risks and impacts, and enhance the environmental and social outcomes of the Project. The ESMF also provides compliance requirements for future project sites which would satisfy both, requirements of laws of the Republic of Serbia and the World Bank. Simple step by step guidelines/procedures are provided to those responsible for assessing the viability of subcomponents to ensure that the subcomponents receive the required attention from an environmental and social point of view. These procedures are consistent with both the environmental policies and regulations of the Government of the Republic of Serbia and the World Bank (WB) Safeguard Policy on Environmental Assessment OP/BP 4.01. and the OP BP 4.12 on Involuntary land acquisition and Resettlement).

According to World Bank policies, project has been assigned an Environmental Category B meaning no significant impact to environment is envisaged from the implementation of the project activities.

The physical components of the EDGE Project will be limited to establishment of Interoperability Platform and a Government Meta Register, and financing of the new software and digital equipment. These will be installed or established in preexisting government/public infrastructure, and therefore, no new facilities will be built to house them. However, the equipment will be provided for the new national Data Recovery Center (DRC), which will be constructed in parallel to this Project, using the other sources of funding.

Office for Information Technologies and Electronic Government will be the agency responsible for implementing the ESMF.

1 PROJECT DESCRIPTION¹

1. Introduction and context

A. Country Context

The Republic of Serbia is an upper middle-income country with a gross national income (GNI) per capita of US\$5,820 and a population of 7.1 million in 2016.

State-owned enterprises (SOEs) continue to dominate many sectors of the economy, while subsidies, high levels of public sector employment, inefficient human resource management and weaknesses in public financial management contribute to Serbia's fiscal challenges.

Serbia is undertaking an extensive legislative amendment process aimed at domestic reforms and harmonizing its laws with those of the European Union's *acquis communautaire*. Prospects for EU accession provided an impetus for reforms in the Serbian public sector. In November 2007, Serbia initiated a Stabilization and Association Agreement (SAA) with the EU. In 2012, it was granted EU candidate status. Since the formal start of the accession negotiations in 2014, progress has evolved largely following its predicted trajectory. As of July 2017, Serbia opened 10 out of 35 chapters of the EU's *acquis communautaire*.

The EU accession path has provided strong motivation to advance the transformation of the Serbian public sector. As part of transforming the Serbian public sector into a more modern, efficient, and citizen-centric administration, the Government has introduced performance-oriented measures and is embracing the use of information and communication technologies (ICTs) in public sector delivery. The most recent EU assessment on Serbia stated that creating a more user-oriented administration remains a key government priority.

B. Sectoral and Institutional Context

The Government of the Republic of Serbia is making great efforts in the field of digitization, in particular the digitization of public administration. The goal is for Serbia to establish the system as economical, transparent and efficient as possible, and the means for achieving this goal is a modern and accessible to all electronic administration.

However, to date, access to e-government services has been limited posing additional challenges to achieving inclusive growth in the country. Serbia ranks 39 out of 193 countries in the 2016 UN e-Government Development Index which reflects how a country is using information technologies to promote access and inclusion of its people. Other countries in the region such as Croatia, Slovenia and Estonia, ranked 37, 21, and 13 respectively. Moreover, even when having access to e-services, these are provided with poor quality in terms of reliability, consistency and attention to service standards. Finally, because many registries and information data bases are highly fragmented, e-services end up being also highly inefficient, imposing additional burdens in terms of time and cost to citizens and businesses when engaging with the Government.

The main issues relevant to the current sectoral and institutional context are following:

1. The Government of Serbia is striving to become more competitive and to deliver public services with greater accountability, transparency, and responsiveness to citizens' and business needs.

¹ Reference document: The World Bank Project Concept Note for Enabling Digital Governance in Serbia (P164824)

2. Serbia acknowledges the opportunities that investing in e-government will bring in creating jobs and fostering growth, especially for the young.
3. However, Serbia could benefit from increased and more reliable access, better quality and more efficient e-services.
4. Lack of an enabling regulatory environment limits government initiatives for the expansion of ICTs and the digitalization of public services.
5. Efforts to advance ICT and e-Government strategies have been fragmented, uncoordinated, and only partially funded.
6. There are several barriers to access as well as limited quality and effectiveness of e-service delivery.
7. E-services in place are the result of sectoral initiatives and not part of a coherent and coordinated reform strategy.
8. Citizens and public workers lack necessary digital skills to access, use and benefit from e-services as well as to provide them.
9. Serbian institutional architecture is complex and fragmented.
10. The policy and regulatory authority in matters of digitalization and e-government remained within two sectoral ministries.
11. International experience demonstrates that Government's commitment needs to be complemented with change management activities designed to establish sustainable and robust e-government foundations.
12. The project will build up on international experience in the implementation of similar reforms.

C. Implementing agency

The lead implementing agency is The Office for Information Technologies and Electronic Government (OITeG). Its organizational structure ensures the institution possesses the required structures and capacities to manage the project. In terms of organizational structure there are 5 sectors (Development of IT and e-Government, IT infrastructure, Standardization and Certification, IT Security, and Normative, HR, Financial and Administrative Affairs) and 7 departments. It has sufficient capacities for coordination with other responsible government institutions which are to be included in project activities although additional capacity building measures are needed. These measures will be provided under the Project.

2. Project objective and results

Proposed Project Development Objective (PDO) is to improve access, quality, and efficiency of selected administrative e-Government services.

The first phase of the project focuses on key e-Government enablers which will unlock the potential gains for citizens and businesses, as well as the government. The establishment of an interoperability platform and meta register would allow government to integrate its databases, allowing data exchange, use and re-use. This will in turn benefit citizens and businesses as they will not be asked to provide information or key documents if these are already stored in another public sector entity (the so-called "once only principle"). This can deliver significant savings to both the users and service providers: time savings (no need to visit multiple agencies, if services can be delivered through a one-stop shop, online or offline), and cost savings (the administrative cost of delivering an e-service is lower than the same service delivered on paper/in person).

By re-engineering services, time and cost to obtain services will decrease through: (i) reduction of necessary documentation (data can be immediately transferred from the relevant registry); (ii) reduction of approvals and streamlining of back-office processes (using IT, automation of some processes, and building external connections to e-payment services, among others); and (iii) limiting the number of visits to service providers, and thus reducing the time and cost of travel.

In the long run, the project will contribute to an overall improvement in government effectiveness as well as the investment climate, and potentially contributing to more investment and creation of new jobs in the country. Migrating to e-services has the potential to greatly reduce the time to process and obtain administrative services, increasing efficiency and transparency. Further, e-services can eliminate person-to-person interaction which can reduce petty corruption and informal payments.

Successful achievement of the PDO will be measured with the following outcome level indicators:

- a. **Access to e-services:** Number of citizens and businesses who accessed targeted e-services, disaggregated by gender and size of business.
- b. **Quality:** Level of user satisfaction with the selected e-services provided, disaggregated by gender and size of businesses.
- c. **Efficiency:** Time (days) it takes for citizens, businesses and governments to obtain selected services reengineered under the project.

3. Project concept and components

A. Concept

The proposed project is designed to support the Government of Serbia in improving access, quality and efficiency of selected e-government administrative services through three separate but interlinked components.

The project is proposing a holistic but phased approach focusing on ensuring the cross-sectoral foundations for e-government advancement are in place, before investing in significant technical assistance to move the e-Government agenda forward. Once the foundations are in place, the project focuses on activities to digitalize selected key government services to transform them into e-services while building capacity in the Government to implement the reform and of users to adopt the new e-services to be provided.

The project will support establishment of the backbone for the integrated, well-coordinated, and efficient delivery of e-government services. This will be done targeting three fronts: (i) developing the enabling foundations (regulations, infrastructure, interoperability and data management platforms); (ii) digitalization of selected services that provide quick wins, chosen based on criteria including: citizen and business demand, time/money savings, perception of corruption and ease of implementation, among others; and (iii) change management and capacity building to implement the reforms.

B. Components

Component 1. Foundations for Digital Service Delivery

The objective of this component is to establish the necessary cross-cutting foundations to support the use of ICTs in the provision of public services to citizens, and businesses, including inter alia, regulations, standards, and digital infrastructure. The Component 1 includes six subcomponents:

Subcomponent 1.1 Regulatory foundations. Activities under this subcomponent include: (i) identifying legal vacuums and overlapping mandates in the regulatory framework of Serbia's e-government agenda in line with the EU accession requirements; (ii) consolidating institutional coordination mechanisms; (iii) enhancing compliance with the EU General Data Protection Regulation as well as devising privacy and security regulations aligning with best practices.

Subcomponent 1.2 Interoperability Platform. The project will help create the interoperability platform as an integrated tool through which exchange of data between government entities will take place.

Subcomponent 1.3 Development of a Government Meta-Register. This subcomponent will support necessary assessments of key registries, upgrading and harmonization activities required to support the interoperability of multiple registries through one Meta Register. (e.g. Address Register, Registry of Citizens, Cadaster, and Business Registry).

Subcomponent 1.4 Document Management. Activities under this subcomponent will include: (i) establishment of methodologies, procedures and guidelines for the collection, storage, management, and use of data; and (ii) support for digitization of key registries' data.

Subcomponent 1.5 Implementation of the G-Cloud and Data Disaster Recovery Center. Activities under this subcomponent include: (i) the provision of equipment for the functioning of the Data Disaster Recovery Center; (ii) feasibility assessment and cost estimations of data storage systems (cloud readiness assessment); and (iii) support for the implementation of the g-Cloud.

Subcomponent 1.6 Strengthening Cybersecurity and Data protection. Activities under this subcomponent include: (i) analysis of the existing regulatory framework for cybersecurity and data protection with recommendations for improvement; (ii) support in preparation of bylaws and other regulations needed for full implementation of the GDPR; (iii) design and delivery of a training program for cybersecurity and data protection.

Subcomponent 1.5 of Component 1 of this Project is the one which could have potential adverse environmental impacts, since the equipment will be provided for the new national Data Recovery Center, which will be constructed in parallel to this Project. If adverse environmental and social impacts cannot be avoided, mitigation measures, as presented in this document, and RPF should be applied and monitored during the Project planning and implementation. The Project has in place an RPF providing mitigation measures for interventions inducing OP.BP 4.12.

Component 2. Transforming Services for Citizens and Businesses

The objective of this component is to support re-engineering, digitalization, and piloting of selected administrative e-services. It will support improvements in back-office processes to reduce administrative burdens and increase efficiency of administrative service delivery to citizens and businesses. Activities under this component will include: (i) inventory of existing administrative services for citizens and businesses; (ii) conducting business process re-engineering and optimizing selected services including process mapping, procedure streamlining and automation; (iii) the development and implementation of shared ICT services to centralize selected Government back-office operations; and (iv) support for CSCs and e-service kiosks piloting key selected e-services depending on citizen demand. The Component 2 includes four subcomponents:

Subcomponent 2.1 Administrative Service Inventory. This subcomponent will support the development of a comprehensive administrative service catalog for services to citizens and businesses. This inventory will be the base to select key services to be re-engineered and digitalized under the project.

Subcomponent 2.2 Business Process Re-engineering. Simplification of services can be accomplished in two complimentary ways: simplifying procedures using an integrated ICT system and/or decreasing the number of procedures and rules governing administrative services, licenses, and permits. This subcomponent focuses on

(i) the development and application of a methodology for business process simplification²; (ii) comprehensive service analysis including legal, technical, administrative, and procedural steps including links and required IT systems and changes (as-is maps); (iii) Creation of “to-be” process maps, requirements and work plan for reengineering services for delivery through a digital platform; (iv) support for implementation of the to-be maps and elimination of redundant procedures; and (vi) monitoring, evaluation and reporting systems to measure the impacts of reengineering.

Subcomponent 2.3 Digitalization of Pilot Services. This subcomponent will support digitalization and piloting of select administrative e-services. Activities under this subcomponent will support (i) implementation of digital services using the interoperability platform supported under component 1; (ii) piloting of the selected e-services; (iii) development of monitoring, evaluation and reporting systems to measure the impacts of service digitalization.

Subcomponent 2.4 Strengthening Digital Skills. This subcomponent will focus on targeting critical mass of government officials to ensure they can then serve as trainer of trainers for other civil servants. Training programs will also be developed for citizens, including through CSCs, as well as possibly online courses and media campaigns to disseminate the basics. Activities under this subcomponent will include: (i) training activities for citizens and public servants to improve ICT skills; (ii) outreach campaigns to promote uptake of digital services; (iii) awareness and outreach campaigns of opportunities provided through CSCs, public online platforms and digital entrepreneurship; and (iv) Government IT HR Strategy. Training will be developed and delivered through the National Academy for Public Administration³ and partnerships with the private sector will also be explored, especially for delivery of basic digital literacy programs for citizens.

There are no negative impacts under Component 2. Expected impacts of the subcomponents are mostly environmentally neutral and possibly environmentally positive, as described in chapter 9.

Component 3. Change Management and Institutional Strengthening

The key result of this Component is enhanced capacity for project management and institutional coordination to achieve project results. Activities under this component will include: (i) support for change management and coordination; and (ii) establishment of a Project Management Unit (PMU). The Component 3 has two subcomponents:

Subcomponent 3.1 Change Management and Coordination. Activities under this subcomponent will focus on supporting the OITeG and other institutions involved in the implementation of the e-government agenda. They will include: (i) establishment of coordination mechanisms; (ii) technical assistance to change management, which would include, among others, development and implementation of a change management strategy, action plan and communication strategy; and (iii) leadership training, institutional communication and citizen engagement in activities on modernization of government services; and (iv) development and deployment of citizen engagement tools to collect feedback and measure citizen satisfaction.

Subcomponent 3.2 Project Management: Activities under this subcomponent will include the establishment of a PMU in the OITeG and financing of PMU operating costs; (ii) supplementary technical assistance to support PMU and implementation of project activities, including ICT, monitoring and evaluation, business process re-engineering, and legal and regulatory expertise.

² The team will work with the IFC colleagues to see if the methodology piloted under their project can be applicable to the G2C services.

³ The Law on National Academy for Public Administration was adopted on October 17, 2017

There are no negative impacts under Component 3. Expected impacts of the subcomponents are environmentally neutral.

4. Description of type of activities eligible for financing under the EDGE Project

The ESMF describes how the potential environmental impacts of any subcomponent will be managed during preparation and implementation of the EDGE Project. The ESMF incorporates a framework for implementation, monitoring, supervision, auditing and reporting of the ESMF requirements. The ESMF report also includes Generic Environmental and Social Management Plan (Generic ESMP) consisting of Generic Environmental Mitigation Plan (GEMP) and Generic Environmental Monitoring Plan to assist the implementing agency in preparation of the necessary environmental specifications and/or subcomponent specific Environmental and Social Management Plans (ESMP) for integration of impacts avoidance/prevention/mitigation measures with the design and contract documents of the subcomponents.

5. Exclusions

The Project has the overall B category as per the World Bank Environmental Assessment safeguard policy. The Project will not finance:

- Any activities which would have an irreversible and substantial environmental impact, or correspond to a World Bank Category A Project. This means that the Project will not finance:
- Any activities for which a Full Environmental Impact Assessment is required as per the Law on Environmental Impact Assessment (Official Gazette of RS No. 135/2004 and amended in 2009 – 36/2009) or as per category A as identified in WB Safeguard policy on Environmental Assessment OP/BP 4.01.
- Any activities that would affect natural habitats, forests, finance experiments or production of pesticides.

An Environmental and Social Expert within the PMU unit of OITeG will be engaged through the Project, and will be responsible for: (1) monitoring of project implementation and preparation of ESMPs for activities including civil works, apart from construction of Data Recovery Center, (2) monitoring and reporting on implementation of the respective ESMPs, and (3) monitoring of social issues in line with RPF and other documents.

In addition, the Environmental and Social Expert will be responsible to ensure that any Technical Assistance (TA) outputs supported under the Project are consistent with World Bank Safeguard policies.

6. Objectives of the ESMF

This ESMF aims to provide sufficient guidance in the selection, preparation and implementation of the Project in order to avoid, minimize or mitigate environmental and social risks and impacts, and enhance the environmental and social outcomes of the Project.

