



REPUBLIC OF SERBIA  
AUTONOMUS PROVINCE OF VOJVODINA  
PROVINCIAL GOVERNMENT

# Stakeholder Engagement Plan

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*VOJVODINA PUBLIC BUILDINGS ENERGY EFFICIENCY PROJECT*

November 2022



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November 2022

## Public

## Contact Details



REPUBLIC OF SERBIA  
AUTONOMOUS PROVINCE OF VOJVODINA  
**PROVINCIAL GOVERNMENT**

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## Table of Contents

<b>1. INTRODUCTION</b>	<b>4</b>
1.1. Background	4
1.2. Objective of the Plan	4
1.3. Scope of the Plan	5
<b>2. PROJECT BACKGROUND</b>	<b>6</b>
<b>3. CONSULTATION AND DISCLOSURE</b>	<b>7</b>
3.1. National Legislative Requirements	7
3.2. EBRD Requirements	8
3.3. Existing Stakeholder Engagement and Community Awareness Programmes	8
<b>4. STAKEHOLDER IDENTIFICATION</b>	<b>9</b>
<b>5. STAKEHOLDER ENGAGEMENT PROGRAMME</b>	<b>11</b>
5.1. Disclosure of Information	11
5.2. Stakeholder Engagement Programme	11
<i>PIU Environmental and Social (E&amp;S) Meetings</i>	16
<i>Building Representative Meetings</i>	17
<i>Women only (where necessary) &amp; Disabled Persons Focus Groups</i>	17
<i>Business Owner Consultation</i>	18
<i>Digital Media Engagement</i>	18
<i>EBRD E&amp;S Meetings</i>	18
<i>Meetings with Potential Partner Institutions</i>	18
<b>6. REPORTING AND GRIEVANCE MECHANISM</b>	<b>19</b>
6.1. Monitoring, Reporting and Feedback Mechanisms	19
6.2. Grievance Mechanism	19
6.3. Grievance Resolution	20
6.4. Roles and Responsibilities	20
<b>APPENDIX I – Complaint procedure and Grievance form</b>	<b>22</b>
<b>APPENDIX II – List of Considered Buildings</b>	<b>24</b>

# 1. INTRODUCTION

## 1.1. Background

This document is a Stakeholder Engagement Plan (SEP) for the Vojvodina Public Buildings Energy Efficiency Project. This document identifies relevant stakeholders and defines communication channels and plans regarding the energy efficiency measures to be introduced in the Vojvodina region in Serbia.

The SEP provides an overview of national legislation, the European Bank for Reconstruction and Development (EBRD) Environment and Social Policy (ESP) 2019, the EBRD Performance Requirement 10: Information Disclosure and Stakeholder Engagement, European Union (EU) directives and international best practice related to information disclosure. It outlines the general approach to stakeholder engagement and public consultation.

The SEP is a live document, being reviewed periodically during project implementation. It will be updated as necessary in line with new or changed activities, changes in Project design or newly identified stakeholders.

## 1.2. Objective of the Plan

This SEP is a public document, which sets out the implementing body's commitments relating to stakeholder engagement, consultation and disclosure activities in connection with the proposed EBRD investment for the energy efficiency measures.

The Energy Secretariat of the Autonomous Province of Vojvodina will be the government agency tasked with the project development and installation of the improved energy efficiency measures included in this Project. The public will be able to access and review this SEP (in Serbian and English) at the Energy Secretariat head office<sup>1</sup> in Novi Sad, as well as on the [Energy Secretariat website](#)<sup>2</sup>.

The goal of this SEP is to set out how stakeholder engagement will be carried out for the Project and how long-term relationships between the Vojvodina Public Buildings Energy Efficiency Project and the local communities will be maintained. This SEP also aims to inform, improve and facilitate decision-making that involves Project-affected people and other interested stakeholders in an inclusive and timely manner, and to ensure that these groups are provided with sufficient opportunity to voice their opinions about the Project.

The SEP briefly describes the public consultation carried out to date and defines activities that will be implemented by the Project to inform stakeholders about the nature and the potential impacts associated with the energy efficiency measures.

The SEP contains a stakeholder table where relevant stakeholders are identified with the most appropriate communication channels and strategies, information disclosure requirements and grievance processes that will be adopted. If there are stakeholders who are not included in the SEP they can get in touch with the contact provided above in Novi Sad to receive

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<sup>1</sup> 16 Mihajlo Pupin Bv d. 21101 Novi Sad

<sup>2</sup> <https://www.voivodina.gov.rs/sekretarijat/provincial-secretariat-for-energy-construction-and-transport?id=103789>

information about the Project and be added to the stakeholder engagement programme in this SEP.

Specific objectives of the SEP are detailed below:

- Define the Project area;
- Identify, map and assess affected parties and other interested stakeholders, and how they may be affected by or interested in the Project;
- Set out stakeholder analysis undertaken to understand Project stakeholders, so that appropriate methods and tools to engage them can be developed;
- Provide an action plan for consultation that allows for meaningful stakeholder input into the Project;
- Ensure stakeholders have access to information on Project activities in a timely manner;
- Ensure information disclosed to stakeholders can be understood and locations for consultation are accessible to all who want to attend;
- Ensure that any vulnerable groups are identified and consulted;
- Establish clear mechanisms for answering stakeholders' questions, concerns and grievances; and
- Document formal consultation and information disclosure activities, define stakeholder tracking and records management system.

### **1.3. Scope of the Plan**

This SEP covers the Energy Secretariat's operations on the Vojvodina Public Building Energy Efficiency Project, including the contractor's activities. The Plan comprises the following sections:

- Chapter 2 – Project Background
- Chapter 3 – Consultation and Disclosure
- Chapter 4 – Stakeholder Identification
- Chapter 5 – Stakeholder Engagement Programme
- Chapter 6 – Reporting and Grievance Mechanism

## 2. PROJECT BACKGROUND

The EBRD are considering providing finance to the Energy Secretariat of the Autonomous Province of Vojvodina to co-finance energy efficiency (“EE”) upgrade and rehabilitation of approximately 80 public buildings across a potential stock of 95 buildings.

In Vojvodina, the majority of public buildings were constructed between 1950 and 1980 and have not been renovated since, leading to significant EE improvement potential in this sector. The public buildings benefitting from the loan will be educational institutions, administrative buildings and health centres. In 2021, the Province commissioned detailed energy audits for 95 priority public buildings with excessive energy consumption. The final list of the buildings to be included in the Project will be determined during due diligence based on potential for energy consumption and carbon emissions savings, economic feasibility, overall condition of the building, occupancy rate and geographic representation across Vojvodina.

