

Republic of Croatia
Ministry of Justice, Public Administration and Digital Transformation

STAKEHOLDER ENGAGEMENT PLAN
JUSTICE FOR BUSINESS PROJECT

May 2025 (Revised, Version 3)



REPUBLIC OF CROATIA
Ministry of Justice, Public Administration
and Digital Transformation

ABBREVIATIONS

AC	Administrative Court
BM	Bank Management
CO	Conservation Office
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
IP	Inspection Panel
IPF	Investment Project Financing
J4B	Justice for Business Project
MoCM	Ministry of Culture and Media of the Republic of Croatia
MoJPADT	Ministry of Justice, Public Administration and Digital Transformation
OG	Official Gazette
PIU	Project Implementation Unit
PM	Project Manager
PP	Public Procurement
SEP	Stakeholder Engagement Plan
WB	World Bank

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INTRODUCTION AND PROJECT DESCRIPTION

The Justice for Business Project (J4B) is prepared under the World Bank's Environmental and Social Framework (ESF). As per the World Bank Environmental and Social Standard ESS 10 Stakeholders Engagement and Information Disclosure, the Borrower should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

The Justice for Business Project (J4B) aims to contribute to the establishment of a judicial system that will meet the highest European standards in terms of independence, impartiality, expertise and efficiency, thereby justifying the confidence of citizens and contributing to the progress of society.

The Project has two components:

- Component 1 is a results-based component that supports implementation of interventions which are expected to reduce the administrative burden for businesses in their interaction with government.
- Component 2 includes direct investment supporting the refurbishment and/or reconstruction of court facilities in three selected locations: Zagreb Municipal Civil Court, Judicial building in Varaždin and the Municipal Court in Kutina. The component includes the preparation of detailed technical documentation - design for the selected court facilities, civil work supervision, and technical building audits.

The Component 1 supports improvements in business regulatory services and market functioning in the construction sector. It comprises two subcomponents focused on: (a) removing regulatory barriers for market entry and operation, and (b) simplifying construction permitting and improving market functioning in the construction sector.

The objective of the Component 2 is to refurbish and/or reconstruct selected courts facilities to meet international standards of service allowing for better court performance and user experience. Furthermore, the aim is to improve the working conditions of the judicial bodies (courts and state attorney) located in buildings that will be refurbished and/or reconstructed by making them more energy efficient and functional in line with the Ministry of Justice, Public Administration and Digital Transformation (MoJPADT) strategy of a modern and efficient judiciary system.

According to the Law on Courts (OG 28/13, 33/15, 82/15, 82/16, 67/18, 126/19, 130/20, 21/22, 60/22, 16/23, 155/23, 36/24), the MoJPADT is obliged to provide and manage the judicial infrastructure and equipment for the operation of the courts. The MoJPADT has the power of the highest authority for the performance of judicial administration. The beneficiaries and target group of the courts' rehabilitation and renovation works aimed at creating and fostering a work-friendly environment are primarily staff of judicial bodies such management staff, judges but also, state attorneys, deputies of state attorneys, and other civil servants and employees of judicial bodies of the MoJPADT. Provision of judicial infrastructure upgrades and improved access to judicial services and quality infrastructure would equally benefit businesses and citizens of the City of Zagreb and Zagreb County as well as the Counties of Koprivnica-križevci, Međimurje, Sisak – Moslavina, and Varaždin, regardless of their age, gender, nationality, religion, disabilities, sexual orientation, race or ethnicity.

The judicial facilities in Zagreb, Kutina and Varaždin are detached objects and impact on neighbouring buildings will be minimal.

Component 1 – Reducing the administrative burden for businesses to interact with government

This component supports improvements in business regulatory services and market functioning in the construction sector and comprises two subcomponents focused on the following result areas: (a) removing regulatory barriers for market entry and operation, and (b) simplifying construction permitting and improving market functioning in the construction sector.

Subcomponent 1.1. Removing regulatory barriers for market entry and operation focuses on simplifying and automating the complex and costly procedures to start and operate a business aiming at reducing transaction costs and improving transparency through the implementation of the following activities:

- Implementation of a single digital window for limited liability companies (LLCs). The single digital window will enable completion of all the formalities required by the 5 agencies (Commercial Court Registry, Tax Administration, Statistics, Pension and Health Insurance) to start an LLC, through a single application form, either online, or through FINA physical access points. To further integrate registration procedures, a single digital window will be accessible from different entry points and will be expanded to also enable online registration of key changes to the status of LLCs such as change of name, address, directors, activity, voluntary liquidation etc. This will make registration services more cost effective for government as well. This activity is led by the Ministry of Economy.
- Licensing requirements are published online, and selected licenses are digitalized. An inventory of licensing requirements to start or operate a business activity will be consolidated and published in one source of information that will be available online – an informational licensing platform. In addition, the licensing procedures for several business activities will be fully automated. To that end, the E-Government Infrastructure will include a business process management tool. Making procedures and requirements for businesses to formally operate a business transparent and digitalized will increase predictability for investors and reduce rent-seeking opportunities. This activity is led by the Ministry of Economy.

Subcomponent 1.2. Simplifying construction permitting and improving market functioning in the construction sector seeks to simplify the construction process for investors and contractors and improve availability of construction services. It includes two activities:

- Simplification of construction permitting and full implementation of the e-Dozvola, (eng. e-Permit) an online platform for construction permits. Issuance of construction permits will be automated through the E-Dozvola. Additional simplification of processes in obtaining a construction permit will be implemented. This is expected to lower transaction costs, improve transparency and strengthen predictability in obtaining a construction permit. This activity is led by the Ministry of Physical Planning Construction and State Assets.
- Simplifying requirements for the provision of professional services in the construction sector. The requirements for professional service providers will be aligned with international best practice. The changes are expected to decrease the cost and complexity of the construction process. This activity is led by the Ministry of Physical Planning Construction and State Assets

Energy renewal and renovation of the Municipal Court in Kutina

At present, most of the buildings within the judicial network do not meet the requirements defined and set by the Technical Regulation on Rational Use of Energy and Thermal Protection in Buildings (OG 128/15, 70/18, 73/18, 86/18, 102/20). The Kutina Municipal Court building is one of the facilities in the judiciary that is characterized by high energy consumption. The goal of implementing measures and conducting works defined by the energy renovation project (ZOP eNu_2018-006) is to realize energy efficiency gains of the court building and to improve Court performance by creating a more conducive work environment for judicial staff by providing improved access to quality infrastructure and service.

The new design has been completed, and the reconstruction is now progressing based on the valid building permit issued on 29 March 2023. The aim of the reconstruction is to increase the accessibility of the building for persons with disabilities (including elevator access to all court floors, entrance/exit via an access ramp, and signage for the visually impaired), improve the building's energy efficiency, install a rooftop solar power plant for electricity production, implement basic security measures through a technical protection system, adapt workspaces to enhance the efficiency of court operations, and equip the premises with new furniture. The contract for the execution of reconstruction and energy renovation works, as well as the contract for expert supervision, was signed in May 2025. During the same month, the relocation of judicial bodies to temporary locations was completed, and construction works officially commenced. The target group of the planned energy renewal and renovation works are the judicial officials and civil servants of the Municipal Court in Kutina. According to the existing Law on Areas and Seats of the Courts (OG 67/2018, 21/22) and available data on the population of the Central Bureau of Statistics (Census 2021), the Municipal Court in Kutina covers 47.642 inhabitants. The number of cases received by the court by December 2023 is 4.274. The number of staff of judicial police working on the location is 1.



