



This project is funded  
by the European Union



**The technical assistance operation is financed under the EU IPA II Multi- Beneficiary Programme for Albania, Bosnia and Herzegovina, North Macedonia, Kosovo\*, Montenegro and Serbia.**

*\*This designation is without prejudice to positions on status and is in line with UNSCR 1244 and ICJ Opinion on the Kosovo Declaration of Independence*

# **Western Balkans Investment Framework Infrastructure Project Facility Technical Assistance 10 (IPF10)**

**AA-010071-001**

**WB21-SRB-TRA-01**

**Corridor X: Reconstruction of the existing and construction of the second track on the bypass railway line (Belgrade marshalling yard) Ostružnica- Batajnica**

**Feasibility Study, ESIA and Preliminary Design**

**Stakeholder Engagement Plan**

December 2025.



---

The Infrastructure Project Facility (IPF) is a technical assistance instrument of the Western Balkans Investment Framework (WBIF) which is a joint initiative of the European Union, International Financial institutions, bilateral donors and the governments of the Western Balkans which supports socio-economic development and EU accession across the Western Balkans through the provision of finance and technical assistance for strategic infrastructure investments. This technical assistance operation is financed with EU funds.

---

## Disclaimer

The authors take full responsibility for the contents of this report. The opinions expressed do not necessarily reflect the view of the European Union or the European Investment Bank.

This document is issued for the party which commissioned it and for specific purposes connected with the above-captioned project only. It should not be relied upon by any other party or used for any other purpose.

The contents of this report are the sole responsibility of the PLANET S.A. led IPF10 Consortium and can in no way be taken to reflect the views of the European Union.

We accept no responsibility for the consequences of this document being relied upon by any other party, or being used for any other purpose, or containing any error or omission which is due to an error or omission in data supplied to us by other parties.

This document contains confidential information and proprietary intellectual property. It should not be shown to other parties without consent from us and from the party which commissioned it.

## REPORT ISSUE RECORD

NAME OF SUBPROJECT	Corridor X: Reconstruction of the existing and construction of the second track on the bypass railway line (Belgrade marshalling yard) Ostružnica-Batajnica Feasibility Study, ESIA and Preliminary Design
SUBPROJECT REF	WB21-SRB-TRA-01
WBIF SC APPROVAL DATE	June 2019
APPROVED BUDGET	€1,289,550
BENEFICIARY/PROMOTER	Ministry of Construction, Transport and Infrastructure of Serbia (MCTI), JSC Serbian Railways Infrastructure (SRI)
SECTOR	Transport
COUNTRY	Serbia
LEAD IFI	EIB
OFFICERS RESPONSIBLE	Félix Ardiaca
RESPONSIBLE KEY EXPERT	Yanni Papapanagiotou
SECTORAL PROJECT MANAGER	Iro Dimitriadou
SUBMISSION DATE	December 8, 2025
ISSUE	2
REPORT TITLE	Stakeholder Engagement Plan

## Table of Contents

1. INTRODUCTION.....	11
1.1. Project Background .....	11
1.2. SEP Purpose and Goals .....	15
1.3. Summary of Potential Environmental and Social Impacts.....	16
1.4. Integration of the SEP with the ESIA Study and Related Documents.....	17
2. LEGAL FRAMEWORK .....	18
2.1. National Legislation .....	18
2.2. EIB Stakeholder Engagement Standards .....	19
2.3. Gap Between the Serbian Legal Framework and EIB ESS.....	19
3. STAKEHOLDER IDENTIFICATION AND ANALYSIS .....	20
3.1. Methodology For Identifying Affected Communities and the Project Aol .....	20
3.2. Project Affected Parties .....	21
3.3. Other Interested Parties .....	22
3.4. Vulnerable Groups.....	22
3.5. Stakeholder List.....	24
4. SUMMARY OF IMPLEMENTED STAKEHOLDER ENGAGEMENT ACTIVITIES .....	25
4.1. Disclosure of Scoping Report and its Non-Technical Summary .....	25
4.2. Consultations with the Representatives of Affected Municipalities, Local Communities and Public Bodies.....	26
4.3. Meetings With the Public Stakeholders about the new design of the Railway .....	28
4.4. Meetings in the Affected Municipalities .....	28
5. STAKEHOLDER ENGAGEMENT PROGRAMME.....	31
5.1. Disclosure Strategy.....	31
5.2. Planned Consultation Activities .....	32
5.3. Public Presentation of the Draft Detailed Regulation Plan.....	33
5.4. Exchange of Information and Communication Methods .....	33
5.5. Proposed Strategy of Vulnerable Groups Engagement.....	34
5.6. Update of the SEP.....	34
6. RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT PROGRAMME .....	35
7. GRIEVANCE MECHANISM .....	37
7.1. GM Overview .....	37
7.2. Grievance procedure and administration.....	38
7.3. SRI PIU Responsibilities on GM Functioning .....	39
8. REPORTING AND MONITORING.....	40

## Tables

Table 1 – Potential Environmental and Social Impacts.....	16
Table 2 – Other Interested Parties in the Project.....	22
Table 3 – Stakeholder Engagement Management Functions and Responsibilities.....	35
Table 4 – SRI PIU Contact Details.....	39
Table 5 – Stakeholder Engagement Performance Indicators .....	40