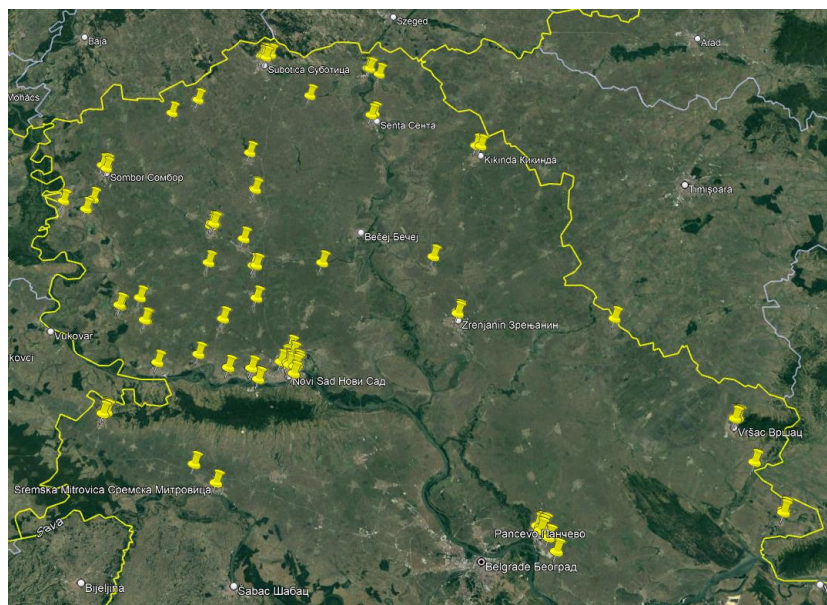
The building renovation on this Project will include various EE and renewable energy measures and can, to a limited extent, include auxiliary works to enhance structural integrity increasing building lifespan. EE investments in public buildings is expected to include improvement of building envelope, and installation of more efficient heating, ventilation, lighting and air conditioning systems. These improvements could include:

- Thermal insulation of external walls;
- Thermal insulation of roofs;
- Replacement of windows;
- Installation of high-efficiency lighting; and
- Upgrade of building heating and ventilation, including replacement of inefficient and/or coal fired boilers, cooling, ventilation and air conditioning.
- Integration of renewable energy sources

Structural strengthening and general building improvements might also be considered to a limited extent, due to the current state of decay of the existing public building stock, to ensure building integrity, extend building lifespan and protect investments in EE.

The Energy Secretariat will establish a Project Implementation Unit to manage all aspects of the day-to-day project activities.

Figure 1 – Potential Project sites across the Vojvodina region, Serbia



## 3. CONSULTATION AND DISCLOSURE

### 3.1. National Legislative Requirements

The level of stakeholder engagement and access to information in Serbia relevant for the Energy Secretariat activities is regulated by planning, construction and environmental regulation. Key legislation of the Republic of Serbia, addressing stakeholder engagement, that pertains to the Project includes:

- **The Constitution of the Republic of Serbia**<sup>3</sup> provides a wide platform for public participation and access to information. It also provides the public with the right to submit requests, petitions and proposals. Article 74 states that everyone has the right to a healthy environment and to timely and complete information about the state of the environment.
- **The Law on Free Access to Information of Public Importance**<sup>4</sup> regulates citizens' rights in relation to access to information, held, used and managed by public institutions, sets out the principles and exceptions in the achievement of these rights, as well as the procedures for accessing this information and their protection.
- **The Law on the Protector of Citizens**<sup>5</sup> establishes an independent state authority which protects the human and minority rights and freedoms of citizens (domestic and foreign physical and legal entities) and controls the work of all administrative authorities.
- **The Law on Waste Management**<sup>6</sup> prescribes that the issuing of permits for waste management is made public, i.e. that any submitted request for waste management and accompanying documentation, are publicly disclosed and available for comments.

Disclosure of information and organising public hearings in Serbian legislation is regulated through the process of development and adoption of spatial and urban plans for cities, municipalities, settlements, as well as through the environmental impact assessment process.

The laws which regulate these matters are:

- **Planning and Construction Law**<sup>7</sup>
- **Law on the Confirmation of the (Aarhus)<sup>8</sup> Convention on Access to Information, Public Participation in Decision Making and Access to Justice in Environmental Matters**<sup>9</sup>. The basic principles of this Convention are also supported by other laws and bylaws of the Republic of Serbia, including the Environmental Protection Law<sup>10</sup>, Environmental Impact Assessment Law<sup>11</sup>, Strategic Environmental Impact Assessment

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<sup>3</sup> Official Gazette of the RS 98/06

<sup>4</sup> Official Gazette of the RS 120/04, 54/07, 104/09 and 36/10

<sup>5</sup> Official Gazette of the RS 79/05 and 54/07

<sup>6</sup> Official Gazette of the RS 36/09, 88/10 and 14/16

<sup>7</sup> Official Gazette of the RS 72/09, 81/09, 64/10 – Constitutional Court Decision (CCD), 24/11, 121/12, 42/13 – CCD, 50/13 – CCD, 54/13 – Constitutional Court Rescript, 98/13 – CCD, 132/14, 145/14

<sup>8</sup> The UNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters ("the Aarhus Convention") establishes a number of rights of the public (individuals and their associations) with regard to the environment. The requirements are on the Party that has ratified the Convention.

<sup>9</sup> Official Gazette of the RS 38/09

<sup>10</sup> Official Gazette of the RS 135/2004 and 36/2009

<sup>11</sup> Official Gazette of the RS 135/04 and 36/09

Law<sup>12</sup> as well as the Regulation on the Procedure for Public Disclosure, Presentation and Public Hearing for the Environmental Impact Assessment<sup>13</sup>.

### 3.2. EBRD Requirements

The Project will adhere to EBRD Environmental and Social Policy (ESP) 2019 and the EBRD Performance Requirements (PRs). The EBRD PR 7 (Indigenous Peoples) and PR 9 (Financial Intermediaries) are not applicable for this Project.

The main PR associated with Stakeholder Consultation and Information Disclosure is PR 10. The key pertinent requirements of this PR are:

**Table 1: EBRD PR10 Requirements**

- Identify the various individuals or groups i) who are affected or likely to be affected by the Project; or may have an interest in the Project.
- Identify individuals and groups that may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status. The Project may need to use different methods of engagement due to differing issues such as age, gender and ethnicity.
- Disclose relevant Project information to affected stakeholders; information needs to be accessible and culturally appropriate.
- Conduct a meaningful consultation with affected parties; ensure that the consultation is inclusive, culturally appropriate and conducted in the local language.
- Establish an effective grievance mechanism, process or procedure to receive and facilitate resolution of stakeholders' concerns and grievances.