The ESMF fully complies with the provisions of the World Bank Operational Policy 4.01: "Environmental Assessment," and the Pollution and Abatement Handbook (1998) and Disclosure Handbook (December 2002).

The ESMF also provides compliance requirements for future project sites which would satisfy both, requirements of laws of the Republic of Serbia and the World Bank. The ESMF helps to ensure that investments under the Project will not result in the loss of or damage to and or access to private/public assets including lands or cause other impacts triggering World Bank Operational Policy OP 4.12.

The ESMF looks at the proposed investments, their scale and provides guidance on adequately identifying and mitigating associated environmental and social risks and impacts. Currently, the project's safeguards risks have been classified as Category B, as no land acquisition is envisaged for any new construction as most of the expansion of physical structures are within the existing premises having adequate space for such activities, except for the new national Data Recovery Center, which will be constructed in parallel and treated as associated facility in respect to environmental safeguards, with minor/temporary environment impact during construction period, which could be mitigated. However, the ESMF sets forth mechanisms that help identify projects, should there be any in the future that would correspond to Category A as per the World Bank OP 4.01 on Environmental Assessment, and clearly denote them as illegible for financing.

ESMF describes procedures that will be in place during the implementation of the Serbia Enabling Digital Governance Project to meet requirements of the World Bank (WB) Safeguard Policy on Environmental Assessment OP/BP 4.01. and the OP BP 4.12 on Involuntary land acquisition and Resettlement OP/BP 4.12.

Under this project, any physical investments that will cause loss of private lands, loss of damage to private assets such as fences, trees, standing crops, structures, etc., will be allowed subject to implementation of adequate mitigation measures as designed in the RPF. The screening criteria and procedures will provide a project brief for the investment proposed for the project funding and shall identify what conditions precedent the subcomponent is to meet in terms of preparation of site specific resettlement and/or livelihood restoration instruments.

The purpose of this framework is to specify the procedures that the Project will have in place during implementation, with the objective that all investments and reforms, supported under the Project will be environmentally and socially sound and sustainable, and consistent with WB Safeguard policies and Serbian national legislation. It provides guidance to ensure all Project activities supporting the development of reforms and institutional capacities include consideration on environmental protection based on best international practices in this regard. It also outlines beneficiaries' obligations in screening and categorizing activities according to their possible environmental and social impacts, mitigating the associated risks, and defining monitoring activities, if and when required.

Specific Objectives of ESMF

This environmental and social management framework (ESMF) has been prepared as a guide for the initial screening of the proposed project activities for any negative environmental and social impacts, which would require attention prior to project implementation. The framework outlines a number of strategies in undertaking the exercise. These include:

- An outline of a systematic screening process for identifying potential environmental and social impacts and their sources;
- A step-by-step procedure for addressing potential environmental and social impacts of the planned project activities;
- Typical Environmental and Social Management Plan for mitigating negative externalities in the course of project implementation and operations within the project sites;
- A monitoring system for the implementation of mitigation measures;

- An outline of recommended capacity-building measures for environmental planning and monitoring of the project activities.

2 LEGAL AND INSTITUTIONAL FRAMEWORK

A. National environmental & social legal framework

The legal and institutional framework is founded in the Constitution of the Republic of Serbia, stipulating the right to a healthy environment and the duty of all, in line with the law, to protect and enhance the environment. Health and environment is also supported by many governmental strategies, international agreements and the Millennium Development Goals.

The Republic of Serbia prescribes and provides the system of environmental protection and enhancement, the protection and enhancement of flora and fauna by adopting laws which enable sustainable management of natural resources, protection and enhancement of the environment, and provision of healthy environment.

The body of environmental legislation in the Republic of Serbia consists of a large number of laws and regulations. Currently, the majority of these are harmonized with EU legislation.

In the field of environmental protection, the following pieces of national legislation are relevant:

- Constitution of Serbia (“Official Gazette of RS” no. 98/06)
- The National Strategy for Sustainable Development (“Official Gazette of RS” no. 72/09, 81/09)
- Law on Environmental Protection („Official Gazette RS“ no 135/04, 36/09 – other law, 72/09 – other law, 43/11 – decision of the CC and 14/16)
- Law on Environmental Impact Assessment (“Official Gazette of RS” no. 135/04)
- Law on Strategic EIA (“Official Gazette of RS” no 135/2004, 88/10)
- Law on Air Protection (“Official Gazette of RS” no. 36/09, 10/13)
- Law on Waste Management (“Official Gazette of RS” no. 36/09, 88/2010, 14/16)
- Law on Water (“Official Gazette of RS” no. 30/10, 93/12, 101/16)
- Law on Protection Against Environmental Noise (“Official Gazette of RS” no. 36/09, 88/10)
- Law on Soil Protection (“Official Gazette of RS” no. 112/15)
- Law on Nature Protection (“Official Gazette of RS” no. 36/09, 88/2010, 91/10, 14/16)
- Law on Planning and Construction (“Official Gazette of RS” no. 72/09, 81/09, 64/10, 24/11, 121/12, 42/13, 50/13, 98/13, 132/14, 145/14)
- Law on Occupational Safety and Health (“Official Gazette of RS” No. 101/05, 91/2015)
- Law on cultural heritage (“Official Gazette of RS” no. 72/09, 13/16, 30/16)
- Law on Expropriation (“Official Gazette of RS” no. 53/95, i dr.)

Constitution of the Republic of Serbia

The current Constitution of the Republic of Serbia, also known as Mitrovdan Constitution, was officially adopted by the National Assembly on November 8th 2006, when Serbia became independent after Montenegro's secession and the separation of Serbia and Montenegro.

The main provisions of the Constitution proclaim the rule of law and social justice, principles of civil democracy, human and minority rights and freedoms, and commitment to European principles and values. It assigns the Serbian Cyrillic alphabet as the official script, while making provisions for the use of minority languages at local level.

The National Strategy for Sustainable Development

The National Strategy for Sustainable Development contains chapters that cover public health and environmental risk factors, including climate change, waste, chemicals, accidents, radiation, noise and natural disasters, such as floods, landslides, fires and earthquakes.

Law on Environmental Protection

The Law on Environmental Protection regulates integral system of environmental protection. The Law defines subjects of the environmental protection system, their authorities and obligations. The subjects of environmental protection system are required to cooperate, provide coordination and harmonization in decision making and implementation.

The Law on Environmental Protection is fully harmonized and transposes the Council Directive 2003/105/EC, which amends Council Directive 96/82/EC on the control of major-accident hazards involving dangerous substances (Seveso II Directive).

This general Law prescribes management of natural goods (including adoption of strategic documents, plans and programs), measures and conditions of environment protection (EIA, SEIA, EMAS system certification, etc.), monitoring of environment media quality, defines information accessibility and public participation, establishes fund for environment protection and defines responsibilities. Among the rest, the Law prescribes determination of environmental quality standards and air quality and air emission standards, i.e. limit values for air quality and emission of contaminated substances and energy into the air, water and soil, including and emission from mobile sources of pollution.

This Law stipulates that a public authority that is planning the construction of a major work or project shall, first of all, conduct an Environmental Impact Assessment (EIA) and to file with the ministry in charge for environmental protection a report summarizing the findings of that EIA Report, if such a project or work has a significant potential for causing Environmental Damage. In what concerns the EDGE Project, none of its activities are projected to possess such potential for causing environmental damage, therefore the EIA is not required.

To implement the Law on Environmental Impact Assessment, a government decree determines the list of projects for which an impact assessment is mandatory or may be required in accordance with the relevant EU directives 97/11/EC and 337/85/EEC. Public participation is also envisaged in all environmental impact assessment stages. All subsidiary regulations were adopted in 2005.

Law on Environmental Impact Assessment

Law on Environmental Impact Assessment regulates impact assessment procedure. This Law regulates the impact assessment procedure for projects that may have significant impact to the environment, the contents of the Environmental Impact Assessment (EIA) Study, the participation of authorities and organizations concerned, the public participation, trans-boundary exchange of information for projects that may have significant impact on the environment of another country, supervision and other issues of relevance to impact assessment.

According to this law, object of environmental impact assessment are projects where are planned and performed technology changes, reconstructions, capacity enlargement, deactivations and removal of the projects which can have significant environmental impact. Also, object of impact assessment are projects which have been realized without environmental impact assessment, and don't have building or operational permit (i.e. current status impact assessment).

Government of the Republic of Serbia determines the List of projects for which an impact assessment is mandatory and the List of projects for which an impact assessment may be required. Based on these lists of the projects authorized organs decide about the need of certain projects impact assessment.

Other pieces of legislation regulating the EIA process are the following:

- Law on Strategic Environmental Impact Assessment ("Official Gazette of the RS" no. 135/04 and 88/10)
- Regulation on the determination of the List of projects for which impact assessment is mandatory, and the List of projects for which the environmental impact assessment may be required ("Official Gazette of the RS" no. 114/08)
- Rulebook on the contents of requests for the necessity of Impact Assessment and on the contents of requests for specification of scope and contents of the EIA Study ("Official Gazette of the RS" no. 69/05)
- Rulebook on the contents of the EIA Study ("Official Gazette of the RS" no. 69/05)
- Law on confirmation of convention on information disclosure, public involvement in process of decision making and legal protection in the environmental area ("Official Gazette of the RS" no. 69/05)
- Pravilnik o sadržini, izgledu i načinu vođenja javne knjige o sprovedenim postupcima i donetim odlukama o proceni uticaja na životnu sredinu ("Official Gazette of the RS" no. 69/05)
- Rulebook on the procedure of public inspection, presentation and public consultation about the EIA Study ("Official Gazette of the RS" no. 69/05)
- Rulebook on the work of the Technical Committee for the EIA Study ("Official Gazette of the RS" no. 69/05)

Law on Air Protection

Law on air protection regulates air quality management and determines the measures, the manner of organizing and controlling the implementation of protection and improvement of air quality as a natural value of general interest that enjoys special protection.

Law on Waste Management

The Law on Waste Management, which is harmonized with all relevant EU directives, has been adopted in 2009 and contains provisions that relate to persistent organic pollutant waste and polychlorinated biphenyl.

The Law on Waste management and National Strategy on Waste Management (2010-2019) with actions based on the Strategy form the core of the solid waste management (SWM) legislature. Per this legislature, Serbia has established a regionalized waste collection and disposal system.

This Law regulates: types and classification of waste; waste management planning; waste management entities responsibilities and obligations in waste management; organization of waste management; managing special waste streams; conditions and procedure for permit issuance; transboundary movement of waste; reporting on waste and database; financing of waste management; supervision, and other issues relevant for waste management.

Waste Management is based on the principle of the selection of the most optimal option for the environment, self-sufficiency principle, principle of proximity and regional approach to waste management, principles of waste management hierarchy, responsibility and "polluter pays" principle.

Law on Water

This Law regulates the legal status of waters, integral water management, water facility management and water soil management, sources and method of financing water activities, supervision over the implementation of this law, as well as other issues important for water management. The Law on Water incorporates Water Framework Directive.

The Law prescribes various provisions aimed to define the legal status of waters on the territory of the Republic of Serbia, defines the integrated water management approach, rules regarding the management of water facilities and water land, resources and financing of water activities, sustainable use of water resources, supervision, rules related to the surface water and groundwater including thermal and mineral waters, except groundwater from which useful mineral raw materials and geothermal energy can be obtained.

Law on Protection Against Environmental Noise

Law on noise protection in the environment defines subjects of environmental protection from the noise, measures and conditions of noise protection, monitoring of the noise in the environment, access to the data on noise, supervision and other questions.

Law on Soil Protection

This law regulates land protection, systematic monitoring of the condition and quality of land, remediation, remediation, reclamation, inspection and other issues of relevance to protection and conservation of the land as a natural resource of national interest.

Law on Nature Protection

Law on Nature Protection defines protection and preservation of nature, biological, geological and regional diversity. Nature as a common interest for the Republic of Serbia enjoys special protection in accordance with this and special laws.

The following objectives are achieved by this law: 1) protection, conservation and improvement of biological (genetic, special and ecosystem), geological and landscape diversity; 2) harmonization of human activities, economic and social development plans, programs, bases and projects with sustainable use of renewable and non-renewable natural resources and long-term preservation of natural ecosystems and natural balance; 3) sustainable use and / or management of natural resources and goods, ensuring their function while preserving the natural values and balance of natural ecosystems; 4) timely prevention of human activities and activities that can lead to permanent impoverishment of biological, geological and landscape diversity, as well as disorders with negative consequences in nature; 5) identification and monitoring of the situation in nature; 6) improvement of the state of disturbed parts of nature and landscape.

The natural protected areas are governed by Institute for Nature Protection of Serbia (INP), according to the Law on Nature Protection

Law on Planning and Construction

In 2016, the Law on Planning and construction was amended to establish a new principle in the relation between the citizen (in this case the investor) and the public administration: in the proceedings conducted before a governmental authority, the evidence held by another authority shall not be obtained by the citizen, but the documents are to be exchanged between the authorities, ex officio. In international practice, this concept is called one-stop shop, and our regulations refer to it as the integrated procedure. In this concept, applicants are not couriers for the public sector.

Amendments to the law postulate another principle: deadlines are law, and ensuring their compliance is the obligation of the competent administration authorities, with threatened sanctions. All other changes, some of which will significantly facilitate the investors' position or modify public administration conduct, contribute to these two "small revolutions".⁴

Law on Occupational Safety and Health

The Law on Occupational Safety and Health regulates the occupational safety and health system in Serbia. By harmonizing this law with the ratified International Labor Organization conventions and EU Framework Directive 89/391/EEC, as well as special directives derived from the Framework Directive, all guidelines originating from them have been accepted in a form adjusted to national conditions. Apart from this Law, the regulatory framework of the occupational safety and health system is integrated by several sub-acts.

This Law regulates working conditions at a workplace, rights of employees and employer obligations, in general. Nor does it specify those issues, except for general emergency situations like fire at a workplace, electrical hazards, and so on. It does not cover any specific issues related to infrastructure deployment. As far as the EDGE Project is concerned, none of its activities go against provisions of this Law which will be fully applied in the subcomponents implementation.

The Law on cultural heritage

According to the Law on Cultural Heritage what concerns the EDGE Project, any intervention that may affect the integrity or values of the cultural heritage requires written permission from the Competent Institution. The Competent Institution shall order an immediate stop for an unspecified period of time to any kind of unauthorized work on the Cultural Heritage.

The Law on Expropriation

The Republic of Serbia Expropriation Law (passed in 1995 and enacted on January 1, 1996, amended in March 2001, amended again on March 19, 2009 and 2018) guides expropriation and serves as a general framework for expropriation in the Republic of Serbia. The law also enshrines the principle of compensation at market value. The provisions are strongly compatible with the requirements of OP/BP 4.12 and only a limited number of gaps are identified.

B. Implication of the Republic of Serbia policies in the proposed EDGE Project

Except Law on Environmental Protection (LEP) and Law on EIA (LOEIA), all other policies, strategies and legal instruments do not explicitly require any environmental assessment of the Project-related activities. Most of the policies, strategies and legal instruments emphasized the need for environmental consideration along with the project planning and implementation. There is no straight forward environmental categorization for the proposed subcomponents as per LEP and LOEIA.

OITeG/PMU will ensure, on a case-by-case basis that environmental management will be an integral part of the subcomponent planning, design, implementation, and operation and maintenance. OITeG/PMU will screen and monitor the environmental issues in construction works and in subsequent operation & maintenance phases and ensure efficient application of environmentally-related measures, as shall be defined in site-specific ESMPs.

Environmental Approval Procedure

⁴ USAID Business Enabling Project, The Guide to Construction Permits: From Idea to Usage

Legislative base for EIA in Serbia is found in LEP and LOEIA. The Department of EIA (DoEIA), under MEP, or similar department on local level, is the regulatory body responsible for enforcing LEP and LOEIA. It is the responsibility of OITeG/PMU to conduct EIA of development proposals (Data Recovery Center construction), while the responsibility to review EIA for the purpose of issuing final environmental approval rests on DoEIA.

Final Environmental Approval (FEA) has to be obtained by OITeG/PMU from DoEIA for all EDGE subcomponents which are found to be adjacent or within the nature/cultural protected area. The EIA could be required for such subcomponents in accordance with the Serbian legislation.