## Figures

Figure 1 – Pan-European corridors with Corridor X (yellow) as part of the Serbian railway network.....	11
Figure 2 – Serbian Corridor X rail network (with the Railway marked in red).....	12
Figure 3 – The Railway (red arrows) and the Project area.....	13
Figure 4 – Proposed Railway Crossings Layout.....	14
Figure 5 –The Project Area.....	15
Figure 6 – Consultations With Representatives of Affected Municipalities and Communities.....	27
Figure 7 – Consultations With Representatives of the Railway Sector.....	29
Figure 8 – Indicative GM Organisation in SRI.....	37

## Annexes

Annex 1 – Indicative List of Stakeholders
Annex 2 – Consultation Plan
Annex 3 – Stakeholder Engagement Log
Annex 4 – Records of Consultations with Public Authorities and Local Communities
Annex 5 – Grievance Registry Log Template
Annex 6 – Grievance Form

## Abbreviations

Abbreviation	Meaning
AC	Alternating Current
BCR	Benefit Cost Ratio
BMV	Belgrade Marshalling Yard
BRJ	Belgrade Railway Junction
CA	Contracting Authority
CAPEX	Capital Expenditure
CBA	Cost-Benefit Analysis
CD	Conceptual Design
CEB	Council of Europe Development Bank
CM	Country Manager
DG NEAR	Directorate-General for Neighbourhood and Enlargement Negotiations
DD	Detailed Design
DTL	Deputy Team Leader
EBRD	European Bank for Reconstruction and Development
EC	European Commission
EIA	Environmental Impact Assessment
EIB	European Investment Bank
EIRR	Economic Internal Rate of Return
ENPV	Economic Net Present Value
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
EU	European Union
EUD	European Union Delegation
FDR	Financial Discount Rate
FNPV	Financial Net Present Value
FRR	Financial Internal Rate of Return
FS	Feasibility Study
GHG	Greenhouse Gas
HQ	Headquarters
IFI	International Financing Institution
IFICO	IFI coordination office / EU Horizontal Support to Coordination with International Financing Institutions

Abbreviation	Meaning
IPA	Instrument for Pre-accession
IPF	Infrastructure Project Facility
IPF10	Infrastructure Project Facility -Technical Assistance10, 10th (current) contract
IR	Inception Report
JASPERS	Joint Assistance to Support Projects in European Regions
JNKE	Junior Non-Key Expert
KE	Key Expert
LARPF	Land Acquisition and Resettlement Policy Framework
LFI	Lead Financial Institution
MCA	Multi Criteria Analysis
MCTI	Ministry of Construction, Transport and Infrastructure
MD	Main Design
MIS	WBIF Management Information System
MLTPM	Medium-Long –Term Project Manager
NIPAC	National IPA Coordinator
NKE	Non-Key Expert
NPV	Net Present Value
PD	Preliminary Design
PFS	Pre-feasibility study
PIP	Project Implementation Plan
PIU	Project Implementation Unit
RAP	Resettlement Action Plan
SC	Steering Committee
SDR	Social Discount Rate
SER/SRB	Serbia
SEP	Stakeholder Engagement Plan
SNKE	Senior Non-Key Expert
SPM	Medium/Long Term Sector Project Manager
SRI	Infrastructure of Serbian Railways
SRPS	Serbian Standards
TA	Technical Assistance
TEN-T	Trans-European Transport Networks
TL	Team Leader

Abbreviation	Meaning
ToR	Terms of Reference
TRA	Transport sector
VOC	Vehicle Operating Cost
VoT	Value of Time
WBIF	Western Balkans Investment Framework



GLOSSARY	
<b>Area of Influence</b>	The geographic area, along with the people and communities within it, that may be affected by the project's activities either directly or indirectly, including impacts from related projects or other developments in the surrounding area.
<b>Consultation</b>	The process of sharing information, getting feedback and/or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.
<b>EIB Environmental and Social Standards (ESS)<sup>1</sup></b>	The EIB Environmental and Social Standards provide an operational translation of the policies and principles contained in the EIB Statement of Environmental and Social Principles and Standards and are grouped across 11 thematic areas covering the full scope of environmental, climate and social impacts and issues.
<b>Environmental and Social Impact Assessment (ESIA)</b>	The process of identifying, predicting, and evaluating a project's positive and negative environmental and social impacts on the biophysical and human environment. ESIA also involves identifying ways to avoid, minimize, mitigate, and compensate (including offsetting for environmental impacts and remedying social impacts) by applying the mitigation hierarchy. This process includes consultation with direct and indirect stakeholders and the development of an Environmental and Social Management Plan (ESMP) detailing how mitigation measures will be implemented.
<b>ESIA Study</b>	The formal document produced as the main output of the Environmental and Social Impact Assessment (ESIA) Process. The ESIA Study presents the project description, baseline conditions, the identification and assessment of potential environmental and social impacts, and proposed mitigation and management measures. It includes the Environmental and Social Management Plan (ESMP) and serves as a key basis for decision-making by authorities and stakeholders regarding the project's approval and conditions for implementation.
<b>Environment and Social Management Plan (ESMP)</b>	The plan which forms part of the ESIA and sets out the measures required to maximise the benefits of the Project, avoid, minimise, mitigate and offset (in case of environment) or remedy (in case of social impacts) any adverse environmental and social impacts, together with budget and cost estimates, sources of funding, and adequate institutional, monitoring, reporting and accountability arrangements capable of ensuring proper implementation of and regular feedback on compliance with the environmental and social management plan.
<b>Expert Team</b>	A team of experts engaged to conduct research and assist project's promoter in developing documents and implementing some of the stakeholder engagement activities.
<b>Local Community Office</b>	The smallest administrative unit in the Republic of Serbia, represented by President, Vice President or Secretary of the Office.
<b>Other interested parties (OIPs)</b>	Refers to individuals, groups, or organizations with an interest in the project, stemming from project location, its characteristics, its impacts, or matters related to public interest (for example: regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, cultural groups etc.)
<b>Project Implementation Unit (PIU)</b>	PIU refers to the working unit, formed by the promoter, which is responsible for coordination the execution of the project. In this project, promoter is organized through the SRI Department for the Implementation of EU-funded Projects.

