

Republic of Croatia

Ministry of Justice, Public Administration and Digital Transition

and

State Geodetical Administration

INTEGRATED LAND ADMINISTRATION AND JUSTICE SERVICES PROJECT

SUBPROJECT STAKEHOLDER ENGAGEMENT PLAN

JUDICIAL BUILDING IN BJELOVAR

September 2024

1. Objectives of the Subproject Stakeholder Engagement Plan

- 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 integrated infrastructure 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 Sub-project and its activities.
- Identify the most effective methods, timing and structures through which to share Sub-project information, and to ensure regular, accessible, transparent and appropriate consultation.
- Develop a stakeholder's engagement process that provides stakeholders with an opportunity to influence Sub-project planning, design and implementation by generating structured channels for ongoing feedback from all beneficiaries and partners (judicial staff, court users, court users that are persons with disabilities, users of cadastre services, 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.

2. Principles of the SEP

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

- Recognition that stakeholders are critical partners in Sub-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.

3. Key Content for Messaging

Objectives of the Integrated Land Administration and Justice Services Project (ILAJIS) is to improve functional integration of land administration and court institutions to enhance services for citizens.

- Merits

The Project has 5 components:

- Component A: Integrated Digital Land Registry and Court Services will finance activities that will support the digitization and integration of land registry court data and services.
- Component B: Integrated Digital Services of State Registers and Geospatial data will support enhanced geospatial data in the infrastructure cadastre.
- Component C: Further Digital Integration of Land Registries and Cadastre includes enhancements to the Joint Information System (JIS) and One Stop Shop (OSS).
- Component D: Integrated Court, Land registry Offices (LRO) and Cadastre offices (CO) Infrastructure include construction of court, registry and cadastre infrastructure in line with international and EU standards to support improved service delivery and establishment of a new structure for addressing appeals of land disputes. This component supports construction of new infrastructure to support integrated cadastre, land registry and court services.
- Component E: Institutional capacity building, policy analysis, and Project Management.
- The project has 2 implementing agencies: Ministry of Justice, Public Administration and Digital Transformation (MoJPADT) and the State Geodetical Administration (SGA).
- **The process** how stakeholders will be engaged to inform design and adaptations throughout project life cycle (i.e., SEP processes)
Consultations with feedback mechanisms will be carried out consistently throughout project implementation. 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 court staff and users in order to present the Sub-project, its objectives, activities, and related timeframe as well as the E&S framework, the Grievance Redress Mechanisms (GRM) and to collect the level of satisfaction regarding grievance resolution.
- **Key areas where the Sub-project can be influenced** by stakeholder engagement and related questions to spark feedback is the phase of developing designs (preparation of conceptual/main/detailed design)

4. Key Risks & Mitigation Measures

Key Risks	Mitigation Measures
<ul style="list-style-type: none"> - Staff will not support Sub-project activities and will attempt to undermine its implementation - Resistance from court and cadastre staff to the relocation after construction - Resistance from court and cadastre staff for the fear that work environment and service for users will be negatively affected during relocation at the end of construction 	<ul style="list-style-type: none"> - Prepare the ground well by designing a structured and proactive stakeholder engagement process and communicate all phases of the process and opportunities for participation & feedback - Design accessible channels for information requests & grievances - Conduct constructive and meaningful consultation process that will ensure stakeholders to provide feedback, and

<ul style="list-style-type: none"> - Labour management and OHS procedures are not implemented properly - Construction leading to noise, traffic congestion, and access restrictions that may negatively affect nearby businesses and residences. - Lack of communication with nearby community (nearby community is not sufficiently informed about the project and is not aware of the grievance channels which leads to potential social tensions with local community and potential community health and safety risks) - Local community is not aware of the relocation of the court to new premises due to construction works - Lack of knowledge and thus awareness of key stakeholders on WBs ESF and related requirements - Lack of knowledge and awareness on guidelines to design justice and court facilities 	<ul style="list-style-type: none"> contribute to the design of new integrated infrastructure - Report back on how feedback has been incorporated & grievances resolved - Request detail plan to minimise disruption of daily activities of the nearby community - Present regularly project information and progress updates for different stakeholder groups using adequate stakeholder engagement and communication channels and tools - Include ESF requirements in terms of reference (ToR) and contract obligation of designers, contractors, supervising engineer, construction project manager and OHS specialist, inform them on ESF and requirements during the phase, monitor implementation - Include relevant guidelines on design in ToR and contract obligation
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5. Previously implemented activities and SEP Action plan per phase