### 3.3. Existing Stakeholder Engagement and Community Awareness Programmes

No public consultation or engagement has yet been carried out by the Energy Secretariat on this Project as it is currently at an early stage. A PIU will be assembled that will coordinate and carry out the necessary stakeholder engagement defined in this document.

This SEP has been created for this Project to ensure that the Energy Secretariat effectively engage with those affected by this Project.

<sup>12</sup> Official Gazette of the RS 135/2004 and 88/2010

<sup>13</sup> Official Gazette of the RS 69/05



## 4. STAKEHOLDER IDENTIFICATION

The purpose of stakeholder identification is to identify and prioritise Project stakeholders for consultation. Stakeholder identification is an ongoing process, and thus key stakeholders will continue to be identified during different stages of the Project. A systematic approach is used to map the stakeholders based on the Project zone of impacts. In this approach, by mapping the zone of social impacts, stakeholders are identified by the impact area.

As a result of the stakeholder mapping, Project stakeholders are categorised into two main categories:

- a) Primary stakeholders - individuals and groups who are affected directly by the Project; and
- b) Secondary stakeholders - those parties which have influence on, but are not necessarily directly impacted by, the Project, and those indirectly impacted by the Project

The key stakeholders identified are presented in Table 2.

**Table 2: Key Identified Stakeholders and Methods of Engagement**

Stakeholder Category	Type	Name	Interest in Project
<b>Primary</b>	Project Shareholders / Internal Stakeholders	PIU made up of members of the Energy Secretariat.	Decision-making process and Project implementation.
	Building Owners	Provincial Government of Vojvodina, members of municipal authorities.	Changes to indoor comfort and cost-efficiency through the EE measures introduced and changes in health and safety during construction.
	Communities & Businesses	Local businesses and public building users (including vulnerable groups i.e. women, pensioners, veterans, and any formal and informal persons and businesses) located in the buildings directly affected and neighbouring the energy efficiency works within Vojvodina.	Benefitting from increased indoor comfort and cost efficiency. Nuisances due to the installation of EE measures including temporary access restrictions and construction noise.
	Vulnerable Groups	Hospital and health centre patients, pre-school pupils, students (including those with learning difficulties and disabilities).	Disruption to access and schedules during the installation of EE measures.
	Building representatives	Building managers supervising the maintenance and development of each	Communicating changes to indoor comfort and cost-efficiency through the EE measures introduced to wider community.

Stakeholder Category	Type	Name	Interest in Project
		building on behalf of the local governing authority.	
<b>Secondary</b>	NGOs	At this stage, no NGOs have been identified as potentially relevant to this Project.	Understanding the proposed measures and impacts the Project will bring (e.g. on cultural heritage).
	Contractors/Suppliers	Contractors and material suppliers on the Vojvodina Public Buildings EE Project.	Tenders and participation in the implementation of the Project.
	Construction workers	Local individuals, based in Serbia.	Contractors are engaged to carry out the construction works.
	Design Engineer/Energy efficiency specialist	Design and Energy efficiency specialist finalising the Project design.	Detailed designs and specifications of the proposed EE measures.
	Supervising Engineer	Works Supervision Consultant Engineer.	Monitoring and guiding the implementation of the environmental management plans developed by the PIU and the contractors.
	Permitting bodies, local governmental agencies	Local self-government bodies	Construction and cultural heritage permits, enforcing new regulations and rules.
	Potential partner institutions	To be identified by the PIU	Co-financing or support of the rehabilitation of the public buildings to improve their own operations.
<b>Lender</b>	Lending Organisation	EBRD	Provide the loan to finance the Project, alongside certain environmental, social and technical requirements.

## **5. STAKEHOLDER ENGAGEMENT PROGRAMME**

### **5.1. Disclosure of Information**

The types of information disclosed and the specific methods of communication to be undertaken for this project are summarised in the Stakeholder Engagement Programme in Table 3 below. The objectives of external communications are to provide regular engagement with affected people and other relevant stakeholders and to inform them about the existing activities, performance, development and implementation of the Project. The information to be disclosed publicly is governed by EBRD's Public Information Policy, EBRD PR 10 and Serbian national legislation.

The SEP is a live document that will be revisited and updated, if necessary, on at least an annual basis (or when changes are made) to reflect the changes in stakeholder engagement due to project developments and new stakeholders. The information that is required to be disclosed may change if there are changes in the Project design, schedule or area of influence. The external and internal communication methods and information for disclosure identified in Table 3 are not exclusive and the PIU may choose to disclose more information upon request by stakeholders.

The PIU is responsible for internal and external communications regarding the existing and future projects and will be the main contact point for affected or concerned people. All related Project documents and communication related to the Project will be available and undertaken in English and/or Serbian languages.

### **5.2. Stakeholder Engagement Programme**

The Stakeholder Engagement Programme envisages that consultation meetings will take place with relevant interested parties prior to the commencement of the Project as well as during the project implementation, if necessary. Consultation and engagement activities are required to address current stakeholder suggestions, ideas or concerns. In order to receive their full engagement, stakeholders will be able to use several channels (phone, e-mail, and website) for receiving more details about the project or state their comments, ideas throughout the project life cycle.

Stakeholders will be able to attend consultation meetings and be informed of project activities, contact persons and the established Grievance Mechanism in detail, including channels for receiving information. Minutes will be taken at all stakeholder meetings and will include a signed attendance register.

Any concern or grievance raised prior or during the project implementation will be collated and logged by the PIU as well as by contractors. Stakeholders can use the grievance boxes to be situated on every construction site, as well as through the PIU head office to submit their grievances. These grievances can be submitted anonymously.

The contractor companies will assist in this process by escalating of any grievances received to the PIU. The Contractors and any subcontractors will be responsible for receiving grievance information from and sharing it to the PIU. Stakeholders have the opportunity to use the channels the most convenient for them for submitting grievances or receiving information.

All comments received will be reviewed in accordance with the commitments made under best international practise presented within the 'EBRD Requirements' section provided in Section 3. All communications will be reviewed for the feasibility to make changes to satisfy the request and interest and the communicator will be informed of the outcome.