<sup>1</sup> Source: <https://www.eib.org/en/publications/eib-environmental-and-social-standards>.

<b>Project</b>	The reconstruction of the existing and construction of the second track on the bypass railway line (Belgrade marshalling yard) Ostružnica – Batajnica.
<b>Project Promoter (Beneficiary)</b>	Refers to the responsible state agencies for project implementation, in this case Republic of Serbia Ministry of Construction, Transport and Infrastructure (MCTI) and Serbian Railways Infrastructure (SRI).
<b>Project Affected parties (PAPs)</b>	Includes those individuals, groups or local communities affected or likely to be affected by the Project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being or livelihoods.
<b>Resettlement Action Plan (RAP)</b>	The document consistent with the principles and objectives of IFI's resettlement policies in which responsible entity specifies the procedures that it will follow and the actions that it will take to mitigate adverse effects, compensate losses, and provide development benefits to persons and communities affected by the Project in certain area.
<b>Resettlement Policy Framework (RPF)</b>	A framework document that defines the principles and processes for managing land acquisition and resettlement impacts where exact project details are not yet known. It guides the preparation of future Resettlement Action Plan (RAP) to ensure fair compensation and livelihood restoration for affected parties.
<b>Stakeholder engagement</b>	Is the continuing and iterative process identifying, communicating and facilitating a two-way dialogue with the stakeholders. It considers the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges.
<b>Stakeholders</b>	Stakeholders are those who will be or are likely to be directly or indirectly affected, positively or negatively, by a project, as well as those who might have an interest in, or may influence, the project.
<b>Stakeholder Engagement Plan (SEP)</b>	A Stakeholder Engagement Plan is a formal plan that outlines how stakeholders will be identified, informed, consulted, and involved throughout the project lifecycle. The SEP defines the methods and frequency of engagement, roles and responsibilities, and how stakeholders' views will be taken into account. It also includes measures to ensure inclusive, culturally appropriate, and gender-sensitive participation, and describes the grievance mechanism available to stakeholders.
<b>Vulnerable groups</b>	Refers to people below the poverty line, the landless, the elderly, women and children, and those who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by resettlement and other Project activities than others or who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits.

## 1. INTRODUCTION

### 1.1. Project Background

In order to improve the efficiency and safety of railway transport, as well as to strengthen the country's connectivity with European transport networks, Serbia is investing significant resources in the reconstruction and modernisation of its railway infrastructure. These activities have continued in recent years through various development projects aimed at modernising and expanding national railway capacities.

The state entity responsible for managing these projects is “Serbian Railways Infrastructure”, a joint-stock company established by the Government of the Republic of Serbia to manage the public railway infrastructure at the national level (hereinafter: **SRI** or **the Promoter**).

The objective of this Project is the reconstruction of the existing and construction of the second track on the bypass railway line (Belgrade marshalling yard) Ostružnica – Batajnica (hereinafter: **the Section**). According to the current national categorisation, this railway is a single-track, freight, and main line, designated as line no. 111, and is located within the Belgrade Railway Junction (hereinafter: **the Railway**).