The project involves constructing a new public building to accommodate the Judicial bodies, specifically the Commercial Court, County State Attorney's Office, and Municipal State Attorney's Office. The primary objective is to alleviate overcrowding in the current judicial building (Palace of Justice) in Bjelovar, which presently houses all judicial bodies, including the Municipal, County, and Commercial Courts, as well as the Municipal and County State Attorney's Offices and the Prison. The new building will be constructed on the same plot as the existing judicial building in Bjelovar, adjacent to it, at Šetalište dr. Ivše Lebovića, 43000 Bjelovar, on cadastral plot no. 3143/1. The proposed structure will be a standalone building featuring a basement, raised ground floor, and three stories. It will house the Commercial Court, the Municipal State Attorney's Office, and the County State Attorney's Office. By relocating these bodies to the new facility, additional space will become available in the existing building to expand the remaining judicial bodies (Municipal and County Courts) and reintegrate the Misdemeanor Department and the Land Registry Department, currently operating from rented premises. This will significantly improve working conditions for all judicial bodies. Project-technical documentation and a building permit for the new structure have already been obtained during the project preparation phase. However, they will be revised, and a new permit will be secured to align the building with international judicial infrastructure standards. The redesign aims to enhance the building's functionality, ensuring compliance with EU standards for judicial infrastructure and the latest environmental, workplace, and safety standards. Key adjustments during the additional design phase include modifying the layout to incorporate a rear employee entrance to the existing building and defining a restricted public area near the prison for secure prisoner transfer.

Currently, 95% of prisoners are transferred internally between buildings to the Municipal and County Courts, with only 5% taken to the State Attorney's Offices, amounting to 10-20 prisoners annually. Special consideration will be given to regulating vehicle and pedestrian traffic, ensuring safety for victims, witnesses, individuals with disabilities, and others with reduced mobility. Fire protection measures will include constructing a hydrant network and ensuring unobstructed access for firefighting equipment in compliance with relevant regulations and protection standards. Representatives of the current judicial bodies were actively involved in preparing the initial technical documentation and will continue to be engaged through the implementation of this SEP, in the design, construction, and post-construction phases of the project .

STAKEHOLDER ENGAGEMENT PLAN	
Pre-construction phase/design phase	
Timeframe: 2025	
Objective:	<ol style="list-style-type: none"> 1. Consult & inform key stakeholders to provide meaningful & constructive feedback 2. Gather information relevant to adequately inform sub-project design (identification of needs, potential risks and impacts, suggestions for improvement)
Activities of Pre-construction phase/design preparation phase:	<ol style="list-style-type: none"> 1. Identification and mobilization of key stakeholders 2. Conducting stakeholder engagement 3. Raising awareness and ensuring functioning of project GRM
Inputs for Pre-construction phase/design preparation phase:	<ol style="list-style-type: none"> 1. Program of outreach for the Sub-project level 2. Communication tools: Summary on sub-project, PPTs on sub-project design, information on sub-project on project web-page 3. Articulation of key stakeholders, benefits & risks of sub-project implementation 4. Incident and accidents procedure 5. Project GRM
Outputs/ Pre-construction phase/design preparation phase:	<ol style="list-style-type: none"> 1. Summary of feedback received during stakeholder engagement 2. Identification of critical risks and benefits of Sub-project implementation based on stakeholder feedback 3. Identification of Recommendations/Revisions to incorporate into Sub-project design when feasible 4. Informed stakeholder groups to provide meaningful feedback during Construction phase 5. Revised communication tools based on feedback received during pre-construction phase 6. Incidents and accidents procedures developed

Stakeholder Analysis for Pre-construction phase/design preparation phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Management staff of the judicial bodies	<ul style="list-style-type: none"> - Manage a higher quality/modern and less crowded facility - Satisfied staff due to the enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery 	<ul style="list-style-type: none"> - Resistance from staff to the relocation after construction - Resistance from staff for the fear that work environment and service for users will be negatively affected during relocation at the end of construction - Additional workload as a focal point for communication Sub-project activities with staff, PIU and implementing agencies 	<ul style="list-style-type: none"> - Efforts will be made to give logistical support during the relocation process - Improved facilities, better working conditions, and more efficient workflows - Providing clear timelines and updated information on Sub-project - Ensuring appropriate communication with public 	<ul style="list-style-type: none"> - Risks - Benefits - Technical documentation / design - Needs of vulnerable groups such as persons with disabilities, victims and witnesses - Interest/Concerns and conditions to participate in sub-project - Grievances and level of satisfaction regarding grievance resolution or non-resolution - Subproject SEP - ESMP and/ or ESMP checklist 	<ul style="list-style-type: none"> - Meetings with management staff - Preparation of materials with main information on sub-project - Phone and e-mail communication - GRM

Stakeholder Analysis for Pre-construction phase/design preparation phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			informing them on the relocation - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions - ESF policy and instruments		
Staff of the judicial bodies	- Enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery	- Resistance from staff to the relocation after construction - Resistance from staff for the fear that work environment and service for users will be negatively affected during relocation at the	- Efforts will be made to give logistical support during the relocation process - Improved facilities, better working conditions,	- Risks - Benefits - Technical documentation / design - Needs of vulnerable groups such as persons with disabilities, victims and witnesses	- Meetings and consultations to present construction plan, clarify doubts - Presentation of detailed design and construction plan - E-mail communication - GRM