The procedure for “B” Environmental Category (which in major part correspond to Projects on List No.2 of the Decree on establishing the List of Projects for which the Impact Assessment is mandatory and the List of projects for which the EIA can be requested (“Official Gazette of RS” no. 114/08) includes submission of:

- ✓ Request for Decision about Need for EIA (RDNEIA)
- ✓ Environmental Impact Assessment (EIA)
- ✓ Environmental and Social Management Plan (ESMP)

The EDGE Component 1 subcomponent 1.5 will be implemented within the non-sensitive area in environmental point of view, so it could be categorized as a “Low B” Environmental Category. Such projects require only ESMP, Checklist ESMP or application of regulations/standards. Environmental management process, including obtaining of FEA includes:

- Screening/Scoping in order to determine what are the likely potential issues;
- Request for the Opinion about Need for EIA, submitted to MEP/PSEP;
- Full Environmental Impact Assessment Procedure, only in case where MEP/PSEP issue an Opinion that EIA is needed for these projects;
- In case where MEP/PSEP issue an Opinion that EIA is not needed for the project, Environmental Approval is obtained by collecting subject Opinion.
- ESMP.

The environmental impact assessment, based on LOEIA, has been the most efficient regulatory instrument since it was implemented in Serbia over 15 years ago. With this instrument, impacts of any pollution originating from the future facilities and/or related activities can be foreseen and prevented or mitigated.

C. Institutional framework

Legislative, executive and judicial powers are mostly practiced through the legally prescribed scope of competencies of the republic’s authorities. According to the law, certain competences are delegated to the autonomous province and the local government units.

The ministry in charge of Environmental Protection (MEP) is the key institution in the Environment and Climate Change Sector, responsible for policy making, legislation and enforcement for most environmental subsectors. It coordinates the activities of all relevant sector institutions in regard to planning, programming, implementation and monitoring of the environmental sector measures/activities.

Besides MEP, environment sector involves large number of institutions at national, provincial and local level but is predominantly addressed by the following institutions: the ministry in charge of Agriculture, Forestry and Water Management (including Water Directorate), the ministry in charge of Health, the ministry in charge of Construction, Transport and Infrastructure, the ministry in charge of Mining and Energy, the ministry in charge of Finance, the ministry in charge of European Integration, Republic Hydro-Meteorological Institute, Republic

Geodetic Authority, the ministry in charge of the Home Affairs (Department for Emergency Situations), the Provincial Secretariat for Urban Planning and Environmental Protection, the local self-government units, Public Utility Companies.

MEP is the key relevant institution for environmental management for activities under the EDGE Project. In addition, for subcomponents relevant environmental departments within respective cities/municipalities are responsible for environmental protection and for conducting all environmental procedures in accordance with the applicable Laws.

Other aspects of environmental management related to EDGE Project are the responsibility of several other institutions, among which are the Institute for Nature Protection of Serbia (INP) and the Institute for Protection of Cultural Monuments of the Republic of Serbia (IPCM).

In terms of adverse social impacts, land acquisition and resettlement the key relevant institutions are the Government of the Republic of Serbia (GoRS) declaring the public interest providing the legal basis for eminent domain, the local Governments (LG) administering the expropriation process, the Tax authorities (TA) entitled to provide estimated value for all types of land and accredited experts assessing the value of loss of all other assets other the land including physical structures.

3 WORLD BANK SAFEGUARD POLICIES

The WB environmental and social safeguard policies are indispensable to WB twin goals of fighting extreme poverty and boosting shared prosperity. The objective of these policies is to prevent and mitigate undue harm inflicted during the development process on to populations, their livelihood, and habitat. These policies provide environmental protection and compliance guidelines for WB and Borrowers/Clients in the identification, preparation, and implementation of programs and projects.

According to World Bank policies, project has been assigned an Environmental Category B meaning no significant impact to environment is envisaged from the implementation of the project activities.

The physical components of the EDGE Project will be limited to establishment of Interoperability Platform and a Government Meta Register, and financing of the new software and digital equipment. These will be installed or established in preexisting government/public infrastructure, and therefore, no new facilities will be built to house them. However, the equipment will be provided for the new national Data Recovery Center (DRC), which will be constructed in parallel to this Project, using the other sources of funding.

The Bank classifies the proposed projects into three major categories, depending on the type, location, sensitivity, scale of the project and the nature and magnitude of its potential environmental impacts.

- **Category A:** The proposed project is likely to have significant adverse environmental impacts that are sensitive, diverse, or unprecedented. These impacts may affect an area broader than the sites or facilities subject to physical works.
- **Category B:** The proposed project's potential adverse environmental impacts on human population or environmentally important areas-including wetlands, forests, grasslands, or other natural habitats- are less adverse than those of Category A projects. These impacts are site specific; few if any of them are irreversible; and in most cases migratory measures can be designed more readily than Category A projects.
- **Category C:** The proposed project is likely to have minimal or no adverse environmental impacts

The activities already identified for financing under the EDGE project fall under Environmental Category B and C by virtue of their potential impacts. Category A projects may have potential and highly significant or irreversible environmental impacts and therefore cannot be financed by this project.

Detailed description of Safeguard Policies

During the assessment of the Project preliminarily only one World Bank safeguards policy was triggered, per below:

OP/BP 4.01 (Environmental Assessment) has been triggered. The policy is triggered mainly for civil works associated to Subcomponent 1.5. The possible impacts are projected will be typical, with few, if any, being irreversible. In most cases mitigation measures can be easily designed. In some cases, the activities may take place in protected areas thus will be considered site-specific and need more individual approach. Civil works with possible environmental effects are taking place under abovementioned project subcomponent. Therefore, solely category B subcomponents (predominantly B-) would be considered for financing under EDGE.

This ESMF is prepared for the Project, following WB policies on consultation and disclosure, in advance of project appraisal. The ESMF sets procedures and guides subcomponent screening and assessment, including preparation of Environmental and Social Management Plans (ESMPs) and/or ESMP Checklists in the course of

the project. The ESMF eliminates category A and high-risk projects as well as limits eligible designs and works in the protected areas.

OP 4.04 (Natural Habitats) is not triggered. Works on project infrastructure may take place in protected areas, however, they will be small scale and will use only existing infrastructure and ongoing/planned utility infrastructure projects for integrated placement, so impacts are not expected to nature and biodiversity. However, a limited risk from human presence or/and unfavorable timing of works still exists thus activities allowed under this arrangement will have the following limitations: (i) the works in the protected areas will be fully compliant with WB policies, national legislation and having full attention of national competent authorities, including those managing the particular PA, (ii) no work will be allowed in the critical habitats, (iii) no workers' base will be set in PAs, and (v) specific nature protecting measures (to be incorporated to ESMPs) will be requested from competent authorities (Institute for Nature Protection, MoE, OITeG).

OP/BP 4.36 (Forests) is not triggered. No felling will be allowed as a general rule.

OP/ BP 4.09 (Pest Management) is not triggered. There are no activities planned that include or require pest control.

OP/BP 4.11 (Physical Cultural Resources) is not triggered. The location planned for the construction of Data Recovery Center is not cultural heritage therefore this policy is not triggered. As chance findings are possible, an adequate clause will be included to environmental documentation providing management procedures (ESMP Checklists and site specific ESMPs).

OP/BP 4.10 (Indigenous Peoples) is not triggered. There are no activities that affect this group of population.

OP/BP 4.12 (Involuntary Resettlement) may be triggered in for subcomponents of the project resulting in involuntary resettlement, loss of assets or access to assets or require land acquisition. Any land requirements (temporary or permanent) for investments to be financed under the project will be met predominately through state owned land. However, the Project will allow acquisition of privately owned land subject to preparation of site specific land acquisition and resettlement instruments in line with the RPF. All WB financed projects involving involuntary resettlement are subject to OP 4.12. The policy describes the procedures and instruments for eliminating negative economic, social and environmental issues that may arise OP 4.12 is triggered not only in cases of physical relocation, but any loss of land resulting in relocation or loss of shelter, loss of assets or access to assets and loss of income sources and means of livelihood.

The overall objectives of OP 4.12 are the following:

- (a) Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs.
- (b) Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits. Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
- (c) Displaced persons should be assisted to improve their former livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

To screen out for these components, the projects will rely on guidelines in this ESMF and RPF.

OP/BP 7.50 (Projects on International Waterways) is not triggered. Project does not include activities that impact water bodies..

Table 1. Safeguard policies triggered by the EDGE Project

Safeguard Policies	Triggered by the Project	
	Yes	No
Environmental Assessment OP/BP 4.01	✓	
Natural Habitats OP/BP 4.04		✓
Forests OP/BP 4.36		✓
Pest Management OP 4.09		✓
Physical Cultural Resources OP/BP 4.11		✓
Indigenous Peoples OP/BP 4.10		✓
Involuntary Resettlement OP/BP 4.12	✓	
Safety of Dams OP/BP 4.37		✓
Projects on International Waterways OP/BP 7.50		✓
Projects in Disputed Areas OP/BP 7.60		✓

Detailed overview of WB Safeguard policy OP/BP 4.01 and OP/BP 4.12 is available on web site (<https://policies.worldbank.org/sites/ppf3/PPFDocuments/090224b0822f7384.pdf>).

4 SOCIAL RISKS, MITIGATION MEASURES AND GENDER

Mainstreaming gender equality and empowerment of women and their social and professional inclusion will be considered.

All the subcomponents will be designed to incorporate gender consideration during the design, and implementation. The following key gender issues should also be considered and addressed: (a) the local circumstances that may affect the different participation of females and males in the project; (b) the contribution that females and males each could make to achieving the project's objectives; (c) the ways in which the project might be disadvantageous to one gender relative to the other; and (d) the project's proposed mechanisms for monitoring the different impacts of the project on females and male.

The Project will undertake the following activities:

- a. Analysis to identify Project-relevant gaps between males and females, especially in light of country gaps identified through SCD and CPF
- b. Specific action(s) to address the gender gaps identified in (a) and/or to improve women or men's empowerment
- c. Include Indicators in results framework to monitor outcomes from actions identified in (b)

5 ENVIRONMENTAL ASSESSMENT / SCREENING, REVIEW AND APPROVAL

This section outlines the screening process leading to review, approval or exclusion of activities to be financed under the EDGE Project and provides appropriate tools to assist the EDGE implementing agencies in screening these activities for potential impacts and to provide guidelines for implementing measures to effectively address them.

The screening process intends to:

- ✓ Determine potential impacts of activities and their likelihood to cause negative environmental and social impacts;
- ✓ Determine appropriate mitigation measures for activities with adverse impacts;
- ✓ Incorporate mitigation measures into project design;
- ✓ Review and approve project proposals,
- ✓ Monitor environmental and social parameters during project implementation.

Implementing agency

Office for Information Technologies and Electronic Government will be the agency responsible for implementing the ESMF. If necessary, it is advised that an Environmental Specialist be assigned to the executing agency (OITeG).

Screening and review process

Screening of subcomponents

Environmental and Social Screening of the subcomponents, according to Serbian Law on EIA, refers to the process by which DoEIA within the relevant Ministry or in Local Self-Government makes a decision as to whether an EIA is required or not, based on information in the Project Brief.

The classification of projects components under the appropriate environmental category will be also based on the provisions of the World Bank Operational Policy on Environmental Assessment (OP 4.01). The environmental and social screening of each proposed components will result in its classification in one of the three categories - A, B or C, depending on the type, location, sensitivity and scale of the component and the nature and the magnitude of its potential environmental and social impact:

Category A: activities will not be financed through the sub-lending scheme

Any project activity which is likely to have significant adverse environmental and social impacts that are sensitive, diverse or unprecedented. The impacts under this category affect broader area than the sites or facilities subject to physical works. An Environmental Impact Assessment (EIA) is therefore required to identify and assess the future environmental impacts associated with the proposed project, identify potential environmental improvement opportunities and recommended any measures needed to prevent, minimize and mitigate adverse impacts. The activities failing into this Category will not be eligible for financing under the Project.

Category B: Any project activity which is likely to have potential adverse environmental and social impacts, which are less adverse than those of category A projects, on human populations or environmentally important

areas including wetlands, forests, grasslands and any other natural habitat. The impacts are usually site specific, few or none of them are irreversible, and most of them are mitigated more readily than impacts from category A activities.

Category C: A proposed project is classified as Category C if it is likely to have minimal or no adverse environmental impacts and therefore requires neither an EIA nor an Environmental Analysis. Beyond screening, no further EA action is required for a Category C project.

Screening Check-list

Main purpose of the EDGE Screening Checklist is to provide a simple tool for identification of potential environmental impacts related to construction of Data Recovery Center that is planned within the Subcomponent 1.5 of the Project. It will also help to simplify decision-making process on whether a detailed ESMP needs to be developed for this subcomponent.

The EDGE screening checklist provides a set of associated environmental mitigation measures as well as monitoring measures that will help assess the implementation of the selected mitigation measures.

The screening checklist is to be used for all smaller reconstruction subcomponents, where identified issues will not cause significant effects on environment.

The design and concept of the EDGE Screening Checklist allow for it to be used either by specialists or non-specialists dealing with infrastructure construction. The checklist-type format has been developed to provide “example good practices” and designed to be user friendly and compatible with the World Bank safeguard requirements.

The environmental screening procedure can lead to one of the **following decisions**:

- Elimination of Ineligible activities from the approval process (In case ESIA is required – it will not be funded by the Project).
- For activities classified as category B, it will be required that the appropriate level of environmental and social impact assessment be carried out, and Environmental and Social Management Plan be prepared. The ESMP will required to be approved by implementing agency - Environmental and Social Specialist of PMU Unit. These will also be sent to the World Bank for prior approval.
- For activities classified as category C, no further environmental and social assessment will be required.

Disclosure and Public Consultation

In line with transparency principles, the public will be consulted on the proposed activities. Public consultations will be held as part of the environmental and social screening process. The purpose of these consultations is to allow for the identification of the main issues and how the concerns of all parties should be considered in deciding whether or not to issue a permit for the subcomponent.

The implementing agency is responsible for disclosing the ESMP (both the draft ESMP used for consultations and the final ESMP revised following comments received during consultations) in a public place (library, municipal or government building etc.) near the Project site and on the enterprise website, and place a notification in the local media (e.g. newspaper) as to where the ESMP may be viewed, with a suitable feedback

mechanism in place for comments or queries (both on-line and hard copy). Data on where and how the ESMP was disclosed should be a part of the Final ESMP.

For category B activities, during the EA process, project stakeholders, project - affected groups and local nongovernmental organizations (NGOs) will be consulted about the project's environmental and social aspects and their views are considered. Such consultations should be initiated as early as possible in the component elaboration stage. In addition, implementing agency consult with such groups throughout project implementation as necessary to discuss the status of implementation of the project and identify and address any pending EA - related issues that may affect them.

Monitoring and reporting

The OITeG is responsible to monitor and ensure implementation of all requirements set forth in the ESMP. The OITeG will be required to show best effort to ensure that the funded activity is carried out with attention to good environmental management, and will be held responsible for all mitigation measures that have been listed in the ESMP.

As part of normal monitoring activities the PMU within the OITeG and the Environmental and Social Expert, to be engaged through the Project, will perform desk monitoring functions and field-based monitoring functions for all subcomponents that were required to prepare an ESMP to assure compliance. The performance reports will contain details on supervision of potential environmental impacts and report on implementation of ESMPs for all of the subcomponents that were required to prepare an ESMP. Through this report the OITeG and the Environmental and Social Expert will verify whether or not environmental requirements have been met. If requirements have not been met, the OITeG will provide recommendations for further action to insure compliance., or may cancel the execution/implementation contract. Depending on the severity of a compliance failure, the WB may terminate the Project financing.

6 SOCIAL REVIEW, CRITERIA AND SCREENING PROCESS

The purpose of screening is to determine the subcomponent's eligibility for World Bank funding and to identify, whether the subcomponent would have the potential to cause significant adverse impacts on the society, consequently the appropriate safeguard instruments and mitigation measures to manage those impacts.