The Stakeholder Engagement Programme is detailed in Table 3 below:

**Table 3: Future Stakeholder Engagement Programme**

<b>Stakeholders</b>	<b>Communication Method</b>	<b>Information to be Disclosed</b>	<b>Timeframe</b>
<ul style="list-style-type: none"> <li>■ <b>PIU</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Internal PIU meetings with all involved specialists from the Energy Secretariat including the Supervising Engineer, also Project Designer and contractors on an as-needed basis</li> <li>■ At least one E&amp;S kick-off meeting with each contractor to outline E&amp;S requirements.</li> <li>■ At least two meetings should be held with the Project Designer to first explain E&amp;S requirements (e.g. disability access), and then review the designs.</li> </ul>	<ul style="list-style-type: none"> <li>■ Updates on the ESAP, SEP, ESMP and CEMP implementation if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>■ Meetings held before construction upon contract signing, during construction</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Building Owners/Managers (Ministry or Municipality)</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Announcement through the Energy Secretariat website and supporting email.</li> </ul>	<ul style="list-style-type: none"> <li>■ Final list of buildings to be included under this Project and reasoning behind their inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>■ Prior to the finalisation of detailed designs</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Representatives of the selected buildings (representing the Ministry or Municipality owning/ managing the building)</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Meetings with the PIU during the design phase.</li> <li>■ Updates from the PIU during construction.</li> </ul>	<ul style="list-style-type: none"> <li>■ Illustrating images of new energy efficiency measures to be introduced and energy savings statistics.</li> <li>■ Schedule of works for each specific building.</li> </ul>	<ul style="list-style-type: none"> <li>■ Group meetings (number or meetings held on an as-needed basis, with a minimum of 1 meeting) with all representatives before construction.</li> <li>■ At least 1 one-to-one meeting for each building representative</li> </ul>

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
		<ul style="list-style-type: none"> <li>■ Temporary access limitations and measures being undertaken by contractor to limit disturbances.</li> <li>■ Specific measures put in place to ensure that school children and hospital patients are not negatively affected and are informed in advance of the coming works.</li> <li>■ Grievance Mechanism</li> </ul>	<ul style="list-style-type: none"> <li>with the PIU before construction.</li> <li>■ Notification to representatives of selected buildings of start of works at least one month prior to start of work.</li> <li>■ Meetings during construction between the Contractors and the building representatives on an as-needed basis (minimum once a week)</li> <li>■ Meeting with Building representatives during construction on an as-needed basis. All representatives will be provided with the grievance mechanism contact person's details and site manager details and will be able to visit the PIU's head office.</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Users of the affected buildings</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Meetings between the building representatives and affected building users to disclose Project information organized by the representatives for each building.</li> </ul>	<ul style="list-style-type: none"> <li>■ Images showing examples of new energy efficiency measures to be introduced and energy savings statistics.</li> <li>■ Schedule of works for each specific building.</li> <li>■ Temporary access limitations and control measures being undertaken by contractor to limit disturbances.</li> <li>■ Specific control measures put in place to ensure that school children and hospital patients are not negatively affected.</li> </ul>	<ul style="list-style-type: none"> <li>■ Representatives to host 1 open session to all building users before construction begins.</li> <li>■ Meeting with building representatives during construction on an as-needed basis.</li> </ul>

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
<ul style="list-style-type: none"> <li>▪ <b>Vulnerable groups</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Women-only and disabled persons focus groups, conducted separately by members of the PIU and Design Engineer.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Grievance Mechanism</li> <li>▪ Images of new energy efficiency measures to be introduced and energy savings statistics.</li> <li>▪ Schedule of works for each specific building.</li> <li>▪ Temporary access limitations and measures being undertaken by contractor to limit disturbances.</li> <li>▪ Designs and revised designs ensuring appropriate access for disabled persons and improved safety measures for women and girls.</li> <li>▪ Grievance Mechanism</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of women-only focus groups and disabled persons focus groups will be dependent on the locations of the selected public buildings.</li> <li>▪ Women-only focus groups will be conducted when works are carried out involving gender sensitive sites (e.g. maternity wards) or in areas where traditional beliefs do not promote the voice of women in society.</li> <li>▪ All public buildings will be represented by affected women (if needed) and disabled persons, with focus groups pooled for public buildings in the same or neighbouring areas.</li> <li>▪ Focus groups will be completed during the design phase – during drafting, before design completion.</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>Affected business owners</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Affected business owner meetings with PIU and contractor.</li> <li>▪ Meetings with building representative to disclose Project information.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Images of new energy efficiency measures to be introduced and energy savings statistics.</li> <li>▪ Schedule of works for each specific building.</li> <li>▪ Temporary access limitations and measures being undertaken by contractor to limit disturbances to businesses during operating hours.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Before construction / during construction.</li> <li>▪ Building representatives to host open sessions to all potentially affected business owners before construction begins.</li> <li>▪ At least 1 one-to-one meeting for each potentially affected business owner with the PIU before construction, after the open session</li> </ul>

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
		<ul style="list-style-type: none"> <li>■ Grievance Mechanism</li> </ul>	<ul style="list-style-type: none"> <li>■ Meeting with potentially affected business owners during construction on an as-needed basis.</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Contractors</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Meetings attended by the PIU representatives periodically on a needs basis.</li> <li>■ Meetings with the Supervising Engineer to report and discuss E&amp;S measures and processes during construction.</li> </ul>	<ul style="list-style-type: none"> <li>■ Updates on the ESAP, SEP, ESMP and CEMP implementation on an as-needed basis</li> <li>■ E&amp;S issues and data shared with Supervising Engineer, and resolutions to issues found.</li> </ul>	<ul style="list-style-type: none"> <li>■ PIU meetings held before construction upon contract signing, and as-needed during construction</li> <li>■ Contractor E&amp;S Lead to meet with Supervising Engineer weekly during construction.</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Construction workers</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Contractor E&amp;S Leads instruct and direct contractor workers in E&amp;S measures and processes on-the-job.</li> </ul>	<ul style="list-style-type: none"> <li>■ E&amp;S (particularly Health &amp; Safety) measures and process to follow.</li> </ul>	<ul style="list-style-type: none"> <li>■ Throughout construction.</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Supervising Engineer</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Meetings attended by the PIU representatives.</li> <li>■ Meetings with contractors to discuss E&amp;S measures and processes during construction.</li> </ul>	<ul style="list-style-type: none"> <li>■ Updates on the ESAP, SEP and CEMP implementation on a need basis.</li> <li>■ E&amp;S issues and data shared with Supervising Engineer, and resolutions to issues found.</li> </ul>	<ul style="list-style-type: none"> <li>■ PIU meetings held before construction upon contract signing, during construction</li> <li>■ Contractor E&amp;S Lead to meet with Supervising Engineer weekly during construction.</li> </ul>
<ul style="list-style-type: none"> <li>■ <b>Design Engineer</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Meetings with the PIU during the design phase of the buildings.</li> <li>■ Participates in women-only and disabled persons focus groups.</li> </ul>	<ul style="list-style-type: none"> <li>■ Current designs shared with the PIU and feedback given.</li> <li>■ Designs and revised designs shared with vulnerable groups ensuring appropriate access for disabled persons, and improved safety measures for women and girls.</li> </ul>	<ul style="list-style-type: none"> <li>■ At least 2 meetings between the PIU and Design Engineer during design phase.</li> <li>■ Focus groups will be completed during the design phase – during drafting, before design completion (see above).</li> </ul>