Stakeholder Analysis for Pre-construction phase/design preparation phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
		end of construction	<p>and more efficient workflows</p> <ul style="list-style-type: none"> - Providing clear timelines and updated information on Project - Ensuring appropriate communication with public informing them on the relocation - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions 	<ul style="list-style-type: none"> - Interest/Concerns and conditions to participate in sub-project - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project and subproject GRM) - Subproject SEP - ESMP and/ or ESMP checklist 	

Stakeholder Analysis for Pre-construction phase/design preparation phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			<ul style="list-style-type: none"> - ESF policy and instruments 		
Judicial police staff	<ul style="list-style-type: none"> - Enhanced working environment including through improvement of safety and security measures 	<ul style="list-style-type: none"> - Dissatisfaction with the final design (when meeting all the needs is not feasible) - Dissatisfaction due to the potential impacts that may be caused by relocation after construction works (i.e. providing security especially during relocation) 	<ul style="list-style-type: none"> - Efforts will be made to give logistical support during the relocation process - Improved facilities, better working conditions, and more efficient workflows - Providing clear timelines and updated information on Project - Project and Sub-project level GRM 	<ul style="list-style-type: none"> - Technical documentation / design - Needs of vulnerable groups such as persons with disabilities, victims and witnesses - Interest/Concerns and conditions to participate in sub-project - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project and 	<ul style="list-style-type: none"> - Meetings and consultations to present and discuss sub-project design and solicit initial feedback, clarify doubts - Presentation of detailed design - E-mail communication - GRM

Stakeholder Analysis for Pre-construction phase/design preparation phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			<p>established to submit complaints, feedback, queries, suggestions</p> <ul style="list-style-type: none"> - ESF 	<p>subproject GRM)</p> <ul style="list-style-type: none"> - Subproject SEP - ESMP and/ or ESMP checklist 	
Current users of sub-project site premises	<ul style="list-style-type: none"> - Enhanced attractiveness of the Municipality due to new infrastructure - Better service delivery 	<ul style="list-style-type: none"> - Dissatisfaction due to relocation from currently used premises 	<ul style="list-style-type: none"> - Efforts will be made to provide adequate alternative premises and give logistical support during the relocation process ESF policy and instruments 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project and subproject GRM) - Needs of vulnerable groups such as persons with disabilities, victims and witnesses 	<ul style="list-style-type: none"> - Meetings - Mail - Phone - GRM

Stakeholder Analysis for Pre-construction phase/design preparation phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Vulnerable groups (persons with disabilities, victims and witnesses)	<ul style="list-style-type: none"> - Enhanced working environment including through improvement of safety and security measures and/or better service delivery - Current building less crowded and more opportunities minimize contact with offender, improve safety and privacy 	<ul style="list-style-type: none"> - Dissatisfaction with the final design (when meeting all the needs is not feasible) 	<ul style="list-style-type: none"> - Improved facilities, better working conditions, more efficient workflows and service delivery - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions - ESF policy and instruments 	<ul style="list-style-type: none"> - Technical documentation / design - Needs of vulnerable groups such as persons with disabilities, victims and witnesses - Interest/Concerns and conditions to participate in sub-project - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project and subproject GRM) - Subproject SEP 	<ul style="list-style-type: none"> - Meetings and consultations to present and discuss sub-project design and solicit initial feedback, clarify doubts - Presentation of detailed design - E-mail communication - GRM

Stakeholder Analysis for Pre-construction phase/design preparation phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
				- ESMP and/ or ESMP checklist	
MoJPADT and SGA, PIU	- Responsible for all stakeholder engagement activities	- External risks influencing timely implementation of project activities	- To continuously monitor and report on project activities	- Reports on project activities	<ul style="list-style-type: none"> - Regular meetings - Information through e-mail and phone - Reporting - preparation of materials with main information on sub-projects to provide correct and clear information

STAKEHOLDER ENGAGEMENT PLAN	
Construction phase <i>Timeframe: 2026/2027</i>	
Objectives for Construction phase: <ol style="list-style-type: none"> 1. Collect productive and meaningful feedback from key stakeholders on the sub-projects implementation 2. Activate coordination mechanisms to assure functioning of project and workers GRM 	
Activities for Construction phase: <ol style="list-style-type: none"> 1. Mobilize/implement Construction phase stakeholder engagement and communications activities 2. Collect, systematize and prepare responses on feedback received 3. Supervise adequate implementation and support of sub-project and grievance redress mechanisms 	
Inputs for Construction phase: <ol style="list-style-type: none"> 1. Communication tools: PPTs, leaflets, Information notices on construction sites, bulletin boards of judicial buildings 2. Construction workers GRM tools 3. Summary of Feedback received during construction phase 	
Outputs: <ol style="list-style-type: none"> 1. Stakeholders informed and engaged in sub-project implementation 2. Updating/revision of the rehabilitation/construction works course due to possible problems or modifications of plans 3. GRM tools for construction workers is functional 4. Monthly reports from construction companies inform semi-annual project reports 	