Safeguards screening usually consists of checking and identifying social impacts/ risks/ opportunities, as well as identification of measures to mitigate adverse impacts, if any, associated with the proposed subcomponents, (An Environmental and Social Screening Forms are provided in Annex 2). The screening results will be used to determine funding eligibility of the individual subcomponents under EDGE.

Social Screening Procedures and approach

While preparing any operations or projects for financing, screening will be conducted to screen for social impacts and plan any required mitigation measures. The screening process and its findings as well as the proposed mitigation measures will be documented as part of the project/subcomponent package. The following guidelines, codes of practice and requirements will be followed in the selection, design and implementation of any operations financed under the activities of the Project. Screening of activities will be carried out by the Environmental & Social Specialist to be employed at PMU-level. The screening reports will be endorsed by the Head of the PMU and the OITeG and submitted to the World Bank.

The screening will rely on the following criteria and will aim to faithfully identify whether the proposed subcomponent will have adverse impacts on:

- (i) shelter;
- (ii) assets or access to assets;
- (iii) loss of income sources or means of livelihood, whether or not the affected persons must move to another location;
- (iv) land
- (v) business
- (vi) access to education and health
- (vi) vulnerable persons and households
- (vii) community health and safety

The screening will identify Persons with formal rights to land and assets (including customary and traditional rights recognized under the laws of the country). The screening will also identify Persons who do not have formal rights to land but have a claim to such land and assets at the time of the cutoff date. The Screening will not rely on the use and analysis of secondary data readily available, but will require a walk-over survey as a validation that the secondary data provide true, reliable and accurate accounting of the social environment. In cases when after the walkover survey still no conclusive decisions can be made further efforts will be made through key informant interviews, focus group discussions and other adequate methodology. If the screening has found that such Persons as describe above are present on project affected land, a Resettlement Action Plan (RAP) or an abbreviated RAP, as applicable, will be prepare per Resettlement Policy Framework (RPF).

Monitoring

Key Performance indicators (KPI) as defined below shall be used to monitor and evaluate the outcomes of citizen's engagement and social performance:

- The Project information is available for public to comment;
- Actions listed in the ESMF and any further document and Information Disclosure programme are implemented as scheduled;
- The minutes of consultation meetings are recorded and meetings logged in a register;
- Grievances are logged and tracked through to resolution within a timeframe of 20 calendar days from acknowledgement of receipt (evidenced by an up-to-date grievance register);
- Semi-annual Grievance Report to be prepared and made publicly available;
- Any future Contractors progress reports include summary of the grievance mechanism (summary of new grievances recorded and update on the resolution of existing grievances);
- Annual reports on the implementation of the grievance process are made available as part of annual external reporting on the E&S performance of the Project which shall be made publicly available.

The monitoring of Grievance management will be through a set of indicators ensuring effective and timely resolution of grievance. The indicators will be measures within the reporting periods. The indicators are listed below:

- Number of Grievances received;
- Number (%) of Grievances acknowledged within the timeframe;
- Number (%) of Grievances unilaterally decided;
- Number (%) of Grievances closed within the specified time-frame;

- Number (%) of grievance related to a same or repeated event and /or location to identify areas most affected by potentially negative impacts of the project;
- Number (%) of grievance received comparing to the previous reporting period;
- Number (%) of complainant satisfied with the process (timely, fair);
- Number (%) of complainant satisfied with the outcome.

7 GRIEVANCE REDRESS MECHANISM

Respecting the grievance panels and its authorities made available under the national legislation, a Project Specific Grievance Mechanism shall be designed for the Project (and applicable for all subcomponents). Given the type of activities and micro footprints justify a central mechanism, meeting the objectives of a Project specific grievance mechanism in parallel to the existing grievance forum and mechanism made available through various institutions, administrative and judicial features of the legal system, the Project will have a central redress mechanism i.e. the Central Grievance Desk (CGD) with OITeG namely its PMU as the main implementing entity. The CGD shall serve as both Project level information center and a grievance mechanism, available to those affected by implementation of all Project subcomponents throughout the Project Cycle. The CGD will be responsible to address grievance received from residents living in the affected municipalities.

The Central Grievance Desk (CGD) shall be established prior to commencement of any activities under the Project. This procedure will help to improve the Project social performance since the number and nature of the received complaints is an indicator of the manner in which the Project is conducted. The Project will aim to build capacity of the system and duplicate lessons learned to try to institutionalize the grievance mechanism even in activities where there is no WB involvement. The transfer of knowledge will be by sharing publicly the Grievance report semiannually, providing access to repositories of information and resources, Publications, Trainings and Consultations that would benefit horizontally within the Office for Information Technologies and Electronic Government and across sectors to other relevant institutions. The capacity building is intended to serve the public sector implementing development projects regardless whether they are supported by the WB or other IFIs. Lessons learned on similar and comparable projects have shown that stakeholders react positively to forums and panels, with exercised impartiality and independence from the channels made available under the institutional framework.

The OITeG/PMU will be responsible that there is a transparent disclosure of information of the grievance mechanism by communicating the role and existence of the CGD its function, the contact persons and the procedures to submit a complaint in the affected areas. Once each subcomponent is elected the CGD will make information on its roles and responsibilities available:

- ✓ By distribution of brochures to affected communities;
- ✓ By distribution of notices to be placed at noticed boards and frequently visited places of the project areas on the notice boards and websites of respective municipalities once exact location have been identified.

Efforts will be made to adequately inform any vulnerable group or persons ensuring the CGD if needed is easily accessible to such persons.

The CGD shall be designed to be accessible, without cost to the complaint, effective, efficient and not precluding any official administrative or judicial legal remedy available under the law.

Whether adequate dissemination of information been made will be verified by the Environmental&Social Consultant hired by the PMU through simple feedback questionnaires. The aim of the survey is to assess the

effectiveness of information sharing and propose mitigation measures if the results should not show full transparency and accessibility to the CGD.

Effective grievance administration strongly relies on a set fundamental principle designed to promote the fairness of the process and its outcomes.

Any grievance can be brought to the attention of the CGD anonymously, personally or by telephone or in writing by filling in the grievance form by phone, e-mail, post, fax or personal delivery to the address of the PMU which will be known once established. The access points and details on entry points shall be publicized and shall be part of the awareness building once the location of impact has been known and once the PMU has been established. The access points and details on entry points shall be publicized and shall be part of the awareness building process.

The Grievance registration form is provided in Annex 6.

Grievance administration

Any grievance shall follow the path of the following mandatory 7 steps: Receive, Assess and assign, Acknowledge, Investigate, Respond, Follow up and Close out.

Once logged the CGD shall conduct a rapid assessment to verify the nature of grievances and determine on the severity. Within 3 days from logging it will acknowledge that the case is registered and provide the complainant with the basic next step information. It will then investigate by trying to understand the issue from the perspective of the complainant and understand what action he/she requires. The CGD will investigate by looking into the facts and circumstances interview all parties involved and confer with relevant stakeholders. Once investigated, and depending on the severity and type of grievance, the provisional decision shall be discussed with the complainant in the timeframe of 10 days after logging the grievance. Unilaterally announcement shall be an exception. The final agreement should be specific and issued and grievant informed about the final decision not later than 20 days after the logging of the grievance. Closing out the grievance occurs after the implementation of the resolution has been verified. Even when an agreement is not reached, or the grievance was rejected it is important to document the result, actions and effort put into the resolution, close out the case.

In case of anonymous grievance, after acknowledgment of the grievance within three days from logging, the CGD will investigate the grievance and within 20 days from logging the grievance, issue final decision that will be disclosed on the website of the MCTI. Closing out the grievance occurs after the implementation of the resolution has been verified.

Table 2. Grievance flowchart

DAYS	ACTIONS
0	Receive Grievance
3	Acknowledge Receipt
5	Assess and Assign
10	Investigate and discuss with Claimant
20	Decide and inform Claimant
30	Follow up and verify implementation of resolution

The CGD shall keep a grievance register log that will have all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. Each grievance will be recorded in the register with the following information at minimum:

- ✓ description of grievance,
- ✓ date of receipt acknowledgement returned to the complainant,
- ✓ description of actions taken (investigation, corrective measures), and
- ✓ date of resolution and closure / provision of feedback to the complainant.

The role of the CGD, in addition to addressing grievances, shall be to keep and store comments/grievances received and keep the Central grievance log administered by the Project promoter. In order to allow full knowledge of this tool and its results, quarterly updates from the CGD shall be available on the OITeG's website: <https://www.ite.gov.rs/>

The updates shall be disaggregated by gender, type of grievances /complaints. In order to have continuous dialogue, quarterly public meetings shall be held to discuss the outcomes of grievances, in general, discuss the grievance/complaints report and inform the community about current Project activities.

8 COUNTRY ENVIRONMENTAL AND SOCIAL BACKGROUND

A. Environmental background⁵

As concerns environment Serbia has advanced with harmonising its legal framework with the environment acquis in recent years, but further substantial efforts are needed, especially as regards the design of modern, financially sustainable interventions in the areas of waste management, water management and wastewater treatment systems, nature protection, industrial pollution control and risk management, and air quality. Moreover, Serbia needs to further align with climate legislation.

The institutional and administrative capacity to implement and enforce the EU environmental and climate action legislation is very weak, especially at the local government level. Investments in environmental infrastructure and environmental protection are very low, representing only an estimated 0.3% of GNP. Utility prices need to reflect the full costs of services, including e.g. waste management and/or wastewater treatment. The polluter-pays principle should generate revenues that will be used to fund environmental protection measures. Serbia's capacity to develop sustainable investment projects in environment and climate sector is also low.

Waste management remains a major challenge. Serbia lacks infrastructure for treatment, disposal and storage of hazardous waste. Only eight regional landfills/waste management centers from around 3500 waste dumpsites comply with the EU requirements, while an additional 24 regional land fields are planned. Over 140 landfills and dumpsites have been estimated posing high risks to the environment. The level of recycling and re-use of waste is very low with only about 4%. Serbia will need to increasingly focus on other forms of waste management, following the waste hierarchy, and using landfilling as a last resort. The switch to circular economy principles and goals with measures covering the whole cycle: from production and consumption to waste management and the market for secondary raw materials will help the country boost its global competitiveness, foster sustainable economic growth and generate new jobs. The aim is to contribute to "closing the loop" of product lifecycles through greater recycling and re-use, by this bringing benefit for both the environment and the economy.

The lack of a national water protection strategy hampers strategic investment planning in the water sector. Completion of the surface and groundwater monitoring network is pending. Water pollution is another major problem, mainly due to outdated technology, lack of pollution abatement installations, inadequate storage and disposal of by-products, untreated industrial and municipal waste water, drainage water from agriculture, leachate from landfills, and pollution related to river navigation. Serbia will need to comply with the Water Framework, Urban Waste Water, Drinking Water, Groundwater, Water Quality Standards directives requiring Serbia to invest in the relevant water management and wastewater treatment facilities in the coming years. Currently, they exist in 21 municipalities out of over 200 registered agglomerations.

As regards nature protection, the institutional framework for Natura 2000 network is not yet completed. There is a need to collect and process sound scientific data for designation of future Natura 2000 sites and build capacity for their management³.

Air quality is generally poor, mainly due to outdated technology, lack of pollution abatement installations, low energy efficiency in existing industry and energy facilities, as well as poor quality of heating fuel used for

⁵ ANNEX to the COMMISSION IMPLEMENTING DECISION amending Commission Decision C(2014)5872 of 19.8.2014 adopting the Indicative Strategy Paper for Serbia for the period 2014-2020

households. Serbia will need to consolidate integration and geographical coverage of its ambient air quality monitoring systems and adopt and implement cleaner air plans in its agglomerations.

As for climate action a national strategy for climate change mitigation and adaptation needs to be developed and implemented in line with the expected EU 2030 climate and energy policies and objectives of the 2015 Paris Agreement. Furthermore, integration of climate change relevant issues into the national development strategies is essential. In the area of mitigation of climate change, there is a need to strengthen the institutional capacity to design, implement and monitor mitigation policies and measures, with particular attention to Greenhouse Gas (GHG) emission reduction activities. More particularly, a system for economy-wide and systemic data collection on greenhouse gas emissions needs to be developed and implemented to comply with the EU requirements on monitoring, reporting and verification. Moreover, Serbia needs to further align with climate legislation.

B. Social background and assessment

The Republic of Serbia is located partly in the Central (Pannonian Plain) and partly in Southeastern Europe (central Balkans). Total population of the country is 7,186,862, with Serbs as the largest ethnic group (83.3%). In Serbia, the official language is Serbian, while national minorities have the right to use their own language on national, provincial and municipality level.

In Serbia, there are a total of 6158 settlements out of which 193 urban-type while the rest are towns and villages, 197 settlements with municipality status, 23 towns and the City of Belgrade. The City of Belgrade is the capital of the country. The total land area is 88,502 square kilometers. The average population density is 92.6 per km², with Belgrade being the most and the region of Southern and Eastern Serbia the least densely inhabited area.

Male population makes up 48.7% and female 51.3% of the total population. Along with the population decline, the process of population aging occurs. In the period of twenty years, there has been a decline in the share of the population up to the age of fourteen and the increase in population aged over 65. On the one hand, this process can be explained by the general demographic trends that characterize the developed countries, but primarily by wars and emigration from the country of predominantly young population, who “carried” with them future generations as well.

Currently, according to the Census in Serbia, in regard to religious affiliation, there are 84.6% Orthodox Christians, 5% Catholics, 3.1% Muslims, 1.1% atheists, 1% Protestants, 3.1% do not declare themselves confessionally, and about 2% other confessions.

There is 9.1% of unemployed (out of which 14.5% is of lower education, 64.5% are of secondary and 21% are of tertiary education) out of working age population (age 15+).⁶

In Serbia 628,000 people live in absolute poverty, meaning there are 8.9 percent of people that cannot afford to feed according to nutritional standards defined for Serbia. The survey of income and living standards showed that in 2013 in Serbia at risk of poverty was 24.6 percent of the population, nearly 1.8 million people, the highest rate among all European countries in which applies this survey (EU Member States, Switzerland, Norway, Iceland and Serbia).⁷

6 Source - National statistical office of Serbia - <http://webzrs.stat.gov.rs/WebSite/Default.aspx>

7 Source: The European Anti-Poverty Network - Serbia (EAPN) <http://www.eapn.eu/> " Household Budget Survey" last accessed 10/10/2016

The Project has set forth as a general rule and criteria for categorization of impacts and therewith associated risk. In terms of social impacts, the rule is interpreted so that activities and sites where interventions triggering OP BP. 4.12 on Involuntary resettlement are not eligible for financing.

In order to identify the social baseline and verify initial and continued lack of social impacts site specific and comprehensive social screening will be an important pillar of the Project and its activities.

The responsibility for the social screening lies within the OITeG namely its Social/Environmental safeguards specialist to be hired to adequately staff the PMU. The results of the screening will inform selection of specific locations, sites and activities. Results of the screening will serve as mandatory selection criterion. The subcomponents will be screened for opportunities of the project to develop some positive impacts or alternative development opportunities for those affected.

If such opportunities are identified enhancement measures as designed in this ESMF or the RPF and respective site specific resettlement instrument shall be applied to amplify the existing or future benefits. Each subcomponent requires development of a Feasibility Study (FS) and the Screening Report will be attached to the FS and considered during overall assessment. However, OITeG will also keep Questionnaire records and Screening documents until the completion of whole Project.

The section below illustrates the steps of the social screening and should be used as a road map guiding successfully the process, which, in combination with the results of the environmental screening, leading to the review and approval of activities under the Project.

The screening process intends to:

- ✓ Determine potential impacts of activities and their likelihood to cause negative social impacts;
- ✓ Determine existence or possible occurrence of prohibited social impacts,
- ✓ Review and approve project proposals,
- ✓ Monitor social parameters during project implementation

The initial social screening will be carried out through the use of the Social Screening Forms used by the PMU and its Consultants respectively. This Form (see Annex 2) will be completed by the Environmental and Social Safeguard Consultant from the PMU assisted by sector specific agencies, authorities and institutions as found necessary for the purposes of identifying the potential social impacts, determining their significance, assigning the appropriate risk and providing clear conclusions whether the screened activity or area has the quality to be eligible for financing under the Project. If any of the items identified as screening indicator should result in a positive result, such site or activity shall be excluded from the procurement Plan and Project respectively.