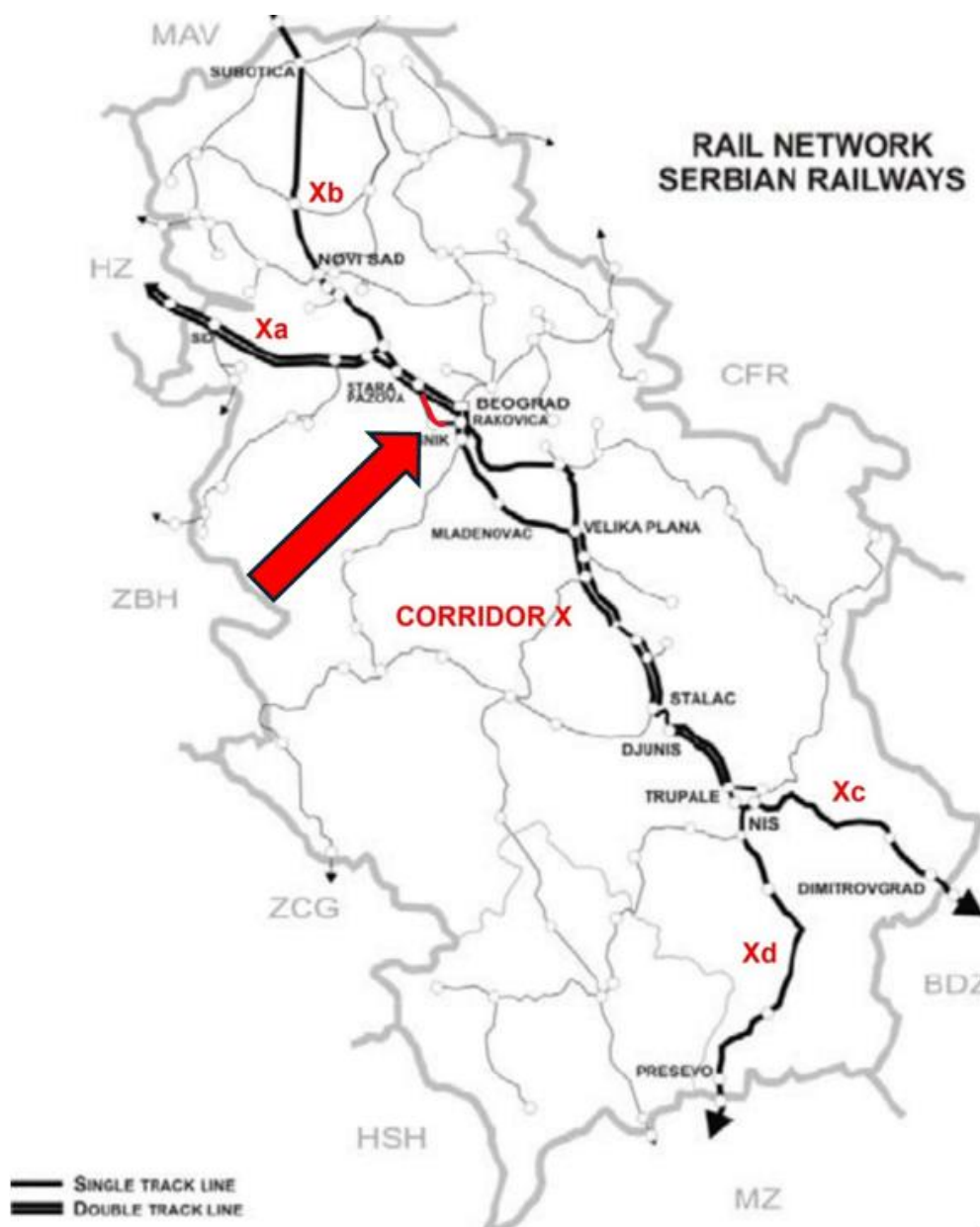
The Railway represents an integral section of the Pan-European Corridor X, which extends from Central Europe (Salzburg) to the Aegean Sea (Thessaloniki). As one of the main transport arteries in Southeast Europe, Corridor X is vital for regional connectivity, trade, and economic integration.

Figure 1 – Pan-European corridors with Corridor X (yellow) as part of the Serbian railway network



Within Serbia, the Corridor X comprises both passenger and freight components, several of which are under modernization with the support of international financial institutions, including the European Investment Bank (hereinafter: **EIB**). So, the reconstruction of this freight bypass line will enhance the overall corridor's capacity and efficiency, while reducing congestion through Belgrade.

Figure 2 – Serbian Corridor X rail network (with the Railway marked in red)