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Management staff of the judicial bodies (court presidents)	<ul style="list-style-type: none"> - Manage a higher quality/modern facility - Satisfied staff due to the enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery 	<ul style="list-style-type: none"> - Resistance from staff to the relocation after construction - Resistance from staff for the fear that work environment and service for users will be negatively affected during relocation at the end of construction - Additional workload as a focal point for communication sub-project activities with staff, PIU and implementing agencies 	<ul style="list-style-type: none"> - Efforts will be made to give logistical support during the relocation process - Improved facilities, better working conditions, and more efficient workflows - Providing clear timelines and updated information on Project - Ensuring appropriate communication with 	<ul style="list-style-type: none"> - Risks - Benefits - Technical documentation / design - Interest/Concerns and conditions to participate in sub-project - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM, Workers GRM) - Subproject SEP - ESMP and/ or ESMP checklist 	<ul style="list-style-type: none"> - Meetings with management staff - Preparation of materials with main information on sub-project - Phone and e-mail communication

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			public informing them on the relocation - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions,		
Staff of the judicial bodies	- Enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery	- Resistance from staff to the relocation after construction - Resistance from staff for the fear that work environment and service for users will be negatively affected during relocation at the	- Efforts will be made to give logistical support during the relocation process - Efforts will be made to minimize disturbances during construction	- Risks - Benefits - Technical documentation / design - Interest/Concerns and conditions to participate in sub-project - Grievances and level of satisfaction	- Presentation of detailed design and construction plan - E-mail communication

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
		end of construction - Concerns regarding temporary traffic disturbances linked to the reconstruction works and other negative impacts (i.e. noise, dust, temporary court inefficiencies due to construction work, availability of parking)	<ul style="list-style-type: none"> - Improved facilities, better working conditions, and more efficient workflows - Providing clear timelines and updated information on Project - Ensuring appropriate communication with public informing them on the relocation - Project and Sub-project level GRM established 	regarding grievance resolution or non-resolution (Project GRM, subproject GRM) - Subproject SEP - ESMP and/ or ESMP checklist	

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			to submit complaints, feedback, queries, suggestions		
Judicial police staff	<ul style="list-style-type: none"> - Enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery (including safety) 	<ul style="list-style-type: none"> - Resistance of the judicial police staff to the relocation after construction - Concerns regarding temporary traffic disturbances linked to the reconstruction works and other negative impacts (i.e. noise, dust, temporary court inefficiencies due to construction work, availability of parking) 	<ul style="list-style-type: none"> - Efforts will be made to give logistical support during the relocation process - Efforts will be made to minimize disturbances during construction - Improved facilities, better working conditions, and more efficient workflows 	<ul style="list-style-type: none"> - Risks - Benefits - Technical documentation / design - Interest/Concerns and conditions to participate in sub-project - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) - Subproject SEP 	<ul style="list-style-type: none"> - Enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			<ul style="list-style-type: none"> - Providing clear timelines and updated information on Project - Ensuring appropriate communication with public informing them on the relocation - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions 	<ul style="list-style-type: none"> - ESMP and/ or ESMP checklist - 	

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Lawyers and bar association, geodetic firms	<ul style="list-style-type: none"> - Improvement in access and efficiency of the infrastructure reflects in better service delivery and more efficient workflows 	<ul style="list-style-type: none"> - Resistance to relocation after construction - Fear that service will be negatively affected during relocation at the end of construction - General public not aware of relocation of services - Concerns regarding temporary traffic disturbances linked to the reconstruction works and other negative impacts (i.e. noise, dust, temporary court inefficiencies due to construction 	<ul style="list-style-type: none"> - Improved facilities, and more efficient services workflows - Efforts will be made to minimize disturbances during construction - Ensuring appropriate communication with public informing them on the relocation - Project and Sub-project level GRM established to submit complaints, 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) - Subproject SEP - ESMP and/ or ESMP checklist 	<ul style="list-style-type: none"> - Web site (MoJPADT, Court) - Information notices on construction sites - bulletin boards of judicial buildings

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
		work, availability of parking)	feedback, queries, suggestions		
Citizens and businesses, general public	- Improvement in access and efficiency of the infrastructure	- Resistance to relocation after construction	- Improved facilities, and more efficient	- Grievances and level of satisfaction regarding	- Web sites of implementing agencies, courts, cadastre office