Renovation, adaptation and building upgrade of the County Court in Varaždin



The County Court in Varaždin is the fourth largest court in the Republic of Croatia. Other than the County Court, the facility hosts also the following judicial bodies: the Municipal Court in Varaždin, the Commercial Court in Varaždin, the County State Attorney Office Varaždin and the Municipal State Attorney office Varaždin. The court building was built in 1963 and as such it does not meet the increased needs for the working space and is technologically outdated.

Since the Court building is in the historic city centre, the MoJPADT – in cooperation with the architect who designed the building – initiated the procedure of changing Urban Design Plan of the historic centre of the city of Varaždin to allow a new building extension of the County Court. The procedure has been satisfactorily completed and the Conservation Office (CO) approved the proposed design solution.

The approved design is related to the construction of an additional floor of the existing building of the County Court in Varaždin. The new additional design would also increase the accessibility of the building to people with disabilities, increase the energy efficiency of the building, enable basic security measures with the system of technical protection of the building, adjusted the working spaces which will increase the efficiency of the work processes of the court and finally equip the building with new furniture.

According to the existing Law on Areas and Seats of the Courts (OG 67/2018, 21/22) and available data on the population of the Central Bureau of Statistics (Census 2021), the County Court in Varaždin covers 495.498 inhabitants. Furthermore, 58 officials and civil servants work in the County Court in Varaždin daily. Until the end of December 2023, the County Court received 6.854 cases.

The Municipal Court in Varaždin covers 318.974 inhabitants with 131 officials and civil servants. Until the end of December 2023, the Municipal Court received 13.720 cases.

The Commercial Court in Varaždin covers 264.737 inhabitants with 37 officials and civil servants. Until the end of December 2023, the Commercial Court received 724 cases.

According to the Law on Areas and Seats of the Courts (OG 67/18, 21/22) and available data on the population of the Central Bureau of Statistics (Census 2021), the County State Attorney in Varaždin covers 365.958 inhabitants with 40 officials and civil servants. Until the end of December 2023, the County State Attorney received 2.771 cases.

Overall, the number of staff of judicial police working on the location is 8.

Renovation and adaptation of the Municipal Civil Court in Zagreb

The building of the “Palace of Justice” in Zagreb is located in a wider city area and it is a protected cultural heritage monument. Renovation works can be undertaken only under special conditions and prior approval of the conservative profession (Conservation Guidelines, Class: 612-08 / 17-005 / 771, Reg. No: 251-18-02-17-2 of 16 January 2017). It is to be noted that all required conservation permits have been duly obtained.

The facility hosts the Municipal Civil Court in Zagreb and the Labour Court in Zagreb. The building is in a dire need for renovation as the facade is in poor condition, part of the wooden elements that carry the limestone lining has been torn, the sheets have rippled, the steel rolled profiles in the verticals have corroded, all reinforced-concrete parts of the structure (thermal bridges) are coated with stone; the windows are tilting and flaps and frames are covered with aluminium profiles and the roof is finished with bitumen foam. Also, a thermal protection does not meet necessary standards of the Technical Regulation on Rational Use of Energy and Thermal Protection in Buildings (OG 128/15, 70/18, 73/18, 86/18, 102/20).

Due to the poor condition of the building, a complete renovation of the OGS building in Zagreb has been planned in two phases. Phase I—which included the adaptation of the 7th floor and the improvement of the building’s energy efficiency through the replacement of the façade system and the heating and cooling systems—has been successfully completed. The contract for the works was signed at the end of 2021, construction began in March 2022, and works were finalized in October 2023.

Phase II will cover the adaptation of all remaining areas of the building (i.e. interior renovation of 6 floors) and further improvements to energy efficiency. In this Project, development of project-technical documentation is foreseen for Phase II and the related Terms of Reference for the provision of advisory services for the preparation of design documentation are currently under development.

The Municipal Civil Court in Zagreb has an elevator to enable access for people with reduced mobility, but additional improvements and measures will be carried out.

According to the existing Law on Areas and Seats of the Courts (OG 67/2018, 21/22) and available data on the population of the Central Bureau of Statistics (Census 2021), the Municipal Civil Court in Zagreb covers 564.470 inhabitants with 632 officials and civil servants. Until the end of December 2023, the Municipal Civil Court received 59.579 cases.

The Labour Court in Zagreb covers 975.923 inhabitants with 50 officials and civil servants. Until the end of December 2023, the Labour Civil Court received 1.867 cases.

The number of staff of judicial police working in the facility is 10.



POTENTIAL ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS OF CIVIL WORKS

Environmental risk and impact

The project environmental risk is assessed as moderate and it is predominately linked to the refurbishment and/or reconstruction of selected physical court facilities in Zagreb, Kutina and Varaždin. Given that these are general and small-scale construction activities, the potential adverse risks and impacts on human populations and/or the environment are not likely to be significant. This is because the project activities are neither complex nor large, do not involve activities that have a high potential for harming people or the environment, and all of the located buildings are located away from environmentally or socially sensitive areas. As such, the potential risks and impacts are (i) predictable and expected to be temporary and/or reversible; (ii) low in magnitude; (iii) site-specific, without likelihood of impacts beyond the actual footprint of the project; and have (iv) low probability of serious adverse effects to human health and/or the environment. These impacts most commonly include: a) dust and noise due to excavation, demolition and construction; b) management of demolition / construction wastes and accidental spillage of machine oil, lubricants, etc.; c) possible management of small amount of hazardous materials and waste like asbestos or paints and varnishes; d) traffic disturbance; e) small scale surface or ground water pollution; f) soil pollution or erosion; g) workers safety; and h) on cultural heritage sites as the building of the Municipal Civil Court in Zagreb is protected and in some cases, although quite unlikely cultural heritage chance finds. The project's risks and impacts can be easily mitigated in a predictable manner.

No adverse impacts on biodiversity and habitats are expected. The project builds on the Bank's previous and current engagement in the justice sector in Croatia. The implementation of site specific Environmental and Social Management Plan (ESMP) for four court buildings supported under Justice Sector Support Project (2009 – 2014), was satisfactory. No significant gap in the implementation of the mitigation measures defined in the ESMP and good construction practices implemented on the field were observed during project implementation. The capacity for managing and implementing construction activities is adequate in MoJPADT, nonetheless, it will be further built around Environmental and Social Framework (ESF) through the project preparation and implementation period.