9 POTENTIAL ENVIRONMENTAL AND SOCIAL IMPACTS AND MITIGATION MEASURES

This section describes the potential positive and negative environmental and social impacts of the Project based on the understanding of the types of activities to be financed.

These impacts will be more clearly defined in the EMPs to be developed for each relevant subcomponent once the Project is implemented.

Chapter 5 below describes the process for screening proposed activities and the measures necessary to prepare Environmental Management Plans (EMPs) to address potential environmental and social impacts/issues likely to arise from Project activities.

A. Positive environmental and social impacts

The proposed project aims to improve the access, quality, and efficiency of selected administrative e-Government services.

Environmental impacts

Paperless services will be delivered to the customer wherever he/she is located without the need to physically visit administrative premises, resulting in less vehicle driving and less pollution.

Reduced consumption of paper leads to preservation of natural resources and reduction of waste generation.

Moreover, integration of environmental enhancements in the design of the Project can also result in environmental benefits. Potential enhancements may include:

- Recycling of waste materials;
- Investment in new technology that does not contain hazardous materials; and
- Environmental awareness regarding the use of local material supply in a sustainable manner.

Social impacts

In the long run, the project will contribute to an overall improvement in government effectiveness as well as the investment climate, and potentially contributing to more investment and creation of new jobs in the country.

In terms of the construction work to be undertaken, there are also several positive impacts associated with the civil works such as employment of local labor, creation of jobs, improvement of associated existing infrastructure (improved waste management and sanitation facilities), and positive economic impacts on small market suppliers for raw materials needed during construction (i.e. building materials).

B. Potential negative environmental and social impacts

Most of the activities under the Project are environmentally-neutral in respect to environmental impact. The Project will not involve any major civil works, nor design of the major civil engineering structures. Several Project Subcomponents include financing of the new software and digital equipment. This equipment will be installed into the already existing facilities, with only minor electricity works involved in order to adjust the

electricity services within the existing structures. There will be no new construction (aside from the Data Recovery Center, that will not be handled by the Project) and no increase of the existing buildings' footprint.

However, Data Recovery Center, which will be constructed in parallel to this Project, using the other sources of funding, is considered as the associated facility and the potential impacts have to be assessed. The key issues identified relate to water, land, and general disturbances (noise, air, waste). The proposed solutions are applicable to small and medium scale infrastructure and require adequate implementation of mitigation and monitoring measures.

Impacts on the environment which will occur during the project implementation are a direct consequence of human presence and construction machines, as well as the execution of civil engineering, assembly, construction works at a location. Pollutions that occur in the phase of reconstruction, rehabilitation, repair are temporary in their scope and limited in intensity although they can cause serious consequences in cases of individual breakdowns.

Impact on soil and agricultural land

- Physical damages to soil,
- Soil degradation,
- Emission of gases, dust, heavy metals from construction machines and transportation vehicles leads to the contamination of surrounding soil,
- Using land to dispose of waste, temporary construction sites and temporary roads

Possible Water pollution

- Filling/backfilling of riverbeds with construction material due to contractor's lack of care can cause bed silting up, water contamination, water level rise in the upstream part or even complete clogging of the bed with stone material with watercourse continuing underground movement.
- Discharging diverse waste products from construction site process and construction site complex (liquids, particles and solid waste) on banks or directly into river beds leads to water pollution and pollution spreading along the watercourse.
- Discharging used waters from the construction site (technological and hygienic) into watercourses, or into soil leads to hazardous pollutants and biological agents' diffusion.
- Excavations in the field can cause the cutting – opening of aquifers, i.e. disruption of groundwater (water cycle).
- Fine fractions can be washed away during the execution of construction works under influence of material falls from temporary landfills. This will make surface courses turbid. Material is washed away under the same conditions during transport.
- Waste material, mechanical oil, fuel etc. can be disseminated by malfunctioning construction machines and vehicles or negligent personnel.
- Location of heavy machines, temporary construction material depots near rivers or surface watercourses.

Air

An increased concentration of polluting substances, primarily dust and exhaust gases from vehicles is expected as a consequence of construction works. Air quality deterioration will be caused by:

- exhaust gases from trucks and mechanisation that will be engaged in the works execution,
- suspended particles (dust) that will rise from the construction site, transport roads when trucks and mechanisation pass,
- suspended particles from temporary landfills of stone aggregates.

Dust, as a consequence of transport and execution of works (excavation, loading and unloading of material), exhaust gases emitted by construction machines and motor vehicles can cause a decrease in air quality in the zone of construction works during the works. Impact on air is expected in the area that is several hundred metres away from the location of works. However, a significant impact on local population is not expected, nor violation of law-allowed concentration of emissions into the air. Thus all impacts are closely related to the location of works, they are temporary with tendency to restore into original condition upon the termination of works.

Noise

Noise and vibrations can occur as a consequence of:

- execution of works at the location,
- activity of construction workers and
- movement of vehicles and heavy construction mechanisation.

Flora and fauna

- Emissions of pollutants from trucks and construction machines have negative impacts on vegetation around the construction site;
- Disturbance of wildlife and other animals due to increased noise and human presence.

Impacts on settlements and population

- Uncontrolled positioning of the construction site near residential units can lead to disruption of communication roads;
- Deterioration of life quality during the construction works through increased noise, vibrations, dust.

Impacts on habitats and biodiversity

Since reconstruction, rehabilitation, repair of the flood-damaged existing infrastructure, facilities and equipment are implemented, no new infrastructural capacities will be built, which could lead to the occupation of new land, loss of habitat, fragmentation of habitat and thereby a significant negative impact on biodiversity.

Impacts on cultural and historic heritage

If cultural and historic values are located in the zone of works, they can be jeopardised with construction works.

If during the works the contractor finds archaeological sites or archaeological objects or natural goods of geological and paleontological or mineral-petrographic origin, which are assumed to have a capacity of natural monument, he is obliged to immediately disrupt works and notify the Republic Institution for Protection of Cultural Monuments (IPCM) and take measures to prevent the finding from destruction and damages and to keep it in the position where it was discovered.

Potential negative impacts and recommended mitigation measures

Project activities could potentially generate negative environmental and social impacts during the implementation and operation phases. Construction works may have limited and local effects on communities both physically (air and water pollution, nuisance and contamination etc.); and socio-economically (land use, income generation, mobility and community association). Construction activities could also negatively impact drainage, if not well planned.

Land degradation (due to soil erosion, drainage, waste management and sanitation practices) may arise due to construction activities. The environmental and social screening tools will be used to identify and mitigate the potential impacts as they relate to certain types of community investments.

The potential impacts and recommended mitigation measures are described below as well as a sample subcomponent characteristic impacts and mitigation measures.

Table 3. Summary of key potential impacts of DRC construction and proposed mitigation measures

IMPACT	SIGNIFICANCE	COMMENT / MITIGATION
Impact on land use / settlements	Low	There will be limited land acquisition as defined by WB OP 4.12 during the project implementation.
Ground and surface water	NO IMPACT	Due to low amount of drainage water that can be potentially drained into any river the consequential impact is expected to be negligible
Air quality	Low	Temporary impact. Local air quality may experience some moderate and temporary deterioration due to dust from construction traffic and elevated levels of nitrogen oxide (NOx) and sulphur oxide (SOx) from construction equipment exhausts.
Flora and fauna (protected areas and species)	NO IMPACT	No protected areas or species at the subject location.
Noise and vibration	Low	Only limited temporary impact during the construction phase. Mitigation measures in form of noise deflecting shields may be placed where the work-scheduling activities cannot have desired effect.
Soil quality	NO IMPACT	/
Waste	Low	Health hazards and environmental impacts can happen due to improper waste management practices. Impact can be mitigated by following ESMP measures
Cultural and religious issues	NO IMPACT	No cultural and religious heritage at the subject location
Cumulative impacts etc.	NO IMPACT	Temporary, construction works may cause a slight increase of noise levels and air pollutants concentrations during the works only

10 COORDINATION AND IMPLEMENTATION ARRANGEMENTS

For this operation under the OITeG, a project management unit will be established to carry out planning, implementation and monitoring activities, while procurement and financial management will be under the mandate of the Central Fiduciary Unit.

The OITeG has capacities to oversee day-to-day implementation of the project. It has sufficient capacities for coordination with other responsible government institutions which are to be included in project activities although additional capacity building measures are needed. These measures will be provided under the Component 3: Strengthening Digital Literacy and Digital Leadership and Component 4: Project Management.

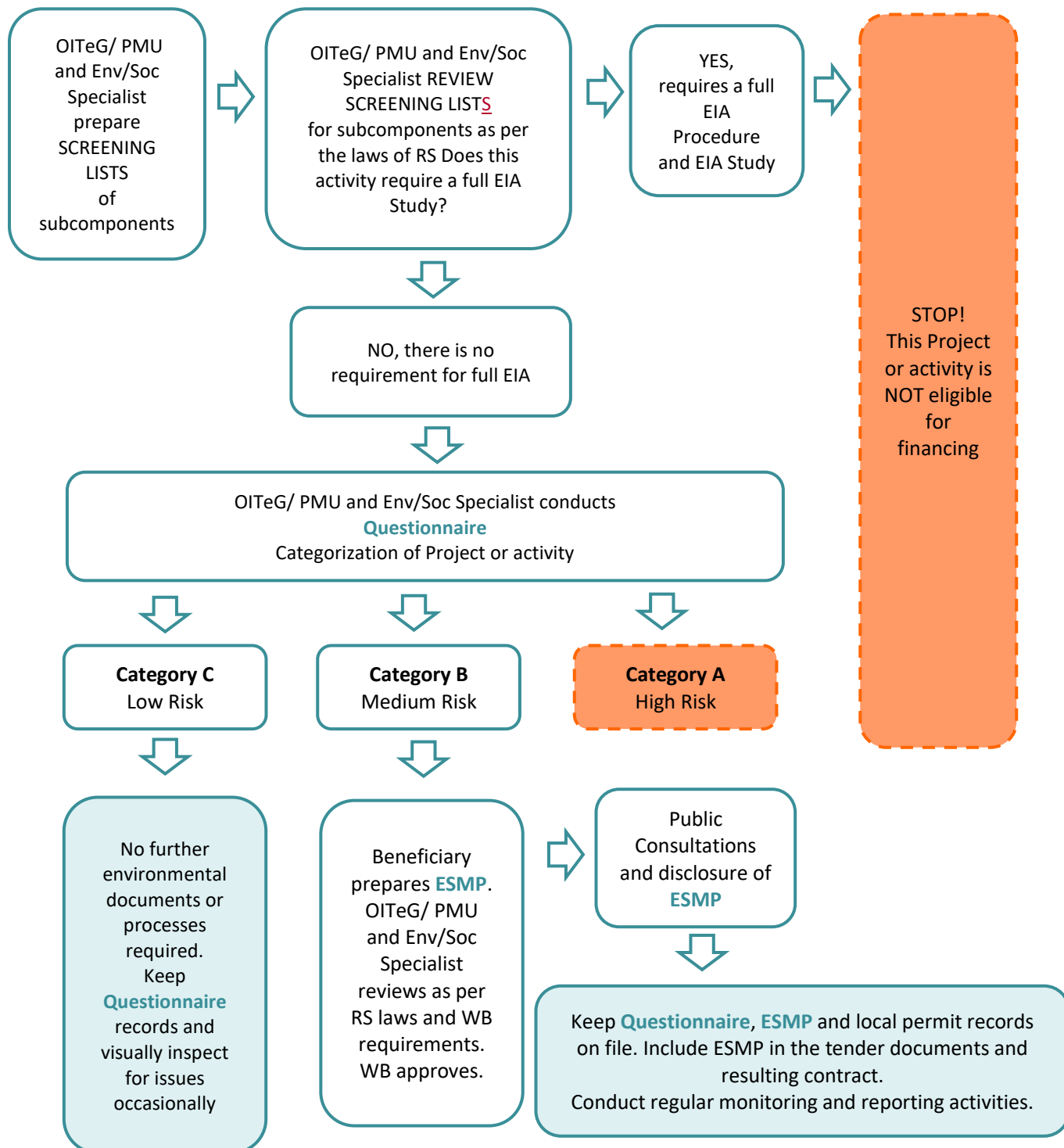
The PMU will be responsible for the environmental and social compliance monitoring of the Project. The Environmental and Social expert (ESE) that would be hired by PMU would assist PMU to carry out this mandate. Basic ESE responsibilities are:

- environmental and social screening and preparing subcomponent specific environment screening/assessment report with EMP
- producing EMP documents for all subcomponents
- ensure the implementation of the various mitigation measures proposed for the protection of environment and biodiversity etc., prior to the commencement of subcomponent activities
- prepare and submit regular environmental monitoring and implementation progress reports

Government agencies involved in the Project implementation will include: Ministry of Environmental Protection, relevant environmental departments within respective cities/municipalities (for the construction of DRC in Kragujevac – environmental protection department at the municipal administration), the Institute for Nature Protection of Serbia (INP) and the Institute for Protection of Cultural Monuments of the Republic of Serbia (IPCM) (responsible for issuing relevant opinions/certificates in the construction planning phase).

In terms of adverse social impacts, land acquisition and resettlement the key relevant institutions are the Government of the Republic of Serbia (GoRS), the local Governments (LG) administering the expropriation process, the Tax authorities (TA) entitled to provide estimated value for all types of land and accredited experts assessing the value of loss of all other assets other the land including physical structures.

ANNEX 1: ENVIRONMENTAL AND SOCIAL SCREENING PROCEDURE UNDER THE PROJECT



ANNEX 2: ENVIRONMENTAL AND SOCIAL SCREENING CHECK LISTS

A. Environmental Screening Questionnaire (Check List)

Name of the subcomponent:		
City/Municipality:		
Name of applicant (implementing unit):		
Contact:		
ENVIRONMENTAL AND SOCIAL CHECKLIST QUESTIONNAIRE (must be filled out and filed for every application)		
CRITERIA	YES	NO
Does the proposed activity require a FULL Environmental Impact Assessment as per the Serbian Law on Environmental Impact Assessment (list of Projects for which full EIA is mandatory)? If yes, this activity cannot be financed.		
Will the works financed include construction, reconstruction or demolition works?" <i>If yes, an ESMP needs to be prepared!</i>		
Does the existing enterprise have valid operating permit, licenses, approvals etc.? If not, please explain. Permits to screen for include: construction permit, operational/use permit, urban permit, water management permit... <i>If not, will the financing be used to correct this condition?</i>		
Does the existing enterprises have a valid environmental permit (or is in the procedure of obtaining an environmental permit as per the Serbian laws) and does the proposed activity fall under those for which this permit was issued?		
Does the existing enterprise have a valid water management permit that calls for special investments or measures for the enterprise's wastewater releases (or is in the procedure of obtaining this permit as per the Serbian laws)?		
Does the existing enterprise need to follow specific Serbian environmental regulations regarding air emissions, water use or wastewater discharge and solid waste management?		
Are there any significant outstanding environmental fees, fines or penalties or any other environmental liabilities (e.g. pending legal proceedings involving environmental issues etc.)		