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
	reflects in better service delivery and more efficient workflows	<ul style="list-style-type: none"> - Fear that service will be negatively affected during relocation at the end of construction - General public not aware of relocation of services - Concerns regarding temporary traffic disturbances linked to the reconstruction works and other negative impacts (i.e. noise, dust, temporary court inefficiencies due to construction work) 	<p>services workflows</p> <ul style="list-style-type: none"> - Ensuring appropriate communication with public informing them on the relocation - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions 	grievance resolution or non-resolution (Project GRM, subproject GRM)	<ul style="list-style-type: none"> - Information notices on construction sites - bulletin boards of judicial and municipal buildings

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Neighbouring buildings inhabitants	<ul style="list-style-type: none"> - Enhanced of attractiveness of the neighbourhood due to new infrastructure 	<ul style="list-style-type: none"> - Negative impact of construction works (traffic disturbances linked to the reconstruction works and other negative impacts i.e. dust, noise) 	<ul style="list-style-type: none"> - Efforts will be made during design and construction phase to limit the impact of construction work (dust, noise, traffic disturbances) - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Web sites of implementing agencies, courts, cadastre office - Information notices on construction sites - bulletin boards of judicial and municipal buildings

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Prisoners	<ul style="list-style-type: none"> - Improvement of judiciary services 	<ul style="list-style-type: none"> - Negative impact of construction works (dust, noise) 	<ul style="list-style-type: none"> - Efforts will be made during design and construction phase to limit the impact of construction work (dust, noise) - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) - 	<ul style="list-style-type: none"> - Information materials through Prison staff
Persons with disabilities	<ul style="list-style-type: none"> - New infrastructure designed to minimize barriers for persons with disabilities 	<ul style="list-style-type: none"> - Problems related to accessibility of the building and services during relocation 	<ul style="list-style-type: none"> - Efforts will be made to assure accessibility of building and services during 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution 	<ul style="list-style-type: none"> - Web sites of implementing agencies, courts, cadastre office - Information notices on construction sites (adapted to persons with disabilities)

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			relocation (providing logistical support) - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions	(Project GRM, subproject GRM)	- bulletin boards of judicial and municipal buildings (adapted to persons with disabilities)
Victims and witnesses	- Court buildings designed to minimize contact with offender, improve safety and privacy - Current building less crowded and more opportunities minimize contact with	- Dissatisfaction due to the potential impacts that may be caused by relocation (less spaces for safety and privacy)	- Efforts will be made to assure accessibility of building and services during relocation (providing logistical support) - Project and Sub-project	- Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM)	- Web sites of implementing agencies, courts, cadastre office - Information notices on construction sites - bulletin boards of judicial and municipal buildings

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
	offender, improve safety and privacy		level GRM established to submit complaints, feedback, queries, suggestions		
Local authorities	<ul style="list-style-type: none"> - Improvement in access and efficiency of the infrastructure reflects in better service delivery for citizens - Enhanced of attractiveness of the neighbourhood due to new infrastructure - 	<ul style="list-style-type: none"> - Negative impact of construction work (traffic disturbances linked to the reconstruction works and other negative impacts i.e. dust, noise) - Complaints from citizens due to eventual relocation of services or disturbances during relocation processes 	<ul style="list-style-type: none"> - Improved judiciary service delivery and efficiency enhancing attractiveness of the town - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions - Ensuring appropriate 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Meetings and consultations with local authorities - Preparing materials with main information on sub-projects to support local authorities - Providing materials for bulletin board of municipality (adapted for persons with disabilities)

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			communication with public informing them on the relocation		
Local and national media	<ul style="list-style-type: none"> - To inform general public about project activities and relocation of services 	<ul style="list-style-type: none"> - Correct and clear information on project activities not available 	<ul style="list-style-type: none"> - To provide correct and clear information on project activities if requested - To provide clear and timely information on relocation of services 	<ul style="list-style-type: none"> - Quality of material and Information provided 	<ul style="list-style-type: none"> - MoJPADT Press Service - Preparing materials with main information on sub-projects to provide correct and clear information
MoJPADT and SGA, PIU	<ul style="list-style-type: none"> - Responsible for all stakeholder engagement activities 	<ul style="list-style-type: none"> - External risks influencing timely implementation of project activities 	<ul style="list-style-type: none"> - To continuously monitor and report on project activities 	<ul style="list-style-type: none"> - Reports on project activities 	<ul style="list-style-type: none"> - Regular meetings - Information through e-mail and phone - Reporting - preparation of materials with main information on sub-projects to provide