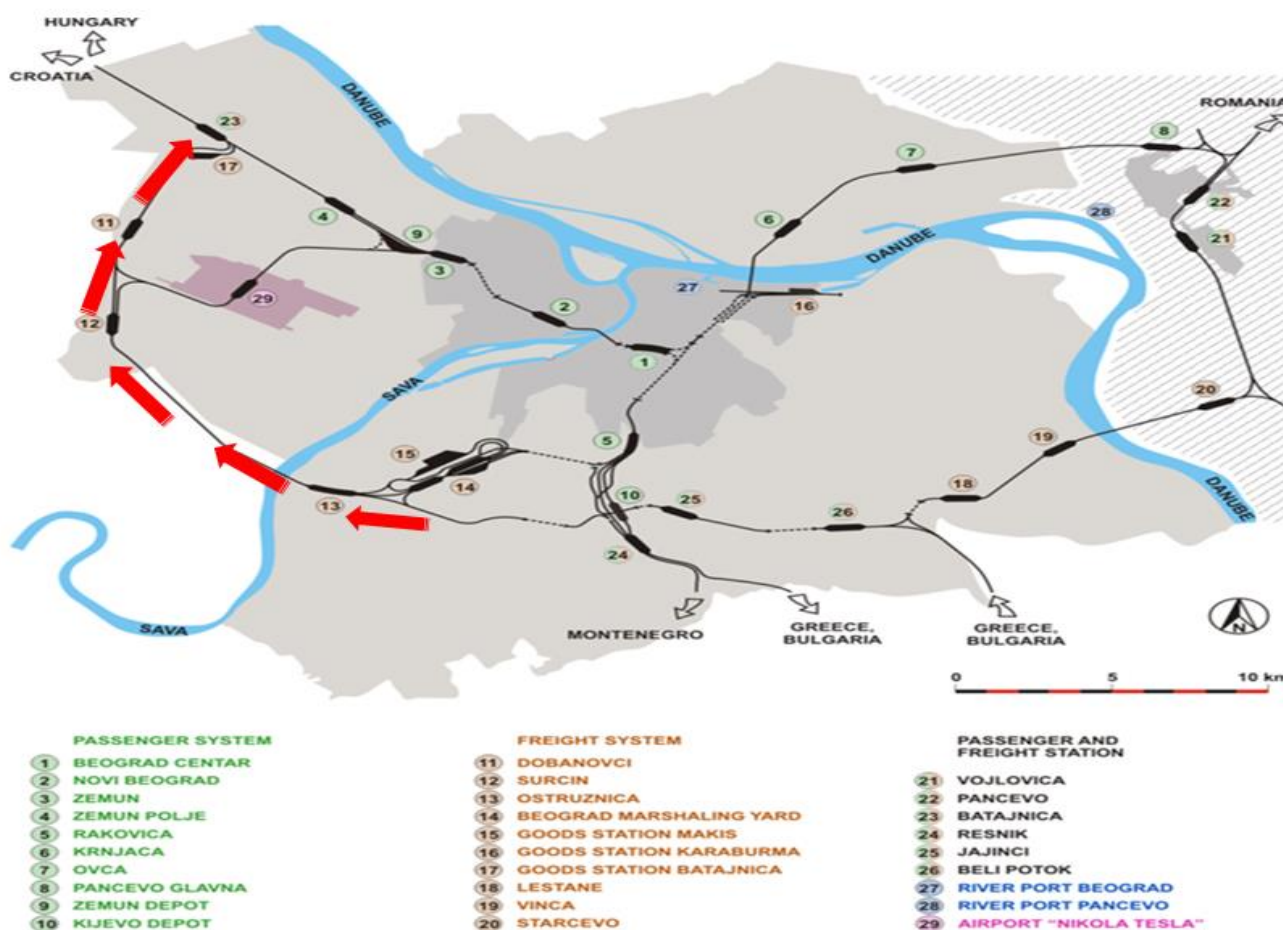


The Railway plays a key role in ensuring the uninterrupted flow of goods along Corridor X, providing a critical bypass for freight traffic around Belgrade. Together with other ongoing railway modernization projects in Serbia, the Railway contributes to the creation of a more efficient, interoperable, and sustainable transport corridor linking Central Europe with the Balkans and the Aegean region.

The Railway passes through the Belgrade city municipalities of Čukarica (2.3 km in length), Surčin (18.4 km in length), and Zemun (2.1 km in length), connecting these municipalities and their settlements - Ostružnica, Dobanovci, and Batajnica.



Figure 3 – The Railway (red arrows) and the Project area



The Ostružnica – Batajnica Railway Section was commissioned on 28 May 1967, while its smaller segment, from the Belgrade Marshalling Yard A to Ostružnica, has been operational since 2 August 1970. The Railway is electrified with a 25 kV, 50 Hz electric traction system and classified with axle load class D4. The existing track consists of 49E1 rails, wooden sleepers, 'K' type fastenings, and a conventional ballast bed.

Due to the current condition of the railway infrastructure, which requires significant upgrading, the Project will involve major works aimed at modernising and improving the line, including:

- Reconstruction of the existing track of the Railway along the Section in a length of 22.8 km.
- Construction of a second track between Ostružnica and Batajnica stations.
- Construction of a new double-track railway bridge over the Sava River in Ostružnica.
- Expansion of the necessary track capacities within Surčin railway station.
- Construction, reconstruction, and modernisation of electrical power facilities, overhead contact lines, telecommunications, and signalling and safety devices.
- Rehabilitation of buildings and facilities for staff and equipment (including the installation of container-type units if needed).

The Conceptual and Preliminary Design (hereinafter: **New Railway Design**) will be developed for freight traffic with a planned train speed of up to 120 km/h. The track centre distance will be 4.75m within the stations and 4.2m on the open line. The Project will ensure that the newly designed track forms a technological unit with the existing track and that all planned facilities are primarily implemented on railway land, while expropriation of private land will be carried out only as an exception and if necessary.

A new double-track bridge over the Sava River is planned. This means that the existing railway bridge will be demolished upon completion of the works, including its supporting piers. During construction, the old bridge will remain in use for railway traffic. After completion, traffic will be redirected to the new bridge structure, which will be located in the immediate vicinity of the old bridge, upstream. The supporting piers of the new bridge will be designed to ensure that their span across the navigable river does not reduce the existing navigable width.

The modernisation of the Railway includes the optimisation of level crossings and delevelling of those crossings where traffic load is determined to be high. On the current route, there are seven deleveld crossings and eight level crossings with the existing road infrastructure.

Under the Project, the existing delevled crossings will be retained, while of the eight level crossings, four will be closed, one will be delevled, and three will be reconstructed. Accordingly, the number of crossings over the Railway will be reduced from 15 to 11.