<i>If so, will the financing be used to correct this condition and please explain?</i>		
<p>Have there been any complaints raised by local affected people or groups or NGOs regarding conditions at the facility?</p> <p><i>If so, will the grant financing be used to remedy these complaints?</i></p>		
Proposed Activity		
<p>Will the proposed activity require acquisition of land, e.g.</p> <ul style="list-style-type: none"> • Encroachment on private property • Relocation of Project affected persons • Loss of private lands or assets • Impacts on livelihood incomes <p><i>If yes, a site-specific Resettlement/Livelihood restoration Action Plan or Abbreviated Resettlement/Livelihood restoration Action Plans shall be prepared</i></p>		
Will the proposed activity disrupt access to education?		
Will the proposed activity disrupt access to health services?		
Will the project affect vulnerable ⁸ groups by any of impacts identified above?		
Will the activity generate water effluents (wastewater) that may require special treatment, control or the water management permit?		
Will the activity generate air emissions which would require special controls in order to ensure compliance with the Serbian standards?		
Will the activity generate noise levels that would require control measures to ensure compliance with the Serbian standards?		
Will the noise levels impact particularly sensitive receptors (natural habitats, hospitals, schools, local population centers)?		
<p>Will the activity consume, use or store, produce hazardous materials that:</p> <ul style="list-style-type: none"> • require special permits or licenses require licensed or trained personnel • are outlawed or banned in EU or Western countries are difficult, expensive, or hard to manage • are inconsistent with PPAH recommendations • may cause soil and water pollution or health hazards if adequate control 		

⁸ For purposes of the Screening form and assessment vulnerable groups shall Refers to either people below the poverty line, the landless, the elderly, women and children, and those who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by resettlement or other adverse social impacts than others or who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits.

measures are not in place		
<p>Will the activity generate solid waste that may be considered hazardous, difficult to manage, or may be beyond the scope of regular household waste?</p> <p><i>(This may include, but not be limited too, animal carcasses, toxic materials, pesticides, medical waste, cleaning materials, flammables etc.)</i></p>		
<p>Will the activity be located within or close to natural habitats or areas under consideration by the Government for official protection status? Will the activity potentially impact areas of known significance to local, regional or national cultural heritage?</p>		
<p>Will the activity involve import of living organisms, e.g. saplings, insects, animals, etc. or works that can impact sensitive environmental receptors?</p>		
<p>Has the local population or any NGOs expressed concern about the proposed activity's environmental aspects or expressed opposition?</p>		
<p>Is there any other aspect of the activity that would – through normal operations or under special conditions – cause a risk or have an impact on the environment, the population or could be considered as a nuisance (e.g. use of pesticides)?</p>		

B. Social Screening Form (Check List)

SOCIAL SCREENING FORM AND TRIGGERS FOR SUBCOMPONENTS		
This screening report shall comprise of the screening form, ownership evidence and pictures from the walkover survey.		
Name of Subcomponent:		
Location:		
Type of Activity and Procurement Package as assigned in the Procurement Plan:		
Nature of Project:		
Size/Scale:		
Project Implementing Agency:		
Description of Project Surroundings:		
Screening indicators related to Land acquisition, assets and access to resources		
	YES	NO
Type of activity – Will the subcomponent:		
1	Require that land (private) to be acquired (temporarily or permanently) for its development	
2	Affect more than 200 persons	
3	Use land that is currently occupied or regularly used for productive purposes (e.g. gardening, farming, pasture, fishing locations, forests)	
4	Physically displace individuals, families or businesses	
5	Result in the temporary or permanent loss of crops, fruit trees or household infrastructure	
6	Result in the involuntary restriction of access by people to legally designated parks and protected areas	
7	Result in loss of livelihood	
8	Have negative impact to any vulnerable individuals or groups	
9	Have negative impact to informal side road shops, traders or any nomadic type of commercial activity	
10	Provide the opportunities to improve the informal side road shops, traders or nomadic type of commercial activity	
11	Impact community Health&Safety	
12	Impact internally displaced persons or refugees	
13	Disrupt access to health care and education	

If any of the boxes 1 through 9 are ticked YES the OP.BP 4.12 will be triggered and site specific instruments in line with the RPF will be prepared.

If any of the boxes 10 through 13 are ticked YES commensurate mitigation measures shall be designed through the site specific ESMP.

CERTIFICATION

The applicant, in signing this form proves that the project activity will not involve land acquisition, any form of construction, or will promote any activities on the World Bank Group IFC exclusion list. In addition, the applicant is aware of the EIA requirements as per the Serbian Law and certifies that there are no Full Environmental Impact Assessment reports required.

We hereby certify that we have thoroughly examined all the potential adverse effects of this subcomponent. To the best of our knowledge, the subcomponent does not avoid /avoids all adverse social impacts (in case the Subcomponent Does Not Avoid adverse social impacts list at least two excluding the Subcomponent eligibility).

Form filled out by (Applicant):	
Date:	
Name:	
Title:	
Sign:	
Stamp:	

Form checked by (Environmental and Social Expert):	
Date:	
Name:	
Title:	
Sign:	

C. Project Screening Criteria Form

Once a Project Brief has been received and reviewed by the Authority, a proposed project is exempted from further compliance with EIA Category B requirements if all of the following conditions are satisfied:

1. The project will not substantially use natural resources in a way that pre-empts use, or potential use of that resource for any other purpose.
2. Potential residual impacts on the environment are likely to be minor, of little significance and easily mitigated.
3. The type of project, its environmental impacts and mitigation measures are evident and well understood.
4. Reliable means exist for ensuring that impact management measures can and will be adequately planned and implemented.
5. The project will not displace significant number of people, families or communities.
6. The project is not located in, and will not affect, environmentally-sensitive areas such as:
 - (a) National parks
 - (b) Wetlands
 - (c) Productive agricultural land
 - (d) Important archaeological, historical and cultural sites
 - (e) Areas protected under legislation
 - (f) Areas containing rare or endangered flora or fauna
 - (g) Areas containing unique or outstanding scenery
 - (h) Mountains or developments on or near steep hill slopes
 - (i) Forests
 - (j) Lakes or their shores
 - (k) Areas important for vulnerable groups such as fishing communities
 - (l) Areas near high population concentrations or industrial activities where further development could create significant cumulative environmental problems
 - (m) Groundwater recharge areas or drainage basins
7. The project will not result in and/or:
 - (a) Policy initiatives which may affect the environment
 - (b) Major changes in land tenure
 - (c) Changes in water use through irrigation, drainage promotion or dams, changes in fishing practices.
8. The project will not cause:
 - (a) Adverse socioeconomic impact
 - (b) Land degradation (c) Water pollution (d) Air pollution
 - (c) Damage to wildlife and habitats
 - (d) Adverse impact on climate and hydrological cycle
 - (e) Creation of by-products, residual or waste materials which require handling and disposal in a manner that is not regulated by existing authorities.
9. The project will not cause significant public concern because of potential environmental changes. The following are guiding principles:
 - (a) Is the impact positive, or harmful?
 - (b) What is the scale of the impact in terms of area, numbers of people or wildlife affected?
 - (c) What is the intensity of the impact?
 - (d) What will be the duration of the impact?
 - (e) Will there be cumulative effects from the impact?
 - (f) Are the effects politically controversial?
 - (g) Have the main economic, ecological and social costs been quantified?
 - (h) Will the impact vary by social group or gender?
 - (i) Is there any international impact due to the proposed projects?
10. The project will not necessitate further development activity, which is likely to have a significant impact on the environment.

ANNEX 3: SAMPLE ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN FORMAT

I. SAMPLE – MITIGATION PLAN

Phase	Issue	Mitigation Measure	Cost		Institutional Responsibility		Comments (e.g. secondary impacts)
			Install	Operate	Install	Operate	
Pre-construction / Design							
Construction							
Construction							
Construction							
Construction							
Operation							
Operation							
Decommissioning							
Decommissioning							

Phase	What parameter is to be monitored?	Where is the parameter to be monitored?	How is the parameter to be monitored/type of monitoring equipment?	When is the parameter to be monitored (frequency of measurement or continuous)?	Why is the parameter to be monitored (optional)?	Cost		Responsibility	
						Install	Operate	Install	Operate
Baseline									
Baseline									
Construct									
Construct									
Operate									
Operate									
Decommission									

ANNEX 4: GENERIC ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN FOR SMALL-SCALE BUILDING CONSTRUCTION (TO BE USED FOR DATA RECOVERY CENTER)

1. Introduction

The proposed project is designed to support the Government of Serbia in improving access, quality and efficiency of selected e-government administrative services through three separate but interlinked components.

The project is proposing a holistic but phased approach focusing on ensuring the cross-sectoral foundations for e-government advancement are in place, before investing in significant technical assistance to move the e-Government agenda forward. Once the foundations are in place, the project focuses on activities to digitalize selected key government services to transform them into e-services while building capacity in the Government to implement the reform and of users to adopt the new e-services to be provided.

The project will support establishment of the backbone for the integrated, well-coordinated, and efficient delivery of e-government services. This will be done targeting three fronts: (i) developing the enabling foundations (regulations, infrastructure, interoperability and data management platforms); (ii) digitalization of selected services that provide quick wins, chosen based on criteria including: citizen and business demand, time/money savings, perception of corruption and ease of implementation, among others; and (iii) change management and capacity building to implement the reforms. The enabling foundations are the sine qua non to the provision of selected electronic services. The huge heterogeneity among existing government records, registers, and applications is an issue that the project will focus on, as it represents a foundation to enable the advancement of e-government. Once the backbone is in place, activities will focus on developing e-services that will be selected based on objective criteria such as those most in demand by citizens and businesses, burdensome, etc. The transformation of selected administrative services will be paired with the implementation of change management activities to adopt new work processes and procedures, and communications strategies to advocate for the benefits of the reform, overcome resistance, and build capacity to implement change.

The Enabling Digital Governance in Serbia Project (EDGE) aims to support Serbian Government in improving access, quality, and efficiency of selected administrative e-Government services.

Subject of this ESMP is Environmental and Social Management during preparation and execution of EDGE subcomponent: 'Construction of Data Recovery Center'.

2. Project Description

The proposed subcomponent "Construction of Data Recovery Center" has been classified as Category B mainly for civil works related to small-scale building construction in the city of Kragujevac, under the EDGE subcomponent 1.5 Implementation of the G-Cloud and Data Disaster Recovery Center, where the provision of equipment for the functioning of the Data Disaster Recovery Center is planned, and construction of Data Recovery Center as associated facility (not financed by the Project). The designs are not fully defined yet, but works are expected to include small scale civil or earthworks (along the existing infrastructure such as roads, electrical cables and pipelines or placed jointly) and/or installation to existing infrastructure (e.g. to overhead power lines). Some small earth and/or installation works will take place too.

The objectives of this **Environmental Management Plan (EMP)** is to review environmental due diligence procedures related to proposed subcomponent, and to prepare mitigation measures and monitoring plan to

describe actions to mitigate expected environmental impacts. The assessment also reviews issues related to assessment of social safeguards such as cultural heritage (e.g., assessing the presence of cultural values, cultural land issues or sites previously identified as cultural sites; and a process for "chance finds", or anything unearthed by chance in the digging/construction process). Objectives of EMP have been defined based on the following World Bank's policies: OP/BP 4.01 Environmental Assessment.

3. Possible environmental impacts associated with proposed project activities

The overall environmental impacts of the Project are expected to be of manageable, temporary and of local impact as they are related to small scale civil or earthworks mainly in less dense areas. These impacts most commonly include, but are not limited to: a) Dust and noise due to excavation, demolition and construction; b) Management of demolition construction wastes, c) Encroachment to a private property; d) soil pollution or erosion.

4. Application of the Environmental and Social Review and Screening Process from ESMF

After completion of subcomponent environmental and social screening, following provisions of WB OP/BP 4.01, and in line with Annex2, the proposed subcomponent is classified as Environmental category "B". Therefore, proposed subcomponent is eligible for financing under the EDGE Project.

5. Environmental and Social Management Plan

a. Environmental and Social Mitigation Plan

The Environmental & Social Management Plan (ESMP) identifies feasible and cost-effective mitigation measures that may reduce potentially significant adverse environmental and social impacts to acceptable levels. The plan includes compensatory measures if mitigation measures are not feasible, cost-effective, or sufficient. Specifically, the ESMP (a) identifies and summarizes all anticipated adverse environmental and social impacts; (b) describes-- with technical details--each mitigation measure, including the type of impact to which it relates and the conditions under which it is required (e.g., continuously or in the event of contingencies), together with designs, equipment descriptions, and operating procedures, as appropriate; (c) estimates any potential environmental impacts of these measures; and (d) provides linkage with any other mitigation plans (e.g., for involuntary resettlement, indigenous peoples, or cultural property) required for the project.

Environmental and Social Mitigation Plan is presented as Table A1 of this ESMP document.

b. Environmental and Social Monitoring Plan

Environmental monitoring during project implementation provides information about key environmental and social aspects of the project, particularly the environmental and social impacts of the project and the effectiveness of mitigation measures. Such information enables the Implementing Agency and the Bank to evaluate the success of mitigation as part of project supervision, and allows corrective action to be taken when needed. Therefore, the ESMP identifies monitoring objectives and specifies the type of monitoring, with linkages to the impacts assessed in the EA report and the mitigation measures described in the ESMP. Specifically, the monitoring section of the ESMP provides (a) a specific description, and technical details, of monitoring measures, including the parameters to be measured, methods to be used, sampling locations, frequency of measurements, detection limits (where appropriate), and definition of thresholds that will signal the need for corrective actions; and (b) monitoring and reporting procedures to (i) ensure early detection of conditions that necessitate particular mitigation measures, and (ii) furnish information on the progress and results of mitigation.

Monitoring of the compliance of activities' implementation with the mitigation measures set out in its ESMP will be required. Environmental guidelines for contractors undertaking construction work is also provided in Annex 5 of ESMF.

The objective of Environmental and Social Monitoring is:

- 1) To alert project authorities by providing timely information about the success or otherwise of the environmental management process outlined in this ESMF in such a manner that changes can be made as required to ensure continuous improvement to EDGE environmental management process (even beyond the project life).
- 2) To make a final evaluation in order to determine whether the mitigation measures incorporated in the technical designs and the ESMP have been successful in such a way that the pre-project environmental and social condition has been restored, improved upon or is worse than before and to determine what further mitigation measures may be required.

This section sets out requirements for the monitoring of the environmental and social impacts of the project. Monitoring of environmental and social indicators will be mainstreamed into the overall monitoring and evaluation system for the project. In addition, monitoring of the implementation of this ESMF will be carried out by OITeG/PMU as the key implementing institutions of Enabling Digital Governance in Serbia Project.

The key issues to be considered in the project include monitoring activities presented within the Generic Monitoring Plan (Table A2 of this ESMP document).

The goals of monitoring are to measure the success rate of the project, determine whether interventions have resulted in dealing with negative impacts, whether further interventions are needed or monitoring is to be extended.

c. ESMP Implementation Responsibilities

For all EDGE subcomponents a project implementation unit PMU under the OITeG is established to carry out planning, implementation and monitoring activities.

d. Capacity Development and Training Needs

Environmental and Social Expert engaged at PMU will receive training on WB Environmental Policies and Procedures, emphasizing OP/BP 4.01 Environmental Assessment from the WB Environmental Specialist

6. Public consultation and disclosure

The EMP disclosure process will follow the same process as implemented for ESMF (see section 5 of this document).