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
					correct and clear information - Preparation of relocation plan (MoJPADT)
Contractors	- Gaining experience on how to execute construction that support improvement of the efficiency and the quality of the public service and that take into consideration WB environmental and social standards	- Low engagement or resistance from contractor staff in learning and adapting operation to WBs procedures related to E&S	- Organization of regular meetings for coordination among internal stakeholders (this include: MoJPADT and SGA, PIU, Supervising engineer, OHS specialist, construction project manager, designer)	- Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM, Worker GRM)	- Regular meetings among internal stakeholders - E-mail and phone communication
Supervision engineer	- Gaining experience on supervision of construction	- Low quality of design documentation and/or of	- Organization of regular meetings for coordination	- Grievances and level of satisfaction regarding	- Regular meetings among internal stakeholders - E-mail and phone communication

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
	that support improvement of the efficiency and the quality of the public service and that take into consideration environmental and social principles	contractors executing works -	among internal stakeholders	grievance resolution or non-resolution (Project GRM, subproject GRM, Worker GRM)	
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 and that take into consideration environmental	- Low quality of design documentation and/or of contractors executing works	- Organization of regular meetings for coordination among internal stakeholders	- Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM, Worker GRM)	- Regular meetings among internal stakeholders - E-mail and phone communication

Stakeholder Analysis for construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
	and social principles				
Occupational health and safety (OHS) specialist	<ul style="list-style-type: none"> - WB ESF as additional support to the occupational health and safety specialist 	<ul style="list-style-type: none"> - Low attention of contractors to the occupational health and safety during execution of works 	<ul style="list-style-type: none"> - Sub-project level GRM established to submit complaints, feedback, queries, suggestions or compliments during design and construction phase 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM, Worker GRM) - Findings after supervision / inspection 	<ul style="list-style-type: none"> - Regular meetings - E-mail and phone communication

STAKEHOLDER ENGAGEMENT PLAN	
Post-construction phase <i>Timeframe: 2028</i>	
Objective of Post-construction phase: <ol style="list-style-type: none"> 1. Collect productive and meaningful feedback from key stakeholders on the satisfaction of completed construction and the level of improvement of services 2. Collect productive and meaningful feedback from key stakeholders on the sub-projects implementation (i.e. the way sub-project design and construction phase were implemented) 3. Collect productive and meaningful feedback from key stakeholders on the level of satisfaction on grievance resolution during construction phase 	
Activities of Post-construction phase <ol style="list-style-type: none"> 1. Mobilize/implement post construction phase communications activities 2. Conducting stakeholder engagement 3. Collect, systematize, analyse and prepare responses on feedback received 	
Inputs for Post-construction phase: <ol style="list-style-type: none"> 1. Program of outreach for the sub-project level 2. Communication tools: Summary on sub-project, PPTs, press releases 	
Outputs/Outcomes of Post-construction phase: <ol style="list-style-type: none"> 1. Summary of feedback received during stakeholder engagement. 2. Identification of Recommendations/Revisions to incorporate into sub-project design in future project 	

Stakeholder Analysis for Post-construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Management staff of the judicial bodies	<ul style="list-style-type: none"> - Manage a higher quality/modern facility or less crowded facility - Satisfied staff due to the enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery 	<ul style="list-style-type: none"> - Resistance from court employees due to potential lack of satisfaction of works conducted - Lack of satisfaction of not relocating to new premises (of staff of judicial bodies staying in current building) 	<ul style="list-style-type: none"> - Improved facilities, better working conditions, and more efficient workflows 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Meetings - phone, and e-mail communication
Staff of the judicial bodies and cadastre	<ul style="list-style-type: none"> - Enhanced working environment - Improvement in access and efficiency of the infrastructure reflects in better service delivery 	<ul style="list-style-type: none"> - Resistance from court employees due to potential lack of satisfaction of works conducted - Lack of satisfaction of not relocating to new premises (of staff 	<ul style="list-style-type: none"> - Project and Sub-project level GRM established to submit complaints, feedback, queries, suggestions 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Meetings

Stakeholder Analysis for Post-construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
		of judicial bodies staying in current building)			
Judicial police staff	<ul style="list-style-type: none"> - Enhanced working environment including through improvement of safety and security measures 	<ul style="list-style-type: none"> - Resistance from court employees due to potential lack of satisfaction of works conducted) - Lack of satisfaction of not relocating to new premises (of staff staying in current building) 	<ul style="list-style-type: none"> - Improved security and safety conditions 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Meetings
Lawyers and bar association	<ul style="list-style-type: none"> - Improvement in access and efficiency of the infrastructure reflects in better service delivery and more efficient workflows 	<ul style="list-style-type: none"> - General public not aware of relocation of services - Lack of satisfaction of works conducted 	<ul style="list-style-type: none"> - Improved facilities, and more efficient services workflows - Ensuring appropriate communication with public informing 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Mail or phone communication as answer to eventual grievances