Social risk and impact

The project social risk is assessed as moderate and predominately linked to the refurbishment and/or reconstruction of selected court facilities (buildings) in Zagreb, Kutina and Varaždin. The refurbishment and/or reconstruction will be site-specific with no impacts beyond the footprint of the existing court buildings. No land acquisition will be required, and the interior works are small-to medium in magnitude (construction of an additional floor, energy efficiency upgrade; interior remodelling) and as such will have impacts that can be easily and predictably mitigated. Risk related to labour influx is moderate in particular in the light of planned activities for the Varaždin sub-project (partial demolition and reconstruction of the building.. When feasible, efforts will be done in order to maintain regular operation and functioning of the judicial bodies located in the buildings under refurbishment and/ or reconstruction to grant continuous and uninterrupted access to judiciary services. In order to minimize disruptions and enable the efficient execution of works, judicial bodies in buildings undergoing refurbishment or reconstruction—such as in Kutina and Varaždin—will be temporarily relocated. The decision to relocate is based not only on the need to maintain uninterrupted judicial services but also on the feasibility of carrying out construction works safely and effectively within an operational facility. Overall

implementation of projects activities will have positive impacts by application of the building-back-better approach, which comprises improvements in design standards, construction quality, and functionality and ensuring better working environment for court employees and court users

OBJECTIVES OF STAKEHOLDER ENGAGEMENT PLAN

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

The key objectives of the SEP can be summarised as follows:

- Build ownership over the project outcomes among key stakeholders to promote collaboration, enhance probability of successful outcomes through ensuring key stakeholder participation
- Start early in the project planning process in order for the initial feedback to be gathered from the participants and to enable modifications in the project design, as needed
- Reduce social risks that can negatively affect and/or jeopardize the improvement in access and efficiency of the court's infrastructure and expanding the use of electronic services in the justice sector through proactively identifying risks and concerns with stakeholders and preventing or mitigating these risks through transparent and agile communication channels
- Provide guidance for stakeholder engagement;
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent, and appropriate consultation.
- Develop a stakeholders engagement process that provides stakeholders with an opportunity to influence project planning, design, and implementation by generating structured channels for ongoing feedback from all project beneficiaries and partners (judicial staff, court users, court users that are persons with disabilities, etc)
- Establish formal grievance/resolution mechanisms.
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

Meaningful stakeholder engagement under this SEP is based on the following principles:

- Recognition that stakeholders are critical partners in project design and implementation and not just "beneficiaries"
- Communication is based on a two-way flow that goes beyond a "public-relations" or information dissemination campaigns (one-way flow)
- Adoption of transparent, agile and accessible means for informed participation by diverse stakeholders with varying means and capacities
- Is based on a structured process (instead of a sole event), allowing for stakeholders to become informed, process and analyse information, provide feedback, and receive reports back on whether and how their feedback was taken into account

SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

Table 1. Summary of previous stakeholder engagement activities – Component 1

Stakeholders	Issues discussed	Methods for Engagement
Zagreb phase I – design and construction		
Ministry of Economy Institutions managing the court register, statistic register, tax administration, health and social security register	<ul style="list-style-type: none"> - Presentation of project - Risks and Benefit - Technical issues and timelines 	<ul style="list-style-type: none"> - Meetings - phone, and e-mail communication
Professionals and Chambers of professionals in the construction sector (i.e. chambers of geodetic, civil, mechanical and electric a engineers, architects)	<ul style="list-style-type: none"> - Presentation of project 	<ul style="list-style-type: none"> - Meetings and consultations - phone, and e-mail communication

Table 2. Summary of previous stakeholder engagement activities – Component 2

Stakeholders	Issues discussed	Methods for Engagement
Zagreb phase I – design and construction		
Management staff of the judicial bodies, judicial staff, judicial police staff	<ul style="list-style-type: none"> - Presentation of project - Risks and Benefit - Interest/Concerns and conditions (collection of needs) - Technical documentation / design - Grievances and level of satisfaction regarding grievance resolution 	<ul style="list-style-type: none"> - Meetings - Materials with main information on sub-project - Presentation of conceptual/main/detailed design - phone, and e-mail communication - survey
Local authorities	<ul style="list-style-type: none"> - Technical documentation / design 	<ul style="list-style-type: none"> - Meetings and consultations - Materials with main information on sub-projects
Ministry of Culture and Media	<ul style="list-style-type: none"> - Technical documentation / design 	<ul style="list-style-type: none"> - Meetings and consultations - Materials with main information on sub-projects
Contractors, Supervision engineer, Construction project manager, OHS specialist	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution 	<ul style="list-style-type: none"> - Regular meetings among internal stakeholders (weekly coordination) - E-mail and phone communication
Varaždin – design phase		
Management staff of the judicial bodies, judicial staff, judicial police staff	<ul style="list-style-type: none"> - Presentation of project - Risks and Benefit - Interest/Concerns and conditions (collection of needs) - Technical documentation / design 	<ul style="list-style-type: none"> - Meetings - Materials with main information on sub-project

	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution 	<ul style="list-style-type: none"> - Presentation of conceptual/main/detailed design - phone, and e-mail communication - survey
Designer	<ul style="list-style-type: none"> - WBs EES framework requirements - Requirements for judicial infrastructure - Grievances and level of satisfaction regarding grievance resolution 	<ul style="list-style-type: none"> - Meeting - E-mail and phone communication
Kutina		
Management staff of the judicial bodies, judicial staff, judicial police staff	<ul style="list-style-type: none"> - Presentation of project - Risks and Benefit - Interest/Concerns and conditions (collection of needs) - Technical documentation / design - Grievances and level of satisfaction regarding grievance resolution 	<ul style="list-style-type: none"> - Meetings - Materials with main information on sub-project - Presentation of conceptual/main/detailed design - phone, and e-mail communication - survey
Designer	<ul style="list-style-type: none"> - WBs EES framework requirements - Requirements for judicial infrastructure - Grievances and level of satisfaction regarding grievance resolution 	<ul style="list-style-type: none"> - Meeting - E-mail and phone communication

Overview of the conducted satisfaction surveys

As part of the project’s stakeholder engagement activities, structured surveys were conducted in March and April 2024 to assess the satisfaction levels of key stakeholder groups with the current condition and functionality of judicial facilities before renovation. These surveys targeted three main groups: employees of judicial bodies and judicial police, external court users, and vulnerable groups, particularly victims and witnesses. The surveys were carried out in all four sub-project locations. Initial findings highlighted widespread dissatisfaction with the conditions of the infrastructure, poor sanitary facilities, inadequate heating and cooling systems, outdated furniture, and a lack of dedicated and accessible areas for vulnerable groups. Staff and users expressed negative impressions, and the absence of designated waiting areas for victims and witnesses was noted as a systemic issue. These results will inform future project design, particularly regarding accessibility, spatial functionality, and user experience. A follow-up satisfaction survey is planned after the completion of renovation works to changes in satisfaction.

Lessons learned during construction works for Zagreb Phase I

Phase I of the adaptation of the 7th floor and energy efficiency works at the MCC building in Zagreb provided important insights on how manage stakeholders while conducting construction works within a functioning judicial building. While construction proceeded in parallel with ongoing court activities occasional tensions aroused due to expected disruptions such as noise and dust. Engagement with court staff and judges proved effective overall, with stakeholders remaining well informed and cooperative, though sometimes sensitive. The contractor’s flexible approach was a key factor and in future contracts the efficient and clear communication—particularly the contractor’s role in clearly presenting the construction plan, adhering to agreed timelines, and regularly informing court staff about scheduled activities—should be clearly defined as it can be essential to minimize disruptions.

It is also important to note that temporary relocation of judicial bodies could not always be feasible. In the case of large institutions such as the Municipal Civil Court in Zagreb, the availability of suitable temporary premises is extremely limited, so tailored phasing of construction works was essential. Unpredictable external factors—including the COVID-19 pandemic and the unprecedented long-term strike of judicial staff—added complexity to the construction process that needed to be communicated to the judiciary staff. This events underlined the importance of continuous operational and informal communication among stakeholders.

STAKEHOLDER IDENTIFICATION AND ANALYSIS

With support from the World Bank (WB), the MoJPADT has prepared a SEP and implements it to ensure that stakeholder engagement is conducted on the basis of timely, relevant, understandable, and accessible information. The MoJPADT will ensure that both the format and location of the consultations are inclusive and accessible.

The SEP includes a Grievance Redress Mechanism (GRM) which will allow stakeholders, beneficiaries, and employees working on the project to review and provide their views on the information related to planned renovation works and raise any potential concerns.