Table A1. Environmental and Social Mitigation Plan for Improvements – Small-scale construction / Data Recovery Center (Kragujevac)

Phase	POTENTIAL ENVIRONMENTAL AND SOCIAL IMPACTS	PROPOSED MITIGATION MEASURE	COSTS	INSTITUTIONAL RESPONSIBILITY	COMMENTS
DESIGN	Reviewing design plans for construction and adaptation of offices	Implementation of measures proposed by EMP	Included in the project costs Not significant	Design team	This is not a legal requirement, but it is recommended to become a binding requirement
	Impact on landscape and urban areas	Construction of the building shall be designed according to local constructing (and cultural) practice (respect of surrounding architecture)	Included in cost of procurement of construction permit	Reviewed by institution issuing construction permit (under OITeG)	
CONSTRUCTION	Noise	Construction is restricted to 5 days a week and only dayshift (7 am to 5 pm). Machinery has to possess attest (needs to be calibrated for certain noise level)	Not significant	Contractor	Will be specified in bidding documents (compliance with EMP)
	Dust	Dust from demolition and transportation of construction material and waste will be minimized by use of water and encloement of cargo If demolition in the object presents high source of dust site can be enclosed	Could be significant if construction is done in the dry period of the year	Contractor	Will be specified in bidding documents (compliance with EMP)
	Construction waste Excavated material handling	Hazardous waste has to be separated from solid waste For hazardous waste (paints, oils, etc.) contractor has to follow procedure for hazardous waste management, this implies collection, handing over the waste	Significant (depending on quantities of hazardous waste)	Contractor (or other entity, depending on the Contract)	Will be specified in bidding documents (compliance with ESMP)

		<p>to authorized company for hazardous waste management and fulfilling accompanying documentation</p> <p>All recyclable fractions have to be separated from non-recyclable waste and taken to appropriate collection points with accompanying documentation</p> <p>Non-recyclable waste has to be taken to approved landfill</p> <p>The building site will be cleaned and all debris and waste materials will be disposed of in accordance with clauses specified in the bills of quantities Burning or illegal dumping of waste is strictly forbidden</p> <p>Excavated material is transported to the area in the city planned for such type of materials.</p>			
	Degradation of historical or culturally important sites	<p>Supervising construction,</p> <p>If encountering archaeological finds during preparation of the site, the contractor should stop the works and follow the procedure to notify authorized bodies</p> <p>If works are on historical monument, the construction workers should follow the special condition of construction</p>	Not significant cost	Contractor	<p>Notify:</p> <p>Municipal Authorities, Regional Institute for Protection of Cultural and Historical Heritage Project Team</p>

OPERATION	Heating system and storage tanks for crude oil or gas	<p>Fire protection measures have to be implemented</p> <p>Emergency Operation Plan has to be done if fuel storage exceeds mass of 5000 kg (crude oil) and / or 500 kg of gas</p>	Relevant costs	Operator (Under supervision of OITeG)	
	Waste management	<p>Organized solid waste separation, Collection of recyclables</p> <p>organized collection of non-recyclable solid waste</p> <p>Introduction of measures for minimization of waste production,</p> <p>Coordination with local waste management plan</p> <p>Collect and separate waste within facility</p> <p>Hand over waste to authorized company for hazardous waste management</p> <p>Follow binding reporting procedure on hazardous waste</p>	Not significant through period of years	Operator	
	Storing	Hazardous waste should be stored according to Material Safety Data Sheets.	Initially relevant (one time cost)	Operator	Facility designs should address the need for storage

Table A2. Environmental Monitoring Plan for Improvements – Small-scale construction / Data Recovery Center (Kragujevac)

PHASE	WHAT Parameter is to be monitored?	WHERE Is parameter to be monitored?	HOW Is parameter to be monitored?	WHEN Is parameter to be monitored (frequency)?	WHY Is parameter to be monitored?	COST	RESPONSIBILITY
DESIGN	Implementation of EMP guidelines (RECOMMENDATION)	Design project for construction, reconstruction and adaptation	Review of elaborates and adaptation designs	Prior approval for construction as part of project monitoring program	It is recommended for the reason that adaptation by Serbian law do not need construction permit.	Should be part of the project	Subcomponent Implementation Agency, designer
CONSTRUCTION	Parameters given in construction permit - all special conditions of construction issued by different bodies (water company, electrical company, etc.)	Main project documentation	Part of regular inspection of OITeG/PMU (regional offices)	During the construction, and before Operation permit is issued	Regular review stipulated in the Law, and if any public complaint is sent to the Ministry (OITeG/PMU)	Included in the process	Supervising engineer and Regional Construction Inspectorate (under OITeG/PMU)
	Construction waste management (including hazardous)	Thru waste accompanying documentation that is submitted to OITeG/PMU		After reporting on waste management in OITeG/PMU	Required by series of regulation on waste	Cost of OITeG/PMU and small cost for contractor	Supervising engineer OITeG/PMU
OPERATION	Waste management	Thru waste accompanying documentation that is submitted to OITeG/PMU	Reports to MCTI/PMU	After reporting on waste management in MCTI/PMU	Required by series of regulations on waste	Cost of OITeG/PMU and operator	CTA and OITeG/PMU

ANNEX 5: EXAMPLE OF ENVIRONMENTAL GUIDELINES FOR CONTRACTORS UNDERTAKING CONSTRUCTION WORKS

General Environmental Management Conditions

1 [In addition to these general conditions], the Contractor shall comply with any specific Environmental and Social Management Plan (ESMP) for the works he is responsible for. The Contractor shall inform himself about such an ESMP, and prepare his work strategy and plan to fully take into account relevant provisions of that ESMP. If the Contractor fails to implement the approved ESMP after written instruction by the Supervising Agency to fulfill the obligation within the requested time, the Owner reserves the right to arrange through the Supervising Agency for execution of the missing action by a third party on account of the Contractor.

2 Notwithstanding the Contractor's obligation under the above clause, the Contractor shall implement all measures necessary to avoid undesirable adverse environmental and social impacts wherever possible, restore work sites to acceptable standards, and abide by any environmental performance Requirements specified in an ESMP. In general these measures shall include but not be limited to:

(a) Minimize the effect of dust on the surrounding environment resulting from earth mixing sites, vibrating equipment, temporary access roads, etc. to ensure safety, health and the protection of workers and communities living in the vicinity dust producing activities.

(b) Ensure that noise levels emanating from machinery, vehicles and noisy construction activities (e.g. excavation, blasting) are kept at a minimum for the safety, health and protection of workers within the vicinity of high noise levels and nearby communities.

(c) Ensure that existing water flow regimes in rivers, streams and other natural or irrigation channels is maintained and/or re-established where they are disrupted due to works being carried out.

(d) Prevent bitumen, oils, lubricants and waste water used or produced during the execution of works from entering into rivers, streams, irrigation channels and other natural water bodies/reservoirs, and also ensure that stagnant water in uncovered borrow pits is treated in the best way.

(e) Prevent and minimize the impacts of quarrying, earth borrowing, piling and building of temporary construction camps and access roads on the biophysical environment including protected areas and arable lands; local communities and their settlements. In as much as possible restore/rehabilitate all sites to acceptable standards.

(f) Upon discovery of ancient heritage, relics or anything that might or believed to be of archeological or historical importance during the execution of works, immediately report such findings to the Management Officer so that the appropriate authorities may be expeditiously contacted for fulfillment of the measures aimed at protecting such historical or archaeological resources.

(g) Discourage construction workers from engaging in the exploitation of natural resources such as hunting, fishing, and collection of forest products or any other activity that might have a negative impact on the social and economic welfare of the local communities.

(h) Implement soil erosion control measures in order to avoid surface run off and prevents siltation, etc.

(i) Ensure that garbage, sanitation and drinking water facilities are provided in construction workers camps.

(j) Ensure that, in as much as possible, local materials are used to avoid importation of foreign material and long distance transportation.

(k) Ensure public safety, and meet traffic safety requirements for the operation of work to avoid accidents.

3. The Contractor shall indicate the period within which he/she shall maintain status on site after completion of civil works to ensure that significant adverse impacts arising from such works have been appropriately addressed.

4. The Contractor shall adhere to the proposed activity implementation schedule and the monitoring plan/strategy to ensure effective feedback of monitoring information to project management so that Impact management can be implemented properly, and if necessary, adapt to changing and unforeseen conditions.

5. Besides the regular inspection of the sites by the Supervising Agency for adherence to the Contract conditions and specifications, the Owner may appoint an Inspector to oversee the compliance with these environmental conditions and any proposed mitigation measures.

State environmental authorities may carry out similar inspection duties. In all cases, as directed by the Supervising Agency, the Contractor shall comply with directives from such inspectors to implement measures required to ensure the adequacy rehabilitation measures carried out on the bio-physical environment and compensation for socio-economic disruption resulting from implementation of any works.

Work site/Campsite Waste Management

6. All vessels (drums, containers, bags, etc.) containing oil/fuel/surfacing materials and other hazardous chemicals shall be bonded in order to contain spillage. All waste containers, litter and any other waste generated during the construction shall be collected and disposed of at designated disposal sites in line with applicable government waste management regulations.

7. All drainage and effluent from storage areas, workshops and camp sites shall be captured and treated before being discharged into the drainage system in line with applicable government water pollution control regulations.

8. Used oil from maintenance shall be collected and disposed of appropriately at designated sites or be re-used or sold for re-use locally.

9. Entry of runoff to the site shall be restricted by constructing diversion channels or holding structures such as banks, drains, dams, etc. to reduce the potential of soil erosion and water pollution.

10. Construction waste shall not be left in stockpiles along the road, but removed and reused or disposed of on a daily basis.

11. If disposal sites for clean spoil are necessary, they shall be located in areas, approved by the Supervising Agency, of low land use value and where they will not result in material being easily washed into drainage channels. Whenever possible, spoil materials should be placed in low-lying areas and should be compacted and planted with species indigenous to the locality.

Material Excavation and Deposit

12. The Contractor shall obtain appropriate licenses/permits from relevant authorities to operate quarries or borrow areas.

13. The location of quarries and borrow areas shall be subject to approval by relevant local and national authorities, including traditional authorities if the land on which the quarry or borrow areas fall in traditional land.

14. New extraction sites:

- a) Shall not be located in the vicinity of settlement areas, cultural sites, wetlands or any other valued ecosystem component, or on high or steep ground or in areas of high scenic value, and shall not be located less than 1km from such areas.
- b) Shall not be located adjacent to stream channels wherever possible to avoid siltation of river channels. Where they are located near water sources, borrow pits and perimeter drains shall surround quarry sites.
- c) Shall not be located in archaeological areas. Excavations in the vicinity of such areas shall proceed with great care and shall be done in the presence of government authorities having a mandate for their protection.
- d) Shall not be located in forest reserves. However, where there are no other alternatives, permission shall be obtained from the appropriate authorities and an environmental impact study shall be conducted.
- e) Shall be easily rehabilitated. Areas with minimal vegetation cover such as flat and bare ground, or areas covered with grass only or covered with shrubs less than 1.5m in height, are preferred.
- f) Shall have clearly demarcated and marked boundaries to minimize vegetation clearing.

15. Vegetation clearing shall be restricted to the area required for safe operation of construction work. Vegetation clearing shall not be done more than two months in advance of operations.

16. Stockpile areas shall be located in areas where trees can act as buffers to prevent dust pollution. Perimeter drains shall be built around stockpile areas. Sediment and other pollutant traps shall be located at drainage exits from workings.

17. The Contractor shall deposit any excess material in accordance with the principles of these general conditions, and any applicable ESMP, in areas approved by local authorities and/or the Supervising Agency.

18. Areas for depositing hazardous materials such as contaminated liquid and solid materials shall be approved by the Supervising Agency and appropriate local and/or national authorities before the commencement of work. Use of existing, approved sites shall be preferred over the establishment of new sites.

Rehabilitation and Soil Erosion Prevention

19. To the extent practicable, the Contractor shall rehabilitate the site progressively so that the rate of rehabilitation is similar to the rate of construction.

20. Always remove and retain topsoil for subsequent rehabilitation. Soils shall not be stripped when they are wet as this can lead to soil compaction and loss of structure.

21. Topsoil shall not be stored in large heaps. Low mounds of no more than 1 to 2m high are recommended.

22. Revegetate stockpiles to protect the soil from erosion, discourage weeds and maintain an active population of beneficial soil microbes.

23. Locate stockpiles where they will not be disturbed by future construction activities.

24. To the extent practicable, reinstate natural drainage patterns where they have been altered or impaired.

25. Remove toxic materials and dispose of them in designated sites. Backfill excavated areas with soils or overburden that is free of foreign material that could pollute groundwater and soil.

26. Identify potentially toxic overburden and screen with suitable material to prevent mobilization of

toxins.

27. Ensure reshaped land is formed so as to be inherently stable, adequately drained and suitable for the desired long-term land use, and allow natural regeneration of vegetation.
28. Minimize the long-term visual impact by creating landforms that are compatible with the adjacent landscape.
29. Minimize erosion by wind and water both during and after the process of reinstatement.
30. Compacted surfaces shall be deep ripped to relieve compaction unless subsurface conditions dictate otherwise.
31. Revegetate with plant species that will control erosion, provide vegetative diversity and, through succession, contribute to a resilient ecosystem. The choice of plant species for rehabilitation shall be done in consultation with local research institutions, forest department and the local people.

Water Resources Management

32. The Contractor shall at all costs avoid conflicting with water demands of local communities.
33. Abstraction of both surface and underground water shall only be done with the consultation of the local community and after obtaining a permit from the relevant Water Authority.
34. Abstraction of water from wetlands shall be avoided. Where necessary, authority has to be obtained from relevant authorities.
35. Temporary damming of streams and rivers shall be done in such a way that it avoids disrupting water supplies to communities downstream, and maintains the ecological balance of the river system.
36. No construction water containing spoils or site effluent, especially cement and oil, shall be allowed to flow into natural water drainage courses.
37. Wash water from washing out of equipment shall not be discharged into water courses or road drains.
38. Site spoils and temporary stockpiles shall be located away from the drainage system, and surface run off shall be directed away from stockpiles to prevent erosion.

Traffic Management

39. Location of access roads/detours shall be done in consultation with the local community especially in important or sensitive environments. Access roads shall not traverse wetland areas.
40. Upon the completion of civil works, all access roads shall be ripped and rehabilitated.
41. Access roads shall be sprinkled with water at least five times a day in settled areas, and three times in unsettled areas, to suppress dust emissions.

Blasting

42. Blasting activities shall not take place in less than 2km from settlement areas, cultural sites, or wetlands without the permission of the Supervising Agency.
43. Blasting activities shall be done during working hours, and local communities shall be consulted on the proposed blasting times.
44. Noise levels reaching the communities from blasting activities shall not exceed 90 decibels.

Disposal of Unusable Elements

45. Unusable materials and construction elements such as electro-mechanical equipment, cables accessories and demolished structures will be disposed of in a manner approved by the Supervising

Agency. The Contractor has to agree with the Supervising Agency which elements are to be surrendered to the Client's premises, which will be recycled or reused, and which will be disposed of at approved landfill sites.

46. As far as possible, abandoned pipelines shall be in place. Where for any reason no alternative alignment for the new pipeline is possible, the old pipes shall be safely removed and stored at a safe place to be agreed upon with the Supervising Agency and the local authorities concerned.

47. AC-pipes as well as broken parts thereof have to be treated as hazardous material and disposed of as specified above.

48. Unsuitable and demolished elements shall be dismantled to a size fitting on ordinary trucks for transport.

Health and Safety

49. In advance of the construction work, the Contractor shall mount an awareness and hygiene campaign. Workers and local residents shall be sensitized on health risks.

50. Adequate road signs to warn pedestrians and motorists of construction activities, diversions, etc. shall be provided at appropriate points.

51. Construction vehicles shall not exceed maximum speed limit of 40km per hour.

Repair of Private Property

52. Should the Contractor, deliberately or accidentally, damage private property? He shall repair the property to the owner's satisfaction and at his own cost. For each repair, the Contractor shall obtain from the owner a certificate that the damage has been made good satisfactorily in order to indemnify the Client from subsequent claims.

53. In cases where compensation for inconveniences, damage of crops etc. are claimed by the owner, the Client has to be informed by the Contractor through the Management Officer. This compensation is in general settled under the responsibility of the Client before signing the Contract. In unforeseeable cases, the respective administrative entities of the Client will take care of compensation.

Contractor's Environment, Health and Safety Management Plan (EHS-MP)

54. Within 6 weeks of signing the Contract, the Contractor shall prepare an EHS- MP to ensure the adequate management of the health, safety, environmental and social aspects of the works, including implementation of the requirements of these general conditions and any specific requirements of an ESMP for the works. The Contractor's EHS-MP will serve two main purposes:

- For the Contractor, for internal purposes, to ensure that all measures are in place for adequate EHS management, and as an operational manual for his staff.
- For the Client, supported where necessary by a Supervising Agency, to ensure that the Contractor is fully prepared for the adequate management of the EHS aspects of the project, and as a basis for monitoring of the Contractor's EHS performance.

55. The Contractor's EHS-MP shall provide at least:

- a description of procedures and methods for complying with these general environmental management conditions, and any specific conditions specified in an ESMP;
- a description of specific mitigation measures that will be implemented in order to minimize adverse impacts;
- a description of all planned monitoring activities (e.g. sediment discharges from borrow areas) and the

reporting thereof; and

- The internal organizational, management and reporting mechanisms put in place for such.

56. The Contractor's EHS-MP will be reviewed and approved by the Client before start of the works. This review should demonstrate if the Contractor's EHS-MP covers all of the identified impacts, and has defined appropriate measures to counteract any potential impacts.