Stakeholder Analysis for Post-construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
			them on the relocation		
Citizens and businesses, general public	<ul style="list-style-type: none"> - Improvement in access and efficiency of the infrastructure reflects in better service delivery and more efficient workflows 	<ul style="list-style-type: none"> - General public not aware of relocation of services - Lack of satisfaction of works conducted 	<ul style="list-style-type: none"> - Improved facilities, and more efficient services workflows - Ensuring appropriate communication with public informing them on the relocation 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Mail or phone communication as answer to eventual grievances
Persons with disabilities	<ul style="list-style-type: none"> - New infrastructure designed to minimize barriers for persons with disabilities 	<ul style="list-style-type: none"> - Lack of satisfaction of works conducted (refurbishment and/or renovation) and / or on improvement of services 	<ul style="list-style-type: none"> - Improved efficiency and modernized facilities which provide greater comfort and better accessibility 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Mail or phone communication as answer to eventual grievances

Stakeholder Analysis for Post-construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
Victims and witnesses	<ul style="list-style-type: none"> - New infrastructure designed to minimize contact with offender, improve safety and privacy - Current building less crowded and more opportunities minimize contact with offender, improve safety and privacy 	<ul style="list-style-type: none"> - Lack of satisfaction of works conducted (refurbishment and/or renovation) and / or on improvement of services 	<ul style="list-style-type: none"> - Improved efficiency and modernized facilities which provide greater comfort and better accessibility 	<ul style="list-style-type: none"> - Grievances and level of satisfaction regarding grievance resolution or non-resolution (Project GRM, subproject GRM) 	<ul style="list-style-type: none"> - Mail or phone communication as answer to eventual grievances
Local and national media	<ul style="list-style-type: none"> - To inform general public about project activities and relocation 	<ul style="list-style-type: none"> - Correct and clear information on project activities not available 	<ul style="list-style-type: none"> - To provide correct and clear information on project activities if requested 	<ul style="list-style-type: none"> - Quality of material and Information provided 	<ul style="list-style-type: none"> - MoJPADT and SGA Press Service - Preparing materials with main information on sub-projects to provide correct and clear information
MoJPADT and SGA, PIU	<ul style="list-style-type: none"> - Responsible for all stakeholder 	<ul style="list-style-type: none"> - External risks influencing timely 	<ul style="list-style-type: none"> - To continuously monitor and 	<ul style="list-style-type: none"> - Reports on project activities 	<ul style="list-style-type: none"> - Regular meetings - Information through e-mail and phone

Stakeholder Analysis for Post-construction phase					
Stakeholders	Benefits	Risks	Key Messages	Areas where Feedback is Sought	Methods for Engagement
	engagement activities	implementation of project activities	report on project activities		<ul style="list-style-type: none"> - Reporting - preparation of materials with main information on sub-projects to provide correct and clear information

6. 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.

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 are 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 at the level of the project is the PIU Social Specialist:

Marija Herceg Selandari

Marija.HercegSelandari.ext@mpu.hr

The point of contact for submitting initial grievance at the level of the subproject is the contracted supervising engineer that has the obligation to register, report, and track grievances in the location specific grievance log. The PIU Social Specialist, PIU members, 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 the project grievance log by the PIU Social Specialist.

In addition to Project GRM contractors and sub-contractors will ensure that a grievance mechanism is provided for all workers to raise workplace concerns. They will ensure that all such workers are informed of the grievance mechanism at the time of recruitment, and that the grievance mechanism is easily accessible to all workers.

CROSS CUTTING: Project Level Grievance Redress Mechanism (GRM)			
Types of potential grievances: <ul style="list-style-type: none"> - Dissatisfaction on the choice of the facilities - Dissatisfaction on the timeline of the implementation of project activities (they are not implemented in timely manner) - Dissatisfaction with the final design in terms of including ESF requirements and relevant guidelines for judicial infrastructure 	Process to Record, Process, Resolve, and Report: <p>Once a grievance is received, the PIU Social Specialist, PIU members and, if relevant, MoJPADT and SGA 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.</p> <p>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</p>	Responsible Party: MoJPADT, SGA, PIU	Tools: <ul style="list-style-type: none"> - Meetings - phone, and e-mail communication - materials with main information on sub-projects to provide correct and clear information

	Social Specialist will record the reason and inform the complainant with explanation.		
Sub-project (construction site) Level Grievance Redress Mechanism (GRM)			
Types of potential grievances: <ul style="list-style-type: none"> - Resistance due to potential impact of construction work on court staff working conditions (noise, dust, interruptions in heating, possible re-location, etc) in particular during relocation after construction - Additional workload as a focal point for communication sub-project activities with staff, PIU and Ministry (for management staff) - Dissatisfaction with the final design (when meeting all the needs is not feasible) - Dissatisfaction from the users due to relocation of services - Concerns regarding temporary traffic disturbances linked to the works and other negative impacts (dust, noise) 	Process to Record, Process, Resolve, and Report: <p>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.</p> <p>All grievances will be acknowledged within 7 days; and responded to no later than 30 days.</p> <p>In line with the 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</p>	Responsible Party: <p>MoJPADT, SGA, PIU, Contractor. Supervising engineer, Construction project manager; OHS specialist</p>	Tools: <ul style="list-style-type: none"> - Meetings - phone, and e-mail communication - materials with main information on sub-projects to provide correct and clear information - Survey - Open day