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
<ul style="list-style-type: none"> <li>EBRD</li> </ul>	<ul style="list-style-type: none"> <li>Annually and on an as-needed basis, environmental, social and health &amp; safety updates.</li> <li>Annual Environmental and Social Reports.</li> <li>Provided through meetings and/or email by the Project Director.</li> </ul>	<ul style="list-style-type: none"> <li>Updates on the ESAP, SEP and ESMP implementation and overall E&amp;S performance.</li> </ul>	<ul style="list-style-type: none"> <li>Annually and on an as-needed basis meetings before construction, during construction, and during the duration of the project.</li> </ul>
<ul style="list-style-type: none"> <li>Potential partner institutions</li> </ul>	<ul style="list-style-type: none"> <li>Initial meeting with the Building Manager and a representative from identified potential institutions that may be interested in providing support in the building rehabilitation</li> <li>Subsequent update meetings as required.</li> </ul>	<ul style="list-style-type: none"> <li>Discussion on the potential socio-economic opportunities provided by the proposed upgrades, and how they can be maximised with suitable and practical design alterations.</li> </ul>	<ul style="list-style-type: none"> <li>Prior to the finalisation of detailed designs.</li> </ul>

For more information and comments, stakeholders can use the contact information below:

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In summary of the table above, the key communication methods for this assignment are described below:

**PIU Environmental and Social (E&S) Meetings**

These meetings will provide time for the PIU to organise the implementation of environmental and social (E&S) actions, as well as an opportunity for the Supervising Engineer and contractors to provide updates on their implementation of the CEMP and E&S actions during construction to the PIU. The interaction between the PIU, the Supervising Engineer and the contractors will be stipulated in their scope of works and included in their individual contracts. This will involve regular communication between all three parties.



## Building Representative Meetings

A list of the representatives for all selected public buildings will be finalised before the beginning of construction. These individuals will be the main communication between the users and employees of these buildings and the PIU/Design Engineer. These individuals will be nominated by the governing ministry/local municipality of each building. All professionals selected to undertake this role will be in possession of an employment contract from the governing ministry/municipality and should work in the selected building on a daily basis.

The Project measures and activities will be explained through these representatives. Representatives will meet with the PIU/Design Engineer, and separately with the users, before construction commences and periodically during construction to inform on Project progress and consult on on-going issues. Formal minutes and attendance registers must be taken during these meetings. When selected, the lead Site Engineer of the contractor should also attend these meetings during construction.

The PIU will specifically discuss with the building representatives the measures to be put in place by the contractor for the protection of the building users. These measures will include:

- Timing of construction works to avoid active school periods (i.e. holidays);
- All contractor workers screened to ensure no worker possesses a criminal record, for strategic or sensitive buildings (e.g. schools);
- Works carried out in sections for hospitals (e.g. floor-by-floor) to ensure patient privacy and avoid noise disturbances;
- Separate entries to buildings provided for workers to ensure construction works separation from students and patients; and
- Take relevant safety measures for pupils; ensure safe access to schools, hospitals, kindergartens.

Building representatives will also discuss suitable temporary replacement buildings provided for schools and hospitals if works include significant structural improvement and require the temporary relocation of these public buildings. Building representatives, with support of the PIU and the Design Engineer, should also provide assistance during this move, as well as the transition from the temporary location to the rehabilitated building.

## Women only (where necessary) & Disabled Persons Focus Groups

These focus groups aim to ensure that the requirements and opinions of women and disabled persons are understood and mainstreamed within the design, development and execution of the Project. Small in size, these focus groups will provide a setting for women and disabled persons affected by this Project to voice their opinions and concerns in a safe environment.

These Focus Groups will be carried out before and during the construction stage of the Project by the PIU. The Design Engineer will also participate in these Focus Groups during the design stage in order to ensure that designs consider and include the specific needs of these individuals (e.g. improving disability access where structural improvements to buildings is planned) as appropriate.

### **Business Owner Consultation**

Owners of the businesses within and adjacent to the public buildings will be consulted separately by the PIU and the relevant contractor to ensure that the planned construction and scaffolding does not hinder their specific business activities (e.g. office workers, cafés and shops).

### **Digital Media Engagement**

The Energy Secretariat website, together with other methods, will be used for information sharing purposes. Concerned individuals will have possibility to submit questions/comments. The PIU stakeholder engagement lead will be responsible for monitoring and responding to reactions, comments, questions and pictures submitted, as necessary.

### **EBRD E&S Meetings**

The PIU will provide annually (and on-a-needs basis) environmental, social, health and safety updates to the European Bank of Reconstruction and Development during the construction phase and operation phase. These updates will demonstrate the implementation of E&S actions agreed before the loan ratification. This includes actions to be carried out by the contractors and the Supervising Engineer.

### **Meetings with Potential Partner Institutions**

After contacting potential partner institutions that may be interested in supporting or contributing to the public building rehabilitations, the PIU will organise an initial meeting with interested potential institutions prior to the finalisation of detailed designs. The potential to maximise the socio-economic opportunities of the building rehabilitation through practical design alterations will be discussed. Updates and further meetings will then be organised, if required.

## 6. REPORTING AND GRIEVANCE MECHANISM

### 6.1. Monitoring, Reporting and Feedback Mechanisms

The PIU will monitor the communication channels and will provide feedback as appropriate. A complaint box at the buildings included in the Project will be available for stakeholders during the construction phase and complaints can also be submitted through emailing and telephoning the Energy Secretariat. Stakeholders can also submit their complaints by phone and e-mail. Any complaints will be registered in the log for complaints by the PIU contact person. A contact person responsible on the grievance mechanism will be designated from the PIU side, and contact details will be shared to stakeholders during the engagement activities listed in Table 3.

In order to monitor the implementation of this SEP and the functioning of the grievance mechanism, the PIU will confirm to EBRD that the arrangements are in place and operating before designs are finalised and construction begins. This will include the sharing of notes, minutes and/or documentation on engagement activities undertaken, including all information disclosure undertaken as part of the SEP. In line with the PIU's submission of the Annual E&S Report, EBRD will also annually assess the SEP implementation.

### 6.2. Grievance Mechanism

The PIU operate a Grievance Mechanism, established in-line with international best practice. Any comments or concerns can be brought to the attention of the company verbally (in person or over the phone) or in writing by email or filling in a grievance form. The grievance form can be submitted in person in the complaints boxes at the selected buildings or to the PIU head office in Novi Sad.

The grievance form and information on the procedure (including contact persons) will be made available on the PIU website, during engagement activities, and at the 80 public buildings. Information banners will also be placed on designated noticeboards at each construction site.