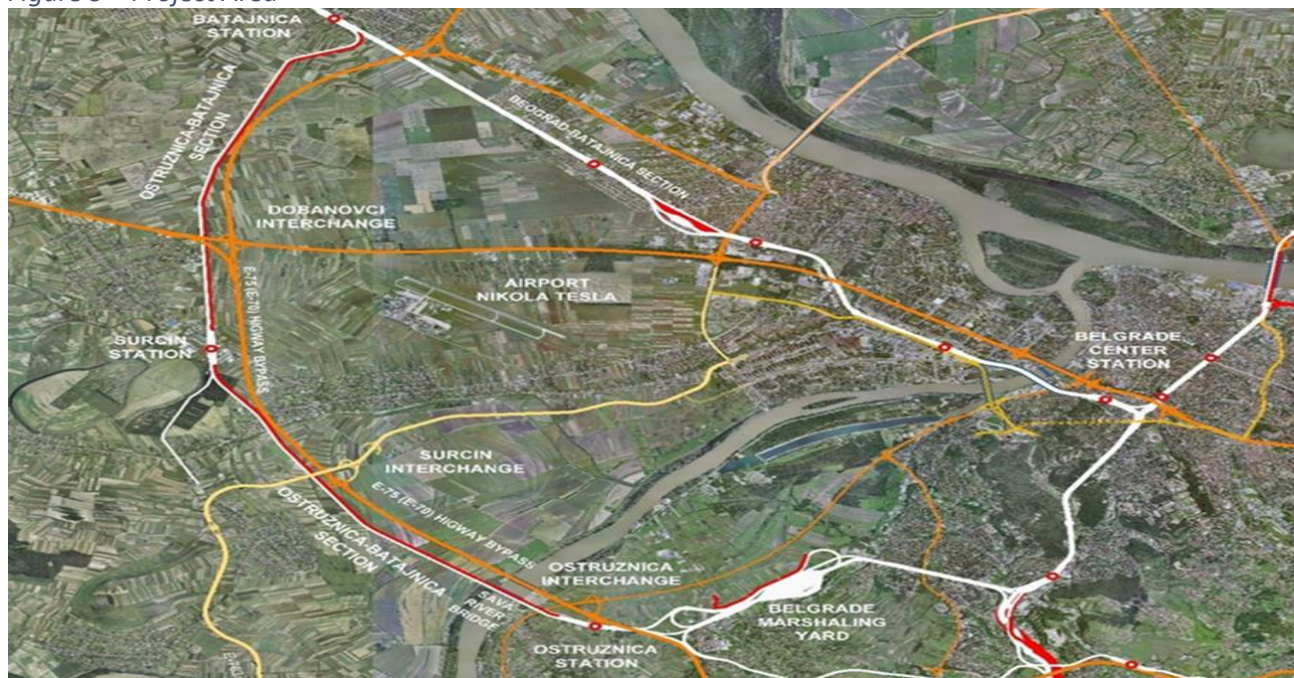
*Figure 4 – Proposed Railway Crossings Layout*



The Project impact area overlaps with the Railway corridor, the territories of settlements connected by the Railway and located in its immediate vicinity, as well as with the wider network of road and river transport routes near the Railway, which serve the daily needs of the population (educational, health, cultural, sports) and local economy.



Figure 5 – Project Area



In the course of the Project design, consideration has been given to other development projects in the area, primarily the EXPO 2027 project, which encompasses the construction of the national stadium in Surčin, the transport infrastructure associated with the “Nikola Tesla” International Airport, as well as the planned intersections of the railway with Belgrade Metro lines.

## 1.2. SEP Purpose and Goals

The Project is expected to be financed through a loan from the EIB, complemented by a substantial grant from the European Union. The activities proposed for potential EIB financing are subject to the Bank’s Environmental and Social Standards (hereinafter: **EIB ESS**). These standards are organized into 11 thematic areas, addressing the full range of environmental, climate, and social impacts.<sup>2</sup>

This Stakeholder Engagement Plan (hereinafter: **SEP**), in accordance with the Standard 2 of the EIB ESS, outlines the SRI’s responsibilities for the implementation of transparent and continuous engagement with Project stakeholders.

The key objectives of this SEP are:

- Adopting an inclusive and systematic approach to engaging constructively with stakeholders - persons and/or communities who are directly or indirectly affected by the Project, or those who may have interests in the Project and/or the ability to influence its outcome, either positively or negatively.
- Ensuring that stakeholders have timely access to information on the Project’s environmental, climate and/or social risks and impacts in a manner that is culturally appropriate and understandable to all stakeholders, including the vulnerable ones.
- Promoting and enabling the meaningful and free of coercion participation and input of stakeholders in project-related decision-making processes that may affect them, thereby seeking to build mutual trust and improve project outcomes.

<sup>2</sup> EIB ESS are available at: [https://www.eib.org/files/publications/eib\\_environmental\\_and\\_social\\_standards\\_en.pdf](https://www.eib.org/files/publications/eib_environmental_and_social_standards_en.pdf)

- Providing rights-holders with effective means to raise grievances and access remedies and promoting organizational accountability and continuous learning and improvement.