Stakeholder identification

The first step in the SEP is to identify the key stakeholders to be consulted and involved.

For the purposes of effective and tailored engagement, project stakeholders can be divided into the following core categories:

- **Affected Parties** – persons, groups and other entities within the project area of influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

The initial list of stakeholders is categorized under the following stakeholder groups:

Affected Parties

Component 1

- Ministry of Economy (removing regulatory barriers for market entry and operations)
- Ministry of Physical Planning Construction and State Assets (simplifying construction permitting and improving market functioning)
- Entrepreneurs (owners of Limited Liability Companies - LLCs) and investors (construction sector)
- Institutions managing the court register, statistic register, tax administration, health and social security register, bank account
- Professionals and Chambers of professionals in the construction sector (i.e. chambers of geodetic, civil, mechanical and electric a engineers, architects)

Component 2

- Judicial staff working in the selected court facilities: management staff (court presidents) judges, court advisors, clerks and other court staff (i.e. personnel of court registry, secretaries, technical and maintenance staff, cleaning staff), state attorneys, deputies of state attorneys and other state attorney office staff, personnel of the judiciary police assuring security in the selected locations. Judicial staff can include persons with disabilities
- External users: citizens and businesses using services of judicial bodies located in the selected facilities, lawyers and bar association. Judicial services users might be members of vulnerable groups such as victims and minors or persons with disabilities
- Inhabitants of neighbouring buildings who may be impacted by the construction works (e.g., dust, noise, traffic disturbances).

The table below captures the size of the population covered by the respective courts, the number of staff and the number of cases received in each court.

Table 3. Size of the population covered, employed staff, cases received¹

¹ Sources:
For data on Courts:

	Population covered by the institution	Number of staff	Number of cases received by December 2021
Municipal Court in Kutina	47.642	49	4.274
County Court in Varaždin	495.498	58	6.854
Municipal Court in Varaždin	318.974	131	13.720
Commercial Court in Varaždin	264.737	37	724
County State Attorney Varaždin	365.958	40	2.771
Municipal Civil Court in Zagreb	564.470	632	59.579
Labour Court in Zagreb	975.923	50	1.867

The table below captures the number of staff of judicial police per project location

Table 4. Staff of judicial police per project location

Project location	Judicial police staff per location
Zagreb - Ulica grada Vukovara 84	10
Varaždin - Braće Radić 2	8
Kutina - Hrvatskih branitelja 1	1

Source: Ministry of Justice, Public Administration and Digital Transformation

Other interested parties

- Local government officials: mayors of the selected locations and city council members;
- The Ministry of Culture and Media and its cultural heritage bodies, i.e. the conservation institutions that issue permits and special conditions for specific construction requirements;
- National and local media channels covering the area under the jurisdiction of the judicial bodies located in the selected buildings (City of Zagreb, Counties of Zagreb, Koprivnica-križevci, Sisak-Moslavina, Međimurje, Varaždin)

The following internal stakeholders can also be included in the category of “other interested parties”:

- The Ministry of Justice, Public Administration and Digital Transformation, as implementing agency.
- Parties involved in construction activities²: Contractors, OHS specialist, Supervision engineer, Designer, Design auditor.

-
- “Statistical overview of the work of the courts for the year 2023” provided by the Ministry of Justice, Public Administration and Digital Transformation as the highest authority for the performance of judicial administration. The overview is available on the [link](#).

- <https://sudovi.hr/>

For data on State Attorney Offices:

- “Report of the chief State Attorney of the Republic of Croatia on the work of State Attorney offices in 2021”. The report is available on the [link](#).

<https://dorh.hr/hr>

² According to the Building Act (OG 153/13, 20/17, 39/19, 125/19, 145/24) and the Occupational Health and Safety Act (OG 71/14, 118/14, 154/14, 94/18, 96/18); see Table 1.

Vulnerable Groups

One of the objectives of the project is to improve court performance in selected locations through the refurbishment of court buildings. This will improve the working conditions of the judicial bodies (courts and state attorney) and the overall experience of the court users. Refurbishment of the court building will have positive spill over effects on the quality of judicial services offered by the courts even though the scope of activities is limited to the physical infrastructure and does not include other elements of justice services provision.

In line with the above, upgrading the judicial infrastructure and improving access to judicial services will benefit Croatian citizens residing in cities, towns and municipalities under the jurisdiction of the judicial bodies (courts and state attorney offices) whose premises are located in the selected court facilities (buildings), regardless of race or ethnicity or skin colour, gender, language, religion, political or other beliefs, national or social background, property status, union membership, education, social status, marital or family status, age, health status, disability, genetic inheritance, gender identity, expression or sexual orientation, all in accordance with the Anti-Discrimination Act (OG 85/08, 112/12).

Even if women per se are not a particular vulnerable group, within Component 1 particular focus will be given to women entrepreneurs through the collection of data on the percentages of new LLCs disaggregated by gender. This information could help to understand why women in Croatia are less likely to be entrepreneurs than men or how to raise awareness on the e-services to women.

Vulnerable groups that are most relevant for the project are:

- Persons with disabilities that will benefit from the refurbishment and/or reconstruction of court facilities as the detailed design (and thus the works) will be developed in line with the “Ordinance on ensuring the accessibility of buildings for people with disabilities and reduced mobility” (OG 78/2013) which prescribes the conditions and method of ensuring unimpeded access, movement, residence and work for persons with disabilities and reduced mobility. In this context persons with disability are persons with permanent or temporary physical, mental, intellectual and/or sensory impairments, which in interaction with various obstacles in the space can prevent their participation in society on an equal basis. In the case of the selected project court facilities particularly affected are persons with limited mobility and those that are visually impaired.
- Victims and witnesses (particularly women and children) will benefit from the effort of the project to steer the design of the refurbishment and/or reconstruction of the selected court facilities toward international standards of service allowing for better court performance and user experience. This includes, if applicable, improvement of user access and public spaces through separate circulation where feasible and waiting areas for victims and court personnel; inclusive design focused on gender aspects, security and safety standards and procedures for both internal and exterior areas and the use of safety related equipment as necessary. Both women and men can be victims or witnesses but, within this vulnerable group, a particular focus will be dedicated to women as they are most victims in cases of gender-based violence / offences. Furthermore, particular focus will be dedicated to children, low-income persons and ethnic minorities that might face issues with access to justice services. Whether more attention and engagement is necessary to address the needs of the above mentioned vulnerable groups will be checked through contacts with lawyers and NGOs active in the field of victim and witness assistance at the premises of the selected court buildings.

Table 5. Project-related activities with potential impact on vulnerable groups

	Existing and planned design features for vulnerable groups	Impact of the project
Municipal court in Kutina	The municipal court building has already secured certain adjustments for access and conditions for people with disabilities. New design/works will secure elevator access to all floors of the court and entrance / exit to the court building via elevator and provide signage for visually impaired (i.e. braille and/or high contrast tactile print)	Greater accessibility for people with reduced mobility Greater accessibility for persons with impaired vision
Municipal Civil court in Zagreb	In its existing condition, the Municipal Civil Court in Zagreb has an elevator to enable access for people with reduced mobility, but additional improvements and measures will be carried out to in particular to create dedicated bathrooms for persons with disabilities.	Potentially improved dedicated spaces for witness and victims
County court in Varaždin	The design of refurbishment and/or reconstruction will be developed in line with the Ordinance on ensuring the accessibility of buildings for people with disabilities and reduced mobility and, if applicable (i.e. installation of an elevator). If applicable the design will foresee solutions that are beyond with what prescribed by the Ordinance. Furthermore, during the design phase designer will explore the solutions to improve dedicated spaces for witness and victims and separate circulation where feasible	
Component 1		
	Reducing the administrative burden for businesses to interact with government might have a positive effect in terms of encouraging women entrepreneurship.	

