

**EU INSTRUMENT FOR PRE-ACCESSION (IPA) ENERGY SECTOR
PROGRAM PHASE 4 PROJECT
GRIEVANCE MECHANISM**

The main objective of a Grievance Mechanism (GM) is assisting to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GRM:

- Provides affected people venue for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

Ministry of Energy and Natural Resources of Türkiye (MENR) has online communication and project GM in place and approved policy documents to regulate and address grievances of all project stakeholders. The project specific grievance mechanisms will be open to the use of all stakeholders and it can be used to deliver any possible message, complaint and/or suggestion by any stakeholder or affected people. In the context of the Project it is expected to receive any kind of feedbacks from all stakeholders. The project GRM for all project stakeholders is accessible via MENR Project Implementation Unit's (PIU) official website and aims to collect and address grievances of all stakeholders. The responsible body governing this grievance process is the PIU itself. Please see the contact information for the grievance mechanism here:

PROJECT IMPLEMENTATION UNIT

Phone : +90 312 546 46 46 / Extension: 5703

E-Mail : dia2@enerji.gov.tr

Website :

<https://enerjiprojeleri.eu/tr/6/iletisim> (Turkish link)

<https://enerjiprojeleri.eu/en/21/contact-us> (English link)

All inquiries/grievances received are directed to the relevant responsible staff/department to be responded maximum within 30 days unless any other time period is required legally. Project GM will be used to submit complaints related to the overall management and implementation of the project, including: violation of project policies, guidelines, or procedures, including those related to child labor, health and safety of workers, work place harassment (mobbing, sexual harassment etc.).