EHS Reporting

57. The Contractor shall prepare bi-weekly progress reports to the Supervising Agency on compliance with these general conditions, the project ESMP if any, and his own EHS-MP. It is expected that the Contractor's reports will include information on:

- EHS management actions/measures taken, including approvals sought from local or national authorities; encountered in relation to EHS aspects (incidents, including delays, cost consequences, etc. as a result thereof);
- Lack of compliance with contract requirements on the part of the Contractor;
- Changes of assumptions, conditions, measures, designs and actual works in relation to EHS aspects; and
- Observations, concerns raised and/or decisions taken with regard to EHS management during site meetings.

58. It is advisable that reporting of significant EHS incidents be done "as soon as practicable". Such incident reporting shall therefore be done individually. Also, it is advisable that the Contractor keeps his own records on health, safety and welfare of persons, and damage to property. It is advisable to include such records, as well as copies of incident reports, as appendixes to the bi-weekly reports. Example formats for an incident notification and detailed report are given below.

Training of Contractor's Personnel

59. The Contractor shall provide sufficient training to his own personnel to ensure that they are all aware of the relevant aspects of these general conditions, any project ESMP, and his own EHS-MP, and are able to fulfill their expected roles and functions. Specific training should be provided to those employees that have particular responsibilities associated with the implementation of the EHS-MP.

General topics should be:

- EHS in general (working procedures);
- Emergency procedures; and
- Social and cultural aspects (awareness rising on social issues).

Cost of Compliance

60. It is expected that compliance with these conditions is already part of standard good workmanship and state of art as generally required under this Contract. The item "Compliance with Environmental Management Conditions" in the Bill of Quantities covers these costs. No other payments will be made to the Contractor for compliance with any request to avoid and/or mitigate an avoidable EHS impact.

ANNEX 6: GRIEVANCE REGISTRATION FORM

Reference No: _____

Full Name

Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent

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 (mail, telephone, e-mail).

- By Post: Please provide mailing address:

By Telephone: _____

By E-mail: _____

Preferred Language for communication

- Serbian
 Other indicate _____

Description of Incident or Grievance:

What happened? Where did it happen? Who 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? _____)
 On-going (currently experiencing problem)

What would you like to see happen to resolve the problem?

Signature: _____

Date: _____

Please return this form to: [name], Health and Safety Manager, [company name],
Address _____; Tel.: _____ or E-mail: _____@_____.com

ANNEX 7: REPORT ON PUBLIC CONSULTATIONS ON ESMF

1. Background

The Enabling Digital Governance in Serbia Project (EDGE) aims to support the Government of Serbia in improving access, quality and efficiency of selected e-government administrative services through three separate but interlinked components: (1) Foundations for Digital Service Delivery, (2) Transforming Services for Citizens and Businesses and (3) Change Management and Institutional Strengthening.

The Office for Information Technologies and Electronic Government (OITeG) has prepared draft Environmental and Social Management Framework (ESMF) for EDGE Project which was submitted to WB for comments and remarks during December 2018. ESMF document has been prepared as a guide for the initial screening of the proposed project activities for any negative environmental and social impacts, which would require attention prior to project implementation. ESMF will ensure that the proposed project is implemented in accordance with the World Bank operational policies and local legislation related to environmental protection. Finally, ESMF document aims to provide sufficient guidance in the selection, preparation and implementation of subcomponents in order to avoid, minimize or mitigate environmental and social risks and impacts, and enhance the environmental and social outcomes of the Project.

The preparation of ESMF was undertaken through a desk study and field investigations performed during 2018.

On January 29, 2019, WB “No objection” on draft ESMF document was delivered to the OITeG. Starting from same day, the OITeG commenced preparation for public consultations and disclosure.

On February 01, 2019, on its web site, the OITeG announced invitation for Public Consultations for the public, bodies and organizations interested in ESMF for EDGE project. Same announcement is published in daily newspaper “Vecernje novosti” on February 04, 2019. Public and other interested parties and organizations were invited to participate in process of public consultation on draft ESMF document. ESMF document and Call for Public Consultations were placed on the OITeG web site too. Insight into the ESMF document was ensured on following addresses:

- the premises of the Office for Information Technologies and Electronic Government, Katiceva 14, Belgrade, on working days from 11:00 AM to 01:00 PM (local time), within 10 days in regard to the date of public announcement of this invitation;
- on the Office for Information Technologies and Electronic Government web site: <https://www.ite.gov.rs/>

On February 07, 2019, at 12:00 PM (local time), public consultations and presentation of the subject ESMF document were organized at the big hall of the City of Kragujevac Assembly, Trg slobode 3.

During the public discussion, there were no complaints regarding to the environmental issues.

2. Report on public consultation

In accordance with OP/BP 4.01, the Office for Information Technologies and Electronic Government (OITeG) has prepared draft Environmental and Social Management Framework (ESMF) for Enabling Digital Governance in Serbia Project (EDGE).

The in-country disclosure of the ESMF document started on February 01, 2019, when draft ESMF document and call for public consultations was placed on the OITeG web site (Photos 1 and 2). On February 04, 2019, additional announcement and invitation to the interested parties were published in the daily newspaper "Vecernje novosti" (Photo 3), inviting the public, authorities and relevant institutions to have an insight into the ESMF document, proposed project works and environmental and social impact of the project with presented mitigation and monitoring measures. Prior to announcement in the newspapers, all documents were delivered to the OITeG and made publicly available during whole consultation process.



Photo 1. Draft ESMF placed at the OITeG web site



Влада Републике Србије

КАНЦЕЛАРИЈА ЗА ИНФОРМАЦИОНЕ ТЕХНОЛОГИЈЕ И ЕЛЕКТРОНСКУ УПРАВУ

JAVNE KONSULTACIJE U VEZI SA OKVIRNIM DOKUMENTOM ZA UPRAVLJANJE ŽIVOTNOM SREDINOM I SOCIJALNIM PITANJIMA I OKVIROM POLITIKE RASELJAVANJA ZA PROJEKAT PODRŠKA ELEKTRONSKOJ UPRAVI U REPUBLICI SRBIJI

Saglasno operativnoj politici Svetske Banke (OP 4.01)

Kancelarija za informacione tehnologije i elektronsku upravu, poziva na

JAVNE KONSULTACIJE

javnost, organe i organizacije zainteresovane za

OKVIRNI DOKUMENT ZA UPRAVLJANJE ŽIVOTNOM SREDINOM I SOCIJALNIM PITANJIMA I OKVIR POLITIKE RASELJAVANJA ZA

PROJEKAT PODRŠKA ELEKTRONSKOJ UPRAVI U REPUBLICI SRBIJI

Uvid u predmetni Okvirni dokument za upravljanje zaštitom životne sredine i Okvir politike raseljavanja može se izvršiti:

- u prostorijama Kancelarija za informacione tehnologije i elektronsku upravu, Katićeva 14, Beograd, svakog radnog dana od 11 do 13 časova u roku od 10 dana od dana objavljivanja ovog obaveštenja.
- na internet stranici preduzeća Kancelarija za informacione tehnologije i elektronsku upravu : <https://www.ite.gov.rs/>

Primedbe i mišljenja na Plan upravljanja zaštitom životne sredine i Okvirni plan raseljavanja se podnose u pisanom obliku i dostavljaju na adresu Kancelarije za informacione tehnologije i elektronsku upravu- Katićeva 14, Beograd. Primedbe se mogu dostaviti i elektronskom poštom na adresu kancelarija@ite.gov.rs.

U četvrtak 07.02.2019. godine, sa početkom u 12 časova biće održane javne konsultacije i prezentacija predmetnih dokumenata u velikoj sali Skupštine grada Kragujevca (adresa Trg slobode 3).

Za dodatne informacije obratiti se na sledeću adresu:

Kancelarija za informacione tehnologije i elektronsku upravu, Ulica Katićeva 14, 11000 Beograd, Republika Srbija,

tel./faks +381 11 /7358400

e-mail: kancelarija@ite.gov.rs

Photo 2. Call for public consultations placed at the OITeG web site



Влада Републике Србије
КАНЦЕЛАРИЈА ЗА ИНФОРМАЦИОНЕ ТЕХНОЛОГИЈЕ И
ЕЛЕКТРОНСКУ УПРАВУ

ЈАВНЕ КОНСУЛТАЦИЈЕ У ВЕЗИ СА ОКВИРНИМ ДОКУМЕНТОМ
ЗА УПРАВЉАЊЕ ЖИВОТНОМ СРЕДИНОМ И СОЦИЈАЛНИМ
ПИТАЊИМА И ОКВИРОМ ПОЛИТИКЕ РАСЕЉАВАЊА ЗА
ПРОЈЕКАТ ПОДРШКА ЕЛЕКТРОНСКОЈ УПРАВИ У РЕПУБЛИЦИ
СРБИЈИ

Сагласно оперативној политици Светске Банке (ОР 4.01)
Канцеларија за информационе технологије и електронску управу, позива на

ЈАВНЕ КОНСУЛТАЦИЈЕ

јавност, органе и организације заинтересоване за

ОКВИРНИ ДОКУМЕНТ ЗА УПРАВЉАЊЕ ЖИВОТНОМ СРЕДИНОМ И СОЦИЈАЛНИМ
ПИТАЊИМА И ОКВИР ПОЛИТИКЕ РАСЕЉАВАЊА ЗА

ПРОЈЕКАТ ПОДРШКА ЕЛЕКТРОНСКОЈ УПРАВИ У РЕПУБЛИЦИ СРБИЈИ

Увид у предметни Оквирни документ за управљање заштитом животне средине и
Оквир политике расељавања може се извршити:

- у просторијама Канцеларија за информационе технологије и електронску управу,
Катићева 14, Београд, сваког радног дана од 11 до 13 часова у року од 10 дана од
дана објављивања овог обавештења.
- на интернет страници предузећа Канцеларија за информационе технологије и
електронску управу : <https://www.ite.gov.rs/>

Примедбе и мишљења на План управљања заштитом животне средине и Оквир
план расељавања се подносе у писаном облику и достављају на адресу Канцеларија
за информационе технологије и електронску управу - Катићева 14, Београд. Примедбе
се могу доставити и електронском поштом на адресу kancelarija@ite.gov.rs.

У четвртак 07.02.2019. године, са почетком у 12 часова биће одржане јавне
консултације и презентација предметних докумената у великој сали Скупштине
града Крагујевца (адреса Трг слободе 3).

За додатне информације обратити се на следећу адресу:

Канцеларија за информационе технологије и електронску управу,
Улица Катићева 14, 11000 Београд, Република Србија,
тел./факс +381 11 /7358400
електронска пошта: kancelarija@ite.gov.rs.

Photo 3. Call for public consultations in a daily newspaper "Vecernje novosti", February 04, 2019

Disclosure of draft ESMF document finished on February 07, 2019, when the public meeting was held in Kragujevac, at the big hall of the City of Kragujevac Assembly, Trg slobode 3.

A total of 16 participants attended the public consultation meeting in Kragujevac, including representatives of the OITeG, representatives of all relevant departments of the City of Kragujevac administration, public utility companies and the employees involved in the expropriation process (Photos 4, 5 and 6).



Photo 4. Public consultations in Kragujevac, February 07, 2019



Photo 5. Public consultations in Kragujevac, February 07, 2019



Photo 6. Public consultations in Kragujevac, February 07, 2019

The meeting started according to schedule at 12:00 PM. The ESMF document was presented in detail to the interested attendees by the OITeG representatives. During the public consultations, the following topics have been discussed:

- Potential impacts of the future DRC on the environment;
- Responsibilities of the City of Kragujevac administration in the future environmental protection related tasks;
- Issuing of permits in general.

Also, representatives of the City administration presented the progress of the expropriation process.

There were no comments, remarks or complaints related to issues presented in the ESMF, and no environmentally or socially related issues were raised.

Respecting social impacts of this project, Project presenters informed all participants that under this project, any physical investments that will cause loss of private lands, loss of damage to private assets such as fences, trees, standing crops, structures, etc., will be allowed subject to implementation of adequate mitigation measures as designed in the Resettlement Policy Framework (RPF). The screening criteria and procedures will provide a project brief for the investment proposed for the project funding and shall identify what conditions precedent the subcomponent is to meet in terms of preparation of site specific resettlement and/or livelihood restoration instruments.

During the public presentation of ESMF document, and then public discussions held, there were no other comments or complaints about the ESMF document or related to the future works and environmental aspect of the Project.

During the 12 days aimed for insight into the ESMF document, nobody came into OITeG premises to have insight into the ESMF document. During disclosure period there were no telephone or e-mail contacts regarding proposed ESMF document.

Consultation started at 12:00 PM and ended at 01:30 PM, local time.

The list of participants is presented in the Photo 7.

Списак присутних јавне консултације за јавност, органе и организације заинтересоване за "Оквирни документ за управљање животном средином и социјалним питањима" и "Оквир политике расељавања" за пројекат "Подршка електронској управи у Републици Србији". 07.02.2019. КРАГУЈЕВАЦ

Ред. бр.	Име и презиме	Контакт телефон	E-mail адреса	Организација
	Ана Јосовић	060/3880505	ana.josovic@urbanizam.rs	УМ Урбанизам
	Дана Ђуровић	069/4155040	dana.dj@kg.org.rs	IT "SMART CITY"
	САША ВЕСЕЛИНОВИЋ	060/1370666	sasa.veselinovic@ite.gov.rs	OITEG
	ДАРИЛО САВИЋ	0602340140	dsavic@kg.org.rs	ГРАДСКА УПРАВА
	Боран Милаковић	064/8540-177	jkpv.kg.burajlovic@gmail.com	ЈКР "Надовод и капацитети"
	Александра Маринковић-Ђуровић	064/85-40-228	jkpv.tastita@gmail.com	ЈКР "Богдогов и новинарска"
	Јелена Ђековић-Ђурић	064/85-40-571	-	-
	Радосав Вуловић	060/2340-161	rvulovic@gmail.com	GU за инвестиције
	НЕВАД АНТОНИЈЕВИЋ	060/0230682	nevad.antonijevic@ite.gov.rs	OITEG
	МИЛОШ МИКОЛИЋ	060/2340008	MILOS.MIKOLIC@KPSUMADIZA.RS	ЈКР УМАДАЗА
	АЛЕКСАНДАР СЕДИЋ	064/653-2339	aleksandar.se@telekom.rs	TELEKOM SRBIJA
	Зоран Ђорђевић	062/206-246	zoran.djorovic@gmail.com zodjorovic@kg.org.rs	ГРАДСКА УПРАВА
	ГОРДАНА СТОЈАНОВИЋ	060/2340280	gsbojanovic@kg.org.rs	ГРАДСКА УПРАВА

	Марија Јековић	060-2340-322	NAZIJA.JEKIC13@GMAIL.COM	Прогледајуће за изградњу
	Зоран Маринковић	060-2340-131	DMAZINKVIC@KG-ORG.RS	СУНАБА ЗА ЗАШТИТУ И НАПОТРЕБНОСТИ
	Невојна Рокитица	063-611-775	NEVOJSA.ROKITICA@DUMI.JI	КАМЕРУМАРИ

Photo 7. List of participants – Public consultations in Kragujevac, February 07, 2019

ANNEX 8: COMMUNITY ENGAGEMENT PLAN

Principles

Disclosure and Public Consultation in Safeguard Policies are two inter-connected processes and have two inter-connected objectives:

1. Disclosure in aid of meaningful public consultation
2. Disclosure to ensure transparency of World Bank operations to its shareholders and constituents

Purpose of the disclosure and consultations concerning the current Project is:

- This is a two-way process: people learn about and have input into design of projects that affect their lives, well-being and environment;
- This process promotes dialogue among stakeholders: governments, communities, NGOs, implementing agencies

Proposed Participants

The following are groups proposed for conducting effective disclosure and meaningful public consultations for the project in question:

- project beneficiaries
- project-affected people
- other interested parties (e.g., local governments, local and national NGOs)

Disclosure and Public Consultations Schedule

Date

Draft ESMF document published on the Borrower's website

Call for attendance at the public consultation meeting published in a daily newspaper

Call for attendance at the public consultation meeting published on the Borrower's website

Date

Public Consultation meeting conducted

Date

Public Consultation Report drafted and integrated in the ESMF document

Date

Final Environmental and Social Management Framework document submitted to the World Bank.