Table 6 below presents the key stakeholder groups relevant to the project.

Table 6. List of project stakeholders – Component 1 and 2

Stakeholder	Stake/nature of interest in the project	Interest	Influence
Project-affected parties			
Management staff of the judicial bodies (court presidents, chief of the state attorney office)	<ul style="list-style-type: none"> - Manage a higher quality/modern court - Satisfied judicial staff due to the enhanced working environment - Improvement in judicial access and efficiency of the court's infrastructure reflects in better service delivery 	High	High
Judicial staff (judges, court advisors, clerks, other court staff, personnel of the state attorney office)	<ul style="list-style-type: none"> - Enhanced working environment - Improvement in judicial access and efficiency of the court's infrastructure will enable better service delivery and more satisfied court users 	High	High

	- Opportunity to influence and contribute to court design improvement		
Judicial police staff	- Enhanced working environment including through improvement of safety and security measures	High	High
Lawyers and bar association, NGOs active in the field of victim and witness assistance	- greater efficiency of the courts and modernized facilities which provide greater comfort and better accessibility	High	Medium
Citizens and businesses that are users of judicial services, general public	- greater efficiency of the courts and modernized facilities which provide greater comfort, protection and better accessibility	Medium	Medium
Neighbouring buildings inhabitants	- Enhanced of attractiveness of the neighbourhood due to building refurbishment / reconstructions	Medium	Medium
Vulnerable groups including persons with disabilities, victims and witnesses	- Court buildings designed to minimize barriers for persons with disabilities - Court buildings designed to minimize contact with offender, improve safety and privacy	High	Medium
Component 1 - Ministry of Economy; Ministry of Physical Planning Construction and State Assets	- removing regulatory barriers for market entry and operation - simplifying construction permitting and improving market functioning	High	High
Institutions managing the court register, statistic register, tax administration, health and social security register, bank account	- removing regulatory barriers for market entry and operation	High	Medium
Professionals and Chambers of professionals in the construction sector	- removing regulatory barriers for market entry and operation - simplifying construction permitting and improving market functioning	High	Medium
Entrepreneurs (owners of Limited Liability Companies - LLCs) and investors	- removing regulatory barriers for market entry and operation - simplifying construction permitting and improving market functioning	High	Medium
Other interested parties			
Local authorities	- Greater efficiency of the courts and modernized facilities - Enhanced of attractiveness potentially contributing to positive economic and/or demographic trends.	High	Low

Local and national media	- To inform general public about project activities	High	Low
Internal stakeholders			
MoJPADT - Project Implementation Unit	- Independent Sector for Strategic Development and Projects responsible for all stakeholder engagement activities and ultimately the improvement of court infrastructure, equipment, and operations	High	High
Designer	- gaining knowledge and experience on how to design facilities that support improvement of the efficiency and the quality of the public service delivered by the justice system and that take into consideration WB environmental and social framework	High	High
Contractor	- gaining experience on how to execute construction that support improvement of the efficiency and the quality of the public service delivered by the justice system and that take into consideration WB environmental and social framework	High	High
Supervising engineer	- gaining experience on supervision of construction that support improvement of the efficiency and the quality of the public service delivered by the justice system and that take into consideration WB environmental and social framework	High	High
Construction project manager (where relevant)	- gaining knowledge and experience on how to manage construction facilities that support improvement of the efficiency and the quality of the public service delivered by the justice system and that take into consideration WB environmental and social framework	High	High
Occupational health and safety (OHS) specialist	- WB EES framework as additional support to the occupational health and safety specialist	High	High

Table 7. Matrix of the stakeholders level of influence and level of interest

Influence

High			<p>Component 1: Ministry of Economy; Ministry of Physical Planning Construction and State Assets</p> <p>Component 2: MoJPADT/PIU, staff of the judicial bodies, Judicial police staff, MoCM - Conservation Department (where relevant) Designer; Contractor; Supervising engineer; Construction project manager (where relevant); Occupational health and safety specialist</p>	
	Medium		<p>Component 1: court register, statistic register, tax administration, health and social security register, bank account; Professionals and Chambers of professionals Entrepreneurs</p> <p>Component 2: Citizens and businesses, general public; neighbouring buildings inhabitants.</p>	
		Low	Local authorities media	
	Low	Medium	High	Interest

Colour coding:

<p>Engage closely and influence actively: require regular and frequent engagement, typically face-to-face and several times per year, including written and verbal information</p>
<p>Keep informed and satisfied: require regular engagement (e.g. every half-a-year), typically through written information</p>

Monitor:

require infrequent engagement (e.g. once a year), typically through indirect written information (e.g. mass media).

STAKEHOLDER ENGAGEMENT PROGRAM

Purpose and timing of stakeholder engagement program

Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. The table below presents the stakeholder engagement activities envisaged under the project. The activity types and their frequency are adapted to the three main project stages (preparation; implementation/construction; post-construction).

Table 8. Stakeholder engagement activities for Component 1

Target stakeholders	Topic(s) of engagement	Methods used	Location/ Frequency	Responsibilities
Citizens and businesses, lawyers, public notary	Beneficiary satisfaction with business registration services	<ul style="list-style-type: none"> – satisfaction survey in the application process (single digital window) – focus groups (particularly targeting women) 	<ul style="list-style-type: none"> - During log-out from the application - 1 per project 	MoJPADT; PIU;
Technical designers (engineers of various professions related to construction)	Beneficiary satisfaction with the online information licensing platform	<ul style="list-style-type: none"> – Satisfaction survey in the application process (single digital window) – focus groups (particularly targeting women) 	<ul style="list-style-type: none"> - During log-out from the application during for a number of days per year - 1 per project 	MoJPADT; PIU;

Table 9.. Stakeholder engagement activities for Component 2

Project stage	Target stakeholders	Topic(s) of engagement	Methods used	Location/ Frequency	Responsibilities
Preparation (prior to the	Management staff of the judicial bodies (court presidents,	Present project: planned activities and	– Meetings for updates and feedback	During the whole phase;	MoJPADT; PIU;

commencement of works)	chief of the state attorney office); Judicial staff; Judicial police staff; local authorities; Ministry of Culture and Media; Designer; Construction project manager (where relevant)	scope, rationale, E&S framework and ESMP checklist, envisaged timeframes; Coordination mechanisms; Grievance mechanism, collect needs and feedback	<ul style="list-style-type: none"> – Presentation of materials with main information on current state / design – phone – e-mail – surveys 	Monthly level; On site	
	Lawyers and bar association, Citizens and businesses, general public; Neighbouring buildings inhabitants; Persons with disabilities; Victims and witnesses	Present project: planned activities and scope, rationale, Technical design per location; GRM	<ul style="list-style-type: none"> – surveys – open days 	Once during the phase, On site	MoJPADT; PIU;
	Designer	Present and control alignment of design with relevant legislation (construction, cultural heritage, persons with disabilities etc); E&S framework; Timeplan; Grievances and level of satisfaction regarding grievance resolution or non-resolution	<ul style="list-style-type: none"> – Meetings – Presentation of materials with main information on current state / design – phone – e-mail 	During the whole phase; Monthly level;	MoJPADT; PIU
Implementation/construction	Management staff of the judicial bodies Judicial staff;	Present project information and progress	<ul style="list-style-type: none"> – Meetings for updates and feedback 	During the whole phase;	MoJPADT; PIU;