The role of this SEP is to develop and guide the SRI's plan of communication with all relevant stakeholders, to ensure effective stakeholder engagement during the Project life cycle and to enable collecting and exchanging of information necessary to prepare and conduct active measures which will annul or mitigate the Project's adverse impacts. The SEP will provide opportunities for communicating stakeholders' feedback, for their analysis and exchange of comments and concerns. Inclusive and meaningful public consultations for the Project will be arranged during the whole Project lifecycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation.

To allow the uptake of stakeholders concerns but also positive feedback during the Project lifecycle, the SEP foresees establishing an appropriate Grievance Mechanism for grievance resolution and redress.

### 1.3. Summary of Potential Environmental and Social Impacts

Potential environmental and social impacts at the Project level, which are initially identified during the scoping phase<sup>3</sup> and beyond, will be the main topics during the stakeholder engagement activities. Those impacts include, but are not limited to the ones mentioned in the Table 1 below.

Table 1 - Potential Environmental and Social Impacts

Potential environmental impacts	Potential social impacts
<ul style="list-style-type: none"> <li>■ <b>Temporary impacts on soil</b> – removal of topsoil, compaction, and potential contamination from machinery and materials.</li> <li>■ <b>Air quality deterioration</b> – dust and PM10 emissions during earthworks and construction activities.</li> <li>■ <b>Noise and vibration</b> – caused by machinery operation, piling, and increased traffic during construction.</li> <li>■ <b>Surface water pollution</b> – risk of sediment runoff, accidental spills, and wastewater affecting nearby water bodies.</li> <li>■ <b>Climate-related risks</b> – increased exposure to extreme weather events such as heatwaves and strong winds</li> <li>■ <b>Generation of construction waste</b> – including inert, hazardous, and municipal waste requiring proper management.</li> <li>■ <b>Impacts on biodiversity</b> – generally minor due to the urban and agricultural nature of the route, with further assessment needed in sensitive areas.</li> <li>■ <b>Visual and landscape changes</b> – temporary disturbances from construction; permanent changes limited to the existing railway corridor.</li> </ul>	<ul style="list-style-type: none"> <li>■ <b>Physical displacement</b> – Permanent demolition of residential or auxiliary structures.</li> <li>■ <b>Economic displacement</b> – Permanent and temporary loss of access to land, assets, income sources or means of livelihood.</li> <li>■ <b>Severance of communities and access restrictions</b> – Permanent change in the number and location of existing level crossings and temporary closure of local roads.</li> <li>■ <b>Community health and safety risks during construction</b> – Increased traffic, noise, labour influx and pressure on local services.</li> <li>■ <b>Adverse impacts on vulnerable groups</b> – Including potential displacement of informal settlements.</li> <li>■ <b>Sector-specific impacts on the railway system</b> – Potential service disruptions, safety concerns, and required system upgrades.</li> <li>■ <b>Impacts on cultural heritage</b> – Including registered and unregistered sites, and chance finds during construction.</li> <li>■ <b>Project's added value, community benefits, and support</b> – Local development opportunities, job creation, and improved public services.</li> </ul>

<sup>3</sup> Scoping Report is available at: [https://infrazs.rs/wp-content/uploads/2025/09/ESIA-Scoping-report-Ostruznica-Batajnica\\_eng.pdf](https://infrazs.rs/wp-content/uploads/2025/09/ESIA-Scoping-report-Ostruznica-Batajnica_eng.pdf)



The three key adverse social impacts of the Project, as identified to date, are:

- (i) **Land expropriation**, which requires special attention in relation to farmers who earn income from cultivating the land;
- (ii) **Potential physical displacement of vulnerable people** living in informal settlements along the railway line;
- (iii) **Permanent changes to the number and location of existing level crossings**, which are important for local people's everyday movement and economy, including agriculture activities.

#### **1.4. Integration of the SEP with the ESIA Study and Related Documents**

Given the expected impacts of the Project, and in line with the categorisation under the EIB Group Environmental and Social Policy, this Project falls under Category High Risk. This means that the Promoter is obliged to prepare and adopt an Environmental and Social Impact Assessment (ESIA) Study.

Objectives of the ESIA Study are to identify and assess potential environmental and social impacts associated with Project activities, covering both biophysical and socio-economic dimensions, and to define appropriate mitigation, enhancement, and monitoring measures.

Consultation and engagement with stakeholders represent a crucial activity for achieving the ESIA objectives. In this context, this SEP outlines the methods and timeline for public disclosure, meaningful consultation, and two-way information exchange to ensure effective stakeholder participation throughout the following Project activities:

- Conducting additional research and field surveys to complete a comprehensive baseline assessment of the Project area's environmental, social, and cultural heritage conditions.
- Identifying and assessing potential impacts on environmental, socio-economic, and cultural heritage resources (ESS 1, ESS 8).
- Defining mitigation and enhancement measures, together with environmental and social monitoring procedures.
- Developing an Environmental and Social Management Plan (hereinafter: **ESMP**) to guide the implementation of mitigation measures and performance monitoring.
- Preparing a Resettlement Action Plan (hereinafter: **RAP**) to address any anticipated physical or economic displacement.

At the time of preparation of this SEP, the ESIA phase is ongoing. The Promoter, with appropriate support from the engaged Expert Team, will implement the stakeholder engagement activities outlined in this document once the necessary Project documentation becomes available.