All grievances, including anonymous submissions, will be recorded in the grievance mechanism log. The lead contractor for each site, Supervising Engineer and PIU will cooperate closely, sharing all information regarding any complaints or dissatisfaction.

The PIU grievance log will store the following information on the complaints received:

- Complaint number
- Relevant building
- Category (aka subject of the grievance)
- Name of complainant (if provided)
- Complainant gender
- Complainant disability status
- Complainant address
- Contact details of complainant
- Date of complaint receipt
- How complaint was received
- Who received the complaint
- Description of the issues/complaints

- Date of response
- Date of final resolution
- Entities involved
- Status of the issue
- Notes on current status e.g. resolution activities planned and progress
- Number of days between complaint receipt and complaint acknowledgement
- Number of days between complaint receipt and complaint resolution

### 6.3. Grievance Resolution

If grievances are submitted on site, the Contractor Company will be responsible for logging complaints and solve them according to Stage 1. In case the contractor cannot solve the complaint the PIU will be involved in the process as it is described in Stage 2. The PIU will be responsible for receiving the complaint log from Contractor Companies. Stakeholders have the opportunity to use one of the stages for submitting grievances. They can directly apply to Stage 2.

All verbal or written complaints or grievances will be logged immediately after they are received by the contractor or PIU. Complaints will be acknowledged and responded to (first response) within 5 working days. Resolution will be proposed within 10 working days for Stage 1 and 30 working days for Stage 2 from acknowledgement of the grievance, however the Contractor and Energy Secretariat will aim to respond to complainants and resolve the issues as quickly as possible from the date of receipt. Individuals can request the right to have their name kept confidential and this mechanism does not preclude the right for stakeholders to process grievances through other judicial means.

Grievances submitted will be solved and followed-up in accordance with the procedures given below:

- **Stage 1** – Contractor Company receives and solves complaints. If at Stage 1 the complainant's grievance is not solved, he/she will be informed about grievance resolution procedures of Stage 2. The complainant has the right to use the procedures of Stage 2 without applying to Stage 1 procedures. The PIU will be aware of all the grievances submitted at Stage 1 through the grievance log, and will monitor their resolution remotely.
- **Stage 2** – The PIU receives and solves complaint. A Grievance Committee exists at the PIU to resolve complaints (see Appendix 1).

The Complainant has the right to apply to the Court in case his/her complaint was not resolved through either Stage 1 or Stage 2, or directly without use of the grievance mechanism.

### 6.4. Roles and Responsibilities

The PIU as the implementing agency has overall responsibility for project implementation and safeguard compliance. The contact below is responsible for ensuring all Project-related grievances are carried out in accordance with Serbian legislation as well as EBRD's Environmental & Social Policy:

Contact details:

**Provincial Secretariat for Energy, Construction and Transport**

**Representative for Information Requests of Public Importance:** Teodora Stanišić

**Address:** 16 Mihajlo Pupin Bvd, 21101 Novi Sad

Autonomous Province of Vojvodina, Republic of Serbia

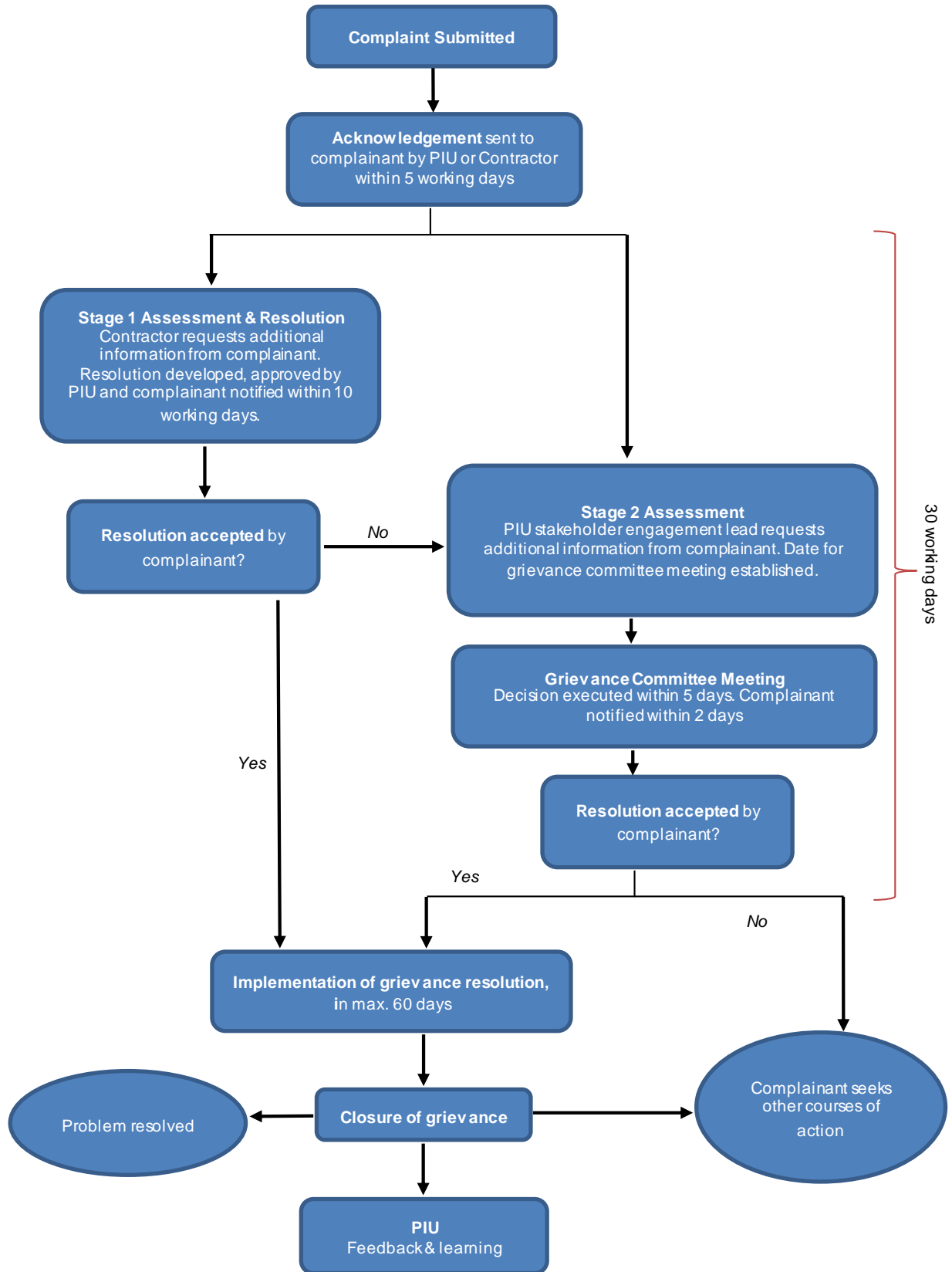
**Phone:** 021/487-4898

**Email:** [teodora.stanistic@vojvodina.gov.rs](mailto:teodora.stanistic@vojvodina.gov.rs)

The Contractor Companies will assist with this SEP process by elevating complaints to the PIU for their resolution and resolving Stage 1 complaints where relevant. Any complaints received by a Contractor Company will be noted on site and passed on to the PIU. This will be stipulated via the tender documentation and the Code of Conduct for the Contractor Company.