	Judicial police staff; local authorities; Ministry of Culture and Media; Designer	updates; potential difficulties in implementation and any deviations from the timetables Awareness and functioning of project GRM Level of satisfaction regarding grievance resolution	<ul style="list-style-type: none"> – phone – e-mail 	Monthly level; On site	
	Lawyers and bar association, Citizens and businesses, general public; Persons with disabilities; Victims and witnesses Neighbouring buildings inhabitants;	Present project information and progress updates; Disclose all relevant project documents Parking restrictions; Traffic safety; GRM	<ul style="list-style-type: none"> – Web site (MoJPADT, Court) – Information notices on construction sites – bulletin boards of judicial buildings 	Once during phase	MoJPADT; PIU;
	Local and national media	Present project information and progress updates (Project scope, rationale and E&S principles)	<ul style="list-style-type: none"> – Press releases – Information notices on construction sites 	One week prior to the start and one week following the end of constructi on works per location	MoJPADT; PIU
	Contractors Supervising engineer; Construction project manager (where relevant); Designer; Occupational health and safety (OHS) specialist	control alignment of works with design, workplan; relevant legislation; Grievances and level of satisfaction	<ul style="list-style-type: none"> – Meetings (at various levels, weekly / monthly) – design – phone – e-mail 	Regularly during whole phase (at least monthly)	MoJPADT; PIU

		regarding grievance resolution or non-resolution			
Post-construction	Management staff of the judicial bodies	Satisfaction with building rehabilitation	Phone and email communication	One month after end of construction works	MoJPADT; PIU

Consultations will be carried out consistently throughout project implementation, both for the results-based component as well as for the component on rehabilitation and renovation of selected court facilities.

For the results-based component, consultations on simplification of business regulations and the automation of government to business services will inform service users on the project and allow for collection of information on needs. The information collected will be used to inform streamlining of business licenses. All the above will be implemented through focus groups (at least 4) particularly targeting women entrepreneurs. Furthermore, beneficiary satisfaction with the online information licensing platform and with the business registration services will be measured through single digital window that will be embedded in the applications that are being upgraded within the project.

For the component on rehabilitation and renovation of selected court stakeholders are slightly different based on the stage of project implementation (prior to the commencement of the works, during construction, post-construction). Key activity of the engagement program is performing regular consultations with the management and staff of the judicial bodies in order to present the project, its objectives, activities, and related timeframe as well as the E&S framework, the Grievance redress mechanisms and to collect the level of satisfaction regarding grievance resolution. In addition, surveys conducted by professional's services, will assess user satisfaction in the preparation phase (prior to the commencement of works) and during post-construction phase. Surveys will target management and staff of judicial bodies lawyers and bar association, citizens and businesses, victims and witnesses, neighbouring buildings inhabitants, general public - all of the above including persons with disabilities. The same groups are the target to be reached during "court open days" that will be organised in each of the facilities undergoing rehabilitation and/or upgrading. Surveys and open days are foreseen in the preparation phase and in post-construction phase per each location.

RESOURCES AND RESPONSIBILITIES

The MoJPADT's project preparation service (Project Implementation Unit – PIU), which operates under the structure of the Independent Sector for Strategic Development and Projects, is the core stakeholder of the project. Its role is to assist in the development and delivery of a full range of effective internal and external strategic stakeholder engagement activities to effectively translate departments' goals into specific organizational outcomes. The implementation of the stakeholder engagement activities is the responsibility of the MoJPADT, PIU and the Contractor.

The overall coordination role in the implementation of the SEP will be carried out by the MoJPADT and PIU. Additionally, a Social Specialist has been engaged since November 2022.

All stakeholder engagement activities mentioned in table above will be financed by MoJPADT's own budget and/or project funds

Information disclosure

The MoJPADT will disclose project information to allow stakeholders to understand the risks and impacts of the project, and potential opportunities. Stakeholder engagement depends on timely, accurate, accessible, and comprehensible information. Making available project-related information as early as possible is important.

Site-specific Environmental and Social Management Plan (ESMP) checklists proposed to tackle typical mitigation approaches to common civil works contracts with localized impacts will be disclosed for each of the locations undergoing refurbishment and/or reconstruction. The site-specific documents will constitute an integral part of bidding documents for contractors. Site specific ESMP checklist will be timely disclosed and discussed with public. If applicable the ESMP checklist will have a site-specific annex that will identify cultural protection measures and monitoring. The ESMP checklist will also provide specific guidance on workers' occupational, health and safety measures and inclusive of safety measures for the judges, civil servants, employees and visitors during the implementation of works as in some cases rehabilitation activities might be carried out in parallel with the regular court operation activities.

Prior to the project appraisal planned for fourth quarter of 2019, the following documents were prepared and disclosed:

- a) Environmental and Social Plan Checklist (ESMP Checklist) for the court in Kutina;
- b) Labour Management Procedure (LMP) for project workers;
- c) Stakeholder Engagement Plan (SEP)

As part of the environmental and social due diligence process, the Subproject SEPs were developed, publicly disclosed and re-disclosed on the MOJPADT website, while the environmental and Social Management Plan (ESMP) Checklist was updated, publicly consulted and re-disclosed for Zagreb Phase I, Varaždin and Kutina before bidding of works.

Documentation and information on updates from the project activities will be disclosed by PIU throughout next information dissemination channels:

- MoJPADT's website → <https://mpudt.gov.hr/>
- National and local media → **Kutina, Varaždin, and Zagreb.**
- Bulletin boards of judicial building

CONSULTATION SCHEDULE

Given the status of implementation of the activities in the selected court facilities and the fact that site-specific stakeholder consultation plan for each of the locations are developed the consultation strategy adopted by the project is to focus on stakeholder engagement at the sub-project level through the implementation of the subproject stakeholder engagement plans.

This project level stakeholder engagement plan are been published on the project dedicated page of the MoJPADT web site and are open for public consultation for 30 days. This allows stakeholders to provide written submissions of their views that are reviewed and analysed by the MoJPADT and, if relevant, taken into consideration for eventual changes to the document.

Public consultation of the second version of the document was held for 30 days, starting with March 22th 2023. The document was published on the project dedicated page of the Ministry of Justice, Public Administration and Digital Transformation (MoJPADT) web site and no comments of suggestions were received.

The sub-project level stakeholder engagement plan where developed, publicly disclosed and re-disclosed on theon the project dedicated page of the MoJPADT web site. Furthermore, the sub-project level engagement plans werepresented to management staff of judicial bodies through e-mail communication and/or during dedicated meetings and, through them, to the rest of the staff by e-mail communication. The staff wwere be asked to engage and express their views and comments but no particular feedback or comments were received.

MONITORING AND REPORTING

Reporting is an integral part of the monitoring process as it provides valuable insight into project processes as well as decision-making information to the Project Implementation Unit (PIU) and WB teams. Consequently, it enables timely interventions and adjustment of corrective measures. Unless differently agreed with the WB Environmental and Social Specialists, the PIU will report on the implementation of SEP in regular progress reports and upon request of WB Environmental and Social Specialists.