	(contractor and subcontractor obligations) the concrete actions to be implemented in order to resolve the grievance will be undertaken by the Contractor and/or Supervising engineer, and/or Construction project manager and/or OHS specialist that will inform the MoJPADT and SGA / PIU. This is not the case if the grievance is deemed as non-relevant (not occurred because of project related activities). In this case the PIU Social Specialist will record the reason and inform the complainant with explanation.		
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Annex – Project description and project components

The Government of Croatia has made steady progress in land and justice sector reforms, including with the support of the Integrated Land Administration Systems Project (ILAS) (P122219) and the Justice for Business Project (J4B) (P167247) funded by the World Bank. At its core ILAS aims to build functional land administrations systems to benefit systems by strengthening property rights, enhancing delivery of land administration services, increasing land data, and reducing costs of registration. The Project contributes to improving the delivery of justice services to citizens and businesses and simplification of business regulatory procedures. Despite progress in these sectors obstacles to development persist. With cadaster and land registry functions under separate entities the importance of functional integrations is of key importance for Croatia. The effectiveness of court case processing remains below EU standards set by European Commission for the Efficiency of Justice (CEPEJ) and e-services can be increased. Outdated and poorly maintained court, and cadaster and registry offices infrastructure do not adequately meet the needs of citizens and businesses, or service providers, with offices often scattered across locations. The activities of the Integrated Land Administration and Justice Services Project build upon the achievements of previously funded World Bank projects aiming at the development objectives of increased digitization, institutional integration, and improved services for citizens. The proposed implementing agencies of the Project are the Ministry of Justice, Public Administration and Green Transition (MoJPADT) and the State Geodetic Administration (SGA).

The Project Development Objective is to improve functional integration of land administration and court institutions to enhance services for citizens. In order to reach the development objective the Project will include 6 components.

Component A. Integrated Digital Land Registry and Court Services will finance activities that will support the digitization and integration of land registry court data and services. It will continue the digitization of paper and land registry and court records, making them more resilient to disaster and more easily shareable through the Joint information system (JIS) and other online systems.

Component B: Integrated Digital Services of State Registers and Geospatial will support enhanced geospatial data. Data from about two-thirds of counties in Croatia are not yet included in the infrastructure cadaster. Mapping and recording the location of infrastructure supports land use planning.

Component C: Further Digital Integration of Land Register and Cadaster includes enhancements to the JIS and One Stop Shop (OSS), such as: (i) improving data quality and maintenance; (ii) recording of real property prices; (iii) simplifying online access to land records; (iv) upgrading of mobile apps (My Properties); (v) simplifying the process of recording construction rights; (vi) further digitization of cadaster processes; and (vii) extension of JIS access to lawyers.

Component D: Integrated Court, Land registry Offices (LRO) and Cadaster offices (CO) Infrastructure will provide construction of court, registry and cadaster infrastructure to international and EU standards to support improved service delivery and establishment of a new structure for addressing appeals of land disputes. This component would support construction of new infrastructure to support integrated cadaster, land registry and court services and establish a Land Court of Appeals. This component will support construction of new infrastructure in areas possibly to include Novska, Rijeka, Bjelovar and Velika Gorica. This component will also support provision of new ICT cabling to improve digital services in thirty COs.

Component E: Institutional capacity building, policy analysis, and Project Management will support Project Implementation Unit (PIU) operations and Monitoring and Evaluation (M&E) activities. It will also finance capacity building programs and the implementation of public awareness campaigns and customer satisfaction surveys. Capacity building programs to be financed via Component E will include topics such as (i) cadaster and land registry laws; (ii) individual reconciliation of cadaster and land registry data; (iii) land registry renewal; (iv) joint cadaster and land registry procedures; (v) use of MoJPADT and SGA e-services by public and professional users; and (vi) management training.

Annex II - Description of the current state

The project involves constructing a new public building to accommodate the Judicial bodies, specifically the Commercial Court, County State Attorney's Office, and Municipal State Attorney's Office. The primary objective is to alleviate overcrowding in the current judicial building (Palace of Justice) in Bjelovar, which presently houses all judicial bodies, including the Municipal, County, and Commercial Courts, as well as the Municipal and County State Attorney's Offices and the Prison. The new building will be constructed on the same plot as the existing judicial building in Bjelovar, adjacent to it, at Šetalište dr. Ivše Lebovića, 43000 Bjelovar, on cadastral plot no. 3143/1. The proposed structure will be a standalone building featuring a basement, raised ground floor, and three stories. It will house the Commercial Court, the Municipal State Attorney's Office, and the County State Attorney's Office.