# APPENDIX I – Complaint procedure and Grievance form

## Appendix I.1. GRC Process Chart



## Appendix I.2. Grievance Form

Reference No:	
Full Name	
Note: <i>you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	<input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail: _____
Language Please mark your preferred language for communication	<input type="checkbox"/> Serbian <input type="checkbox"/> Other
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	
	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

Please return this form to:

**Provincial Secretariat for Energy, Construction and Transport**

**Name:** Teodora Stanišić

**Address:** 16 Mihajlo Pupin Bvd, 21101 Novi Sad

Autonomous Province of Vojvodina, Republic of Serbia

**Phone:** 021/487-4898

**Email:** [teodora.stanistic@vojvodina.gov.rs](mailto:teodora.stanistic@vojvodina.gov.rs)

## APPENDIX II – List of Considered Buildings

**Note:** From the below listed buildings, up to 80 buildings will be selected and included in the Project.

No	Title of Building	Municipality	Address
1	Autonomous Province of Vojvodina - Provincial Government	City of Novi Sad	Bulevar Mihajla Pupina 16, Novi Sad
2	Assembly of the Autonomous Province of Vojvodina	City of Novi Sad	Vladike Platona bb, Novi Sad
3	University of Novi Sad, Faculty of Technical Sciences	City of Novi Sad	Trg Dositeja Obradovića 6, Vladimira Perića Valtera 2, Novi Sad
4	University of Novi Sad, Faculty of Sports And Physical Education	City of Novi Sad	Lovčenska 16, Novi Sad
5	Gerontology Center Kikinda, Kikinda	City of Kikinda	Generala Drapšina 99, Kikinda
6	Health Center "Veljko Vlahovic" Vrbas	Municipality of Vrbas	Palih boraca 20, 21460 Vrbas
7	Gymnasium and Vocational School "Nikola Tesla", Apatin	Municipality of Apatin	Block 112 BB, Apatin
8	"Health Center "Bački Petrovac	Municipality of Bački Petrovac	Marshala Tita 6, Bački Petrovac
9	Health Center Vršac	City of Vršac	Abraseviceva bb, Vrsac
10	School Center "Nikola Tesla" Vrsac	City of Vršac	Sterijina 40-44, Vrsac
11	Kanjiža Health Centre	Municipality of Kanjiža	Karadjordjeva 53, 24420 Kanjiža
12	Kanjiža Health Centre	Municipality of Kanjiža	Veliki put 165, Orom
13	Pancevo Health Centre	City of Pancevo	Miloša Obrenovića 2, Pančevo
14	Pancevo Health Centre	City of Pancevo	Miloša Obrenovića 2, Pančevo, Pančevacki put no.3 Starčevo
15	Senta Health Centre, 2. Health Centre, Senta	Municipality of Senta	Tornjoski put 27 / a, Senta
16	Health Clinic Tornjoš	Municipality of Senta	Tornjoški put 27 / a, Senta
17	Rusanda Specialist Rehabilitation Hospital, Melenci	City of Zrenjanin	Banja Rusanda bb, 23270 Melenci
18	Economic and Trade Schools	City of Kikinda	Doktora Zorana Đinčića 7, Kikinda
19	Health Centre "Dr Djordje Bastic", Srbobran	Municipality of Srbobran	Jovana Popovića 25/1, Srbobran
20	Mihajlo Pupin Technical High School, Kula	Municipality of Kula	Škola se nalazi u ul. Laze Kostića 14 Kula, i mašinska radionica u ul. J. Ignjatovića 102 Kula
21	Gymnasium "Sava Shumanović", Sid	Municipality of Sid	Laze Kostića 2, 22240 Šid
22	Clinical Centre of Vojvodina	City of Novi Sad	Hajduk Veljkova 1, Novi Sad
23	Home for High School Students "Nikola Vojvodić", Kikinda	City of Kikinda	Branka Vujina 13, Kikinda
24	Gerontology Centre Subotica	City of Subotica	Subotica, Aleja Maršala Tita 31
25	Home for High School Students "Angelina Kojić-Gina" Zrenjanin	City of Zrenjanin	Cara Dušana 4, Zrenjanin
26	School for Primary and Secondary Education "Radivoj Popović", Sremska Mitrovica	City of Sremska Mitrovica	Fruškogorska 73, Sremska Mitrovica
27	Bac Health Centre	Municipality of Bac	Bačka 2, Bač
28	Gerontology Centre Vrbas	Municipality of Vrbas	Maršala Tita 34, Vrbas
29	Gerontology Centre Sombor	City of Sombor	Prvomajski bulevar 45, 25000 Sombor
30	Elementary School "Kiš Ferenc", Svilojevo	Municipality of Apatin	Glavna 52, Svilojevo
31	Elementary School "Moša Pijade", Gudurica	City of Vršac	Trg Oslobođenja 2
32	Elementary School "Isa Bajić", Kula	Municipality of Kula	Osnovna škola "Isa Bajić" se nalazi na adresi Lenjinova 28, i stara zgrada škole u ul. Maršala Tita 115, Kula