At the level of each of the court facilities a further monitoring and reporting plan within each ESMP Checklist is envisaged. During implementation / construction phase each location it is foreseen to organise regular weekly meetings among “construction” stakeholders (contractors, supervising engineer, construction project manager (where relevant), designer; occupational health and safety (OHS) specialist) and monthly meetings with PIU and MoJPADT representatives. The Supervising engineer is obliged to write minutes from the held meetings and distribute it to all stakeholders on conformation. The monitoring of implementation implies constant communication among contractors, supervising engineer, construction project manager (where relevant), designer; occupational health and safety (OHS) specialist, the PIU and MoJPADT representatives and the management staff of judicial bodies. Monitoring also includes control of reports submitted by the Supervising Engineer and on-the-spot checks. MOJPADT’s PIU will conduct on-the-spot checks in all stages of the project (ad hoc or related to the payments). During the implementation of the contract, it is possible to hold additional ad hoc meetings (regardless of the party organizing it) at which the MoJPADT’s PIU is required to participate depending on the assessment, to monitor the implementation and to resolve possible difficulties related to the implementation of the contract.

More particularly, the supervising engineer or the designated responsible person will report on ESMP Checklist implementation to the PIU, monthly. In the case of significant non-compliance, the PIU will, without delay, inform the WB Environmental and Social Specialists of the nature, size, and scope of the impact. Unless differently agreed with the WB Environmental and Social Specialists, the PIU will report on ESMP Checklist implementation compliance in regular progress reports (when reporting on SEP) and upon request of WB Environmental and Social Specialists. In the case the Contractor breached the measures defined ESMP Checklist and/or applicable national regulation, and incompliance is confirmed, the PIU will propose corrective measures as well as the timeframe (deadline) for the implementation. If the corrective measures are not implemented and compliance criteria does not met within the defined timeframe, the PIU can consider withholding the payment until the Contractor responses to these requirements and requests and compliance is accomplished and re-confirmed (either through a location inspection or desk review). Contractor (including sub-contractor) will notify the PIU in the case of COVID 19 outburst amongst its employees/workers.

GRIEVANCE REDRESS MECHANISM

A Grievance Redress Mechanism (GRM) is a process for receiving, evaluating, and addressing project-related complaints, feedback, questions and suggestions from citizens and affected communities at the level of the project.

The mechanism focuses not only on receiving and recording complaints but also on resolving them. While feedback should be handled at the level closest to the complaint, all complaints should be registered and will follow the required procedures.

Key definitions of grievance and complaint are as follows:

→ **Complaint:** an expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. Adversely, the interests of an individual or group and the individual or group want a proponent or operator (or contractor) to address and resolve it (e. g. problems related to dust deposition, noise or vibration). A complaint is normally of a less serious nature than a grievance;

→ **Grievance:** a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected by a project activity which, if not addressed effectively, may pose a risk to operations (through stakeholder actions such as access road blockages) and the livelihood, well-being or quality of life of the claimant(s). The grievance mechanism described in this section includes both complaints and grievances.

All grievances lodged, regardless of the project phase or activity being implemented, will follow one single mechanism.

Objectives of the project-based GRM

The project-based GRM is intended to serve as a mechanism to:

- Allow for the identification and impartial, timely and effective resolution of issues affecting the project;
- Strengthen accountability to beneficiaries, including project-affected people, and provide channels for project stakeholders and citizens at all levels to provide feedback and raise concerns.

Having an effective GRM in place will also serve the objectives of: reducing conflicts and risks such as external interference, corruption, social exclusion or mismanagement; improving the quality of project activities and results; and serving as an important feedback and learning mechanism for project management regarding the strengths and weaknesses of project procedures and implementation processes.

Project-based GRM overview and structure

The GRM has to be accessible to a broad range of project stakeholders who are likely to be affected directly or indirectly by the project. These may include justice sector operators (staff and management of judicial bodies, judiciary police staff, staff of state attorney offices etc), as well as external users (lawyers and bar association, citizens and businesses judicial services, witnesses, victims and citizens, Neighbouring buildings inhabitants, media – all of them will be encouraged to refer their grievances and

feedback to the GRM. The GRM can be used to submit complaints, feedback, queries, suggestions or compliments related to the overall management and implementation of the project activities. The GRM's functions are based on the principles of transparency, accessibility, inclusiveness, fairness, impartiality and responsiveness.

The GRM procedures will be disclosed and published on the project dedicated page of the MoJPADT website, available on the bulletin boards of the selected court facilities. GRM mechanisms will be presented during regular meetings held with Management staff of the judicial bodies during design and during surveys and open days that will be held during preparation and post-construction phases. GRM related obligations will be included in procurement / bidding procedures for acquiring services of technical design, supervising engineer, construction project management, occupational health and safety (OHS) specialist and every other relevant service as well as during construction (contractor and subcontractor obligations).

The point of contact regarding grievance management is the PIU Social Specialist:

Marija Herceg Selandari

Marija.HercegSelandari.ext@mpudt.hr

Once a grievance is received, the PIU Social Specialist, PIU members and, if relevant, MoJPADT staff, will determine whether the complaints warrant further consideration as a relevant grievance. If the matter has standing, grievance information will be registered, reported, and tracked in a grievance log by the PIU Social Specialist. The information recorded in the Grievance log include: name of complainant (if treated as non-confidential), location and address of Complainant (if available), grievance description, level of impact, person responsible for managing the grievance, findings of grievance investigation, description of measures undertaken to settle the grievance, feedback from Complainant on level of satisfaction regarding grievance resolution or non-resolution, date of acknowledgement of receipt and of settlement response, status.

All grievances will be acknowledged within 7 days; and responded to no later than 30 days. If the grievance is deemed as non-relevant (not occurred as a result of project related activities), the PIU Social Specialist will record the reason and inform the complainant with explanation.

A grievance will be considered "resolved" or "closed" when a resolution has been reached, and after corrective measures has been successfully implemented. When a proposed solution is agreed between the Project and the complainant, the time needed to implement it will depend on the nature of the solution. In certain situations, however, the Project may "close" a grievance even if the complainant is not satisfied with the outcome. This could be the case, for example, if the complainant is unable to substantiate a grievance, or it is obviously speculative or fraudulent. The PIU will not dismiss grievances based on a cursory review and close them unless the complainant has been notified and had the opportunity to provide supplementary information or evidence.

Other mechanisms that can be used to submit complain related to the project are those established by the MoJPADT for its usual da-to-day activites and the WB (described below).