33	Elementary School "Desanka Maksimović", Futog	City of Novi Sad	Carice Milice 1, Futog
34	Elementary School "Dusan Radovic", Novi Sad	City of Novi Sad	Čenejska 61, Novi Sad
35	Elementary School "Branko Radičević", Ravno Selo	Municipality of Vrbas	Maršala Tita 112,
36	Elementary School "Vuk Karadzic", Backo Dobro Polje	Municipality of Vrbas	Maršala Tita 85,
37	Elementary School "Mladost", Prigrevica	Municipality of Apatin	Vuka Karadžića 6 / a, Prigrevica
38	Municipal Administration Of The Municipality Of Apatin	Municipality of Apatin	Srpskih Vladara 29, Apatin
39	Preschool "Kolibri", Bac	Municipality of Bac	Školska 3
40	Backa Palanka Municipality Building	Municipality of Backa Palanka	Kralja Petra I 16, Bačka Palanka
41	Elementary School "Mleta Protić", Tovariševo	Municipality of Backa Palanka	Maršala Tita 62, Tovariševo
42	Preschool Institution "Mladost", Backa Palanka	Municipality of Backa Palanka	Jugoslovenske armije 18, Bačka Palanka
43	Elementary School "Aleksa Santic" Gajdobra, Nova Gajdobra	Municipality of Backa Palanka	Proleterska 40, Nova Gajdobra
44	Elementary School "Zdravko Čelar" - Preschool "Snežana", Čelarevo	Municipality of Backa Palanka	Trg Borisa Kidriča 1, Čelarevo
45	Municipal Administration of Bela Crkva	Municipality of Bela Crkva	Miletićeva 2
46	Fire Station	Municipality of Bela Crkva	Trg Ruskih kadeta br.1
47	Preschool Institution "Andjelka Đurić", Bela Crkva	Municipality of Bela Crkva	1. Oktobra BB, Bela Crkva
48	Centre for Culture, Sports and Tourism of The Municipality of Beocin	Municipality of Beocin	Trg Cara Lazara 1, Beocin
49	Vršac City Museum	City of Vršac	Bulevar Žarka Zrenjanina 20
50	Elementary School "Đura Jakšić", Pavliš	City of Vršac	Osnovna škola "Đura Jakšić" Zarka Zrenjanina 79, 26333 Pavliš
51	Preschool Institution "Čarolija", Vršac	City of Vršac	Đure Jakšića 3, 26300 Vršac
52	Elementary School "Koriolan Doban", Kuštilj	City of Vršac	Vršačka bb, 26336 Kuštilj
53	Cultural Centre of Zrenjanin	City of Zrenjanin	Narodne omladine 1, 23 000 Zrenjanin
54	Elementary School "Dositej Obradović", Department in Krušedol Selo	Municipality of Irig	Krušedol Selo, Školska 1
55	Elementary School "Dositej Obradović", Department in Rivica	Municipality of Irig	Maršala Tita 27, Rivica
56	Elementary School "Dositej Obradović", Department in Neradin	Municipality of Irig	Maršala Tita 5, Neradin
57	Municipality of Kanjiža	Municipality of Kanjiža	Trg Glavni 1, 24420 Kanjiža
58	Elementary School "Jovan Jovannović Zmaj"	Municipality of Kanjiža	Školski trg 1, 24420 Kanjiža
59			
60	Kula Municipal Administration	Municipality of Kula	Leninova 11, 25230 Kula
61			
62	Preschool "Bambi", Kula	Municipality of Kula	Josipa Kramera 19, Kula
63	Municipal Administration of The Municipality of Mali Idoš	Municipality of Mali Idoš	Glavna 32 Mali Idoš
64	Preschool Institution "Petar Pan", Mali Idoš	Municipality of Mali Idoš	II. Rakoczi Ferenc 18. Mali Idoš
65	Preschool Institution "Petar Pan", Mali Idoš	Municipality of Mali Idoš	13.Jula br. 8 Lovćenac
66	Municipal Administration of The Municipality of Novi Kneževac	Municipality of Novi Kneževac	Kralj Petar I Karadjordjevic 1
67	Elementary School "Jovan Jovanović Zmaj", Novi Kneževac	Municipality of Novi Kneževac	Zmaj Jovina 4
68	Preschool Institution "Radosno Detinjstvo", Novi Sad	City of Novi Sad	Proleterska 2, Futog

69	Elementary School "Jovan Popovic", Novi Sad	City of Novi Sad	Ravanicka 2 Novi Sad, Dr Ilije Djuricica 2 Novi Sad
70	Elementary School "Vasa Stajic", Novi Sad	City of Novi Sad	Vojvode Knićanina 12b, Novi Sad
71	City Administration for Property and Property Legal Affairs of The City of Novi Sad	City of Novi Sad	Narodnog fronta 53, Novi Sad
72	Preschool Institution "Radosno Detinjstvo", Novi Sad	City of Novi Sad	Zmajevac 2
73	Preschool Institution "Radosno Detinjstvo", Novi Sad	City of Novi Sad	Kralja Petra I 45
74	Preschool Institution "Radosno Detinjstvo", Novi Sad	City of Novi Sad	Vojvode Stepe Stepanovića 116
75	Preschool Institution "Children's Joy", Pancevo	City of Pancevo	Kralja Milana Obrenovica 4, Pančevo
76	Kačarevo Local Community	City of Pancevo	Maršala Tita 37, Kačarevo
77	Preschool Institution "Children's Joy", Pancevo	City of Pancevo	Žarka Zrenjanina 57, Pančevo
78	Preschool Institution "Children's Joy", Pancevo	City of Pancevo	Dr Kasapinovića 21, Pančevo
79	Preschool Institution "Children's Joy", Pancevo	City of Pancevo	Grobljanska 17, Pančevo
80	Senta Centre For Social Work	Municipality of Senta	Jovana Jovanovića Zmaja 37, 24400 Senta
81	Elementary School "Petar Drapshin", Turija	Municipality of Srbobran	Dositeja Obradovića no. 2
82	Primary School "Vuk Karadzic", Central School, Bajmok	City of Subotica	Trg Maršala Tita 1, Bajmok
83	Elementary School "Ivan Goran Kovacic", Subotica	City of Subotica	Maksima Gorkog 29 Subotica
84	Preschool "Our Joy"	City of Subotica	Antona Aškerca 3, Subotica
85	Elementary School "Vuk Karadzic Separate Department", Rata	City of Subotica	Baje Pivljanina 23, Rata
86	Museum Of Naive Art "Ilijanum" Sid	Municipality of Sid	Svetog Save 5, Sid
87	Institution for Physical Culture and Sports Recreation "Partizan" Sid	Municipality of Sid	1.Karadjordjeva 90 Šid 2. Matije Gupca 5 Šid
88	Elementary School "Branko Radičević", Šid	Municipality of Sid	Petra Kočića bb Šid
89	Preschool Institution "Our Pearls" – Kanjiza	Municipality of Kanjiza	Kanjiza, Karadjordjeva 30
90	Elementary School "Đuro Salaj", Subotica	City of Subotica	Sandora Petefija 19, Subotica
91	Preschool for Children "Bambi", Backa Topola	Municipality of Backa Topola	8 Dunavska Street, Bačka Topola
92	Centre for Social Work with Home Department and Day Centre for Accommodation of the Elderly and Pensioners, Novi Kneževac	Municipality of Novi Kneževac	Sveti Sava 1, Novi Kneževac
93	Preschool Institution "Vera Gucunja", Sombor	City of Sombor	Venac Vojvode Petra Bojovića no. 3, Sombor
94	Public Library "Vuk Karadzic", Bac	Municipality of Bac	Trg dr Zorana Djindjica 4, Bač
95	Jezero Sports Centre, Kikinda	City of Kikinda	Branka Vujina bb, Kikinda