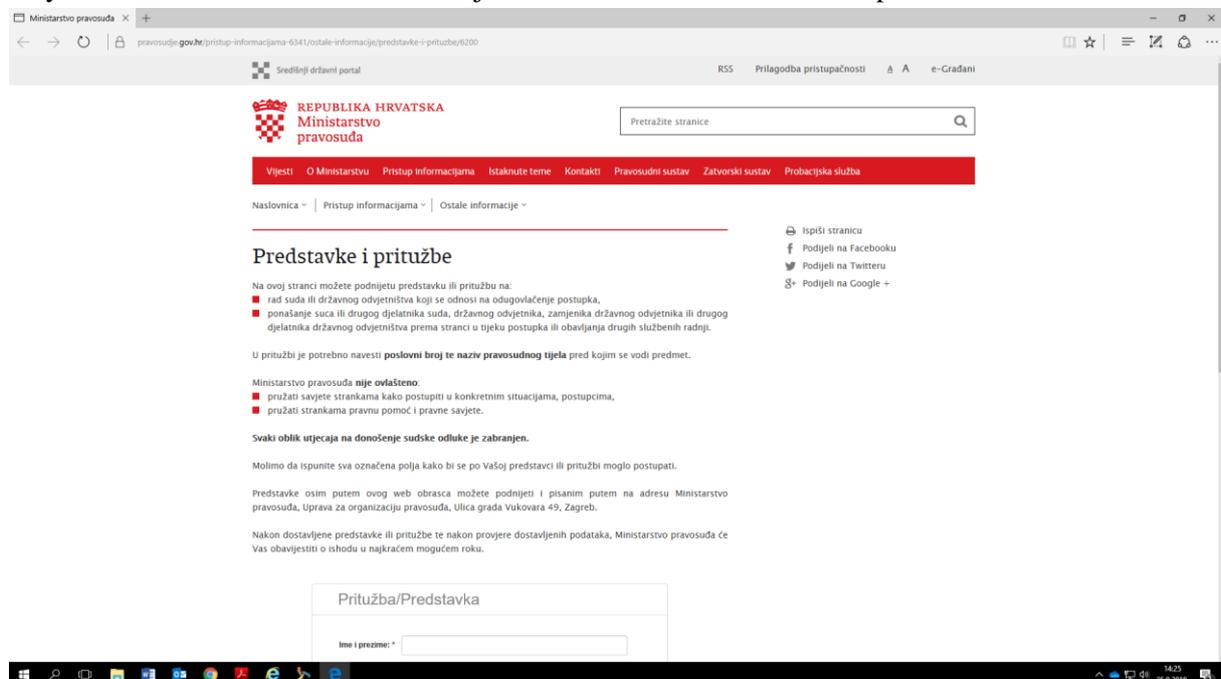
MoJPADT complaint mechanisms practice

Under the project cycle management, the MoJPADT responds impartially and responsively to all complaints, whether they came from the users of judicial services, media, official state institutions, etc. Complaints and petitions can be submitted through a telephone exchange (+385 1 3714 000), e-mail (pitanja@pravosudje.hr) or on the MoJPADT's website through the e-form via the following link: <https://mpudt.gov.hr/predstavke-i-pritužbe/6200>

Also, on-site information boards will include the contact details of the contractor (which name needs to be updated after contracting) and the MoJPADT's, as well. Afterward, technical services of the MoJPADT are receiving and addressing complaints to the Directorate for Organization of Judiciary – Unit for Complaints, which is the first point in charge of the examination of the complaint content. After a proper formal response to the complaint is prepared, MoJPADT is obliged to respond to the interested party within a reasonable time.

In case the resolution of complaint or grievance has not been achieved, an appeals process against the decision of the authority of first instance is allowed in line with national legislation. The appeal concerned can be lodged within 15 days following the receipt of the decision. The central state administration authority responsible for justice affairs shall decide on the lodged appeal (MoJPADT of the Republic of Croatia). An administrative dispute may be instituted against the decision of the MoJPADT of the Republic of Croatia, as a second instance authority, before the Administrative Court (AC) of the Republic of Croatia, within 30 days following the receipt of the decision.

If the amicable settlement of any major dispute in implementation fails for any reason, the stakeholder may inform the other that it will seek a judicial settlement before the competent court.



The screenshot shows the website of the Ministry of Justice of the Republic of Croatia, specifically the section for 'Predstavke i pritužbe' (Complaints and Petitions). The page header includes the logo of the Republic of Croatia and the Ministry of Justice, along with a search bar and navigation links. The main content area contains the following information:

- Predstavke i pritužbe**
- Na ovoj stranici možete podnijeti predstavku ili pritužbu na:
 - rad suda ili državnog odvjetništva koji se odnosi na odugovlačenje postupka,
 - ponašanje sudca ili drugog djelatnika suda, državnog odvjetnika, zamjenika državnog odvjetnika ili drugog djelatnika državnog odvjetništva prema stranci u tjeku postupka ili obavljanja drugih službenih radnji.
- U pritužbi je potrebno navesti **poslovni broj te naziv pravosudnog tijela** pred kojim se vodi predmet.
- Ministarstvo pravosuđa **nije ovlašteno**:
 - pružati savjete strankama kako postupiti u konkretnim situacijama, postupcima,
 - pružati strankama pravnu pomoć i pravne savjete.
- Svaki oblik utjecaja na donošenje sudske odluke je **zabranjen**.
- Molimo da ispunite sva označena polja kako bi se po Vašoj predstavi ili pritužbi moglo postupiti.
- Predstavke osim putem ovog web obrasca možete podnijeti i pisanim putem na adresu: Ministarstvo pravosuđa, Uprava za organizaciju pravosuđa, Ulica grada Vukovara 49, Zagreb.
- Nakon dostavljene predstave ili pritužbe te nakon provjere dostavljenih podataka, Ministarstvo pravosuđa će Vas obavijestiti o ishodu u najkraćem mogućem roku.

At the bottom of the page, there is a form titled 'Pritužba/Predstavka' with a field for 'Ime i prezime:'.

WB's complaint mechanisms practice

Project stakeholders and citizens can also submit complaints regarding the project activities through the World Bank Grievance Redress Service (GRS). Communities and individuals who believe that they are adversely affected by a World Bank-supported project may submit complaints to existing project-level grievance-redress mechanism or to the WB's (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project-affected communities and individuals may submit their complaint to the WB's independent Inspection Panel (IP), which determines whether harm occurred, or could occur, as a result of the WB noncompliance with its policies and procedures.

Complaints may be submitted at any time after concerns have been brought directly to the WB's attention, and Bank Management (BM) has been given an opportunity to respond. For information on how to submit complaints to the WB's GRS, please visit: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to submit complaints to the WB's Inspection Panel, please visit www.inspectionpanel.org.

CONCLUSIONS

The SEP is a strategy development planning tool. It needs to be conducted in an efficient way so that its consultative processes and recommendations remain relevant to and can influence the on-going decision-making process. Through various measures SEP will seek to maximize stakeholder involvement in each phase of the process recognizing it as a strategic tool and will establish the framework and direction for future more intensive and site-specific consultations with a broader range of stakeholders as the basin development planning process moves forward.

The MoJPADT has experience in managing, coordinating and planning project activities, solving problems, making decisions, managing risks and human resources and reporting on the project. Given the context above mentioned and according to the Law on Construction (OG 153/13, 20/17, 39/19, 125/19, 145/24), MoJPADT is obliged to contract supervision of works to ensure technical and professional control of the project for the whole time of the execution of all planned infrastructure works of the courts in Kutina, Varaždin, and Zagreb. After finalizing the constructions, the main responsibility of monitoring will fall under the MoJPADT and selected judicial bodies.

The MoJPADT has the management capability and capacity as well as an experience to carry out this project. Long-standing experience in project preparation and implementation, whether it is project financed by EU funds or loans from international financial institutions such as the World Bank, is certainly the key to success.

In the future phases of the project, people will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the SEP and GRM. The project should report as often as possible to stakeholders, especially when the public may experience more impacts or phases are changing (reports during construction works, reports during the whole time of preparation and implementation of the project, etc).

The project will surely have positive impact on the promotion of equal opportunities, non-discrimination and universal access. The project target group will use the court buildings regardless of race or ethnicity or skin colour, gender, language, religion, political or other beliefs, national or social background, property status, union membership, education, social status, marital or family status, age, health status, disability, genetic inheritance, gender identity, expression or sexual orientation, all in accordance with the Anti-Discrimination Act (OG 85/08, 112/12).

The project will ensure the promotion of equal opportunities and social inclusion of the local population in terms of access to information on the project, its activities and benefits, World Bank co-financing and steps that can be taken to reduce energy consumption.