Following the official adoption of the Expropriation Study and the ESIA Study, SRI will prepare a RAP in line with the requirements of EIB ESS 5 to adequately manage and mitigate the anticipated displacement-related impacts.

## 2. LEGAL FRAMEWORK

From the Constitution of the Republic of Serbia down to an ample normative framework comprising the Serbian legal system, strong commitment and openness to stakeholder engagement is evident.

### 2.1. National Legislation

The list of key laws of the Republic of Serbia that prescribe the stakeholder and citizen engagement activities includes, but is not limited to:

**The Constitution of the Republic of Serbia (2006)** which proclaims the rule of law and social justice, principles of civil democracy, human and minority rights and freedoms, and commitment to European principles and values. Article 74 proclaims the right to healthy environment and grants the right to timely and comprehensive information on the state of the environment. At the same time, Article 46 guarantees the freedom of thought and expression, as well as the freedom to seek, receive and spread information and ideas through speech, writing, images or in any other way.

**The Law on Free Access to Information of Public Interest (2004)** states that governmental agencies and officials are required to provide each person with the possibility of receiving and becoming acquainted with documents of public interest, except in cases anticipated by law. The Law shall govern the rights of access to information of public importance held by public authorities, with a view to exercising and protecting the public interest to know and attaining a free democratic order and an open society. By virtue of this Law, access to information shall be granted to all stakeholders, including every natural person or legal entity upon written request unless otherwise regulated by the Law.

**The Law on Public Information and Media (2023)** stipulates that public information is free and is not subject to censorship, that the public has the right and the interest to be informed on issues of public interest, that monopoly in the media is not allowed, that information on the media is public.

**The Law on Environmental Impact Assessment (2024)** prescribes mandatory procedures for document disclosure and public consultations for projects with potential impacts on the environment and society, including a public hearing period of at least 40 days.

**The Law on Expropriation (1995)** enables state institutions to acquire property for projects deemed to be of public interest, while simultaneously protecting the interests of all persons with property rights whose property is slated for expropriation. The procedure involves the engagement of interested parties during the entire process, which begins with the declaration of public interest, until the payment of compensation. The Law on Expropriation prescribes the rights of affected owners to appeal at various stages of the expropriation procedure, beginning with administrative and judicial appeals (i.e. against the decision on determining public interest, the expropriation resolution and regarding type or value of compensation).

**The Planning and Building Act (2009)** proclaims two types of engagement and disclosure instruments for all spatial and urban plans. Early public insight and public insight are mechanisms through which interested stakeholders may acquire information on the basic concept and the proposition of the planning document. Documents are made available to the public during a disclosure window of 15-30 days followed by consultations.

**The ratified Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters** links environmental and human rights prescribing as a basic right of present and future generations to live in an environment adequate to health and wellbeing. The convention is focused on achieving this through the implementation of three pillars: rights of access to information, access to decision-making process and access to justice.

## 2.2. EIB Stakeholder Engagement Standards

EIB recognizes the importance of stakeholder engagement to ensure respect for the rights to:

- Access to information.
- Public participation in decision-making processes.
- Access to justice.

According to EIB ESS, the main elements of the Stakeholder engagement process are the following:

- **Stakeholder Identification and Analysis** - The first step in successful stakeholder engagement is the identification of various individuals and groups who (i) are affected or likely to be affected (directly or indirectly) by the Project (affected parties), or (ii) may have an interest or influence in the Project (other interested parties), with a specific attention to individuals and groups with vulnerable status.
- **Stakeholder Engagement Plan** - EIB's clients are required to develop a Stakeholder Engagement Plan that will outline how communication with identified stakeholders will be handled throughout project preparation and implementation, including the grievance procedure envisaged.
- **Information Disclosure** - Disclosure of relevant project information helps stakeholders better understand the risks, impacts and opportunities associated with the project.
- **Meaningful Consultations** - The consultation process with affected parties should be undertaken in a manner that is inclusive and culturally appropriate, and which represents the views and specific needs of various groups. Meaningful consultation will be carried out on an ongoing basis as the nature of issues, impacts and opportunities evolves.
- **Reporting** - Providing information to identified stakeholders, on an ongoing basis, appropriate to the nature of the Project and its adverse environmental and social impacts and issues, and the level of public interest throughout the life of the Project.
- **Grievance mechanism (GM)** - Establishment of an effective grievance mechanism to receive and facilitate resolution of stakeholders concerns and grievances.

## 2.3. Gap Between the Serbian Legal Framework and EIB ESS

The legal framework of the Republic of Serbia is mostly compatible with the requirements of the EIB ESS. However, to achieve compliance with the creditor's standards, SRI will additionally implement the following stakeholder engagement activities during the Project's life cycle:

- Development and implementation of the Stakeholder Engagement Plan.
- Identification of affected, interested and participating stakeholders and especially vulnerable groups and individuals.
- Organising meaningful consultations with PAPs and other interested parties.
- Timely establishment and implementation of the efficient Grievance Mechanism.
- Documentation and monitoring of all stakeholder engagement activities.

### 3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

The EIB ESS recognise two main categories of stakeholders relevant for project engagement and communication:

- **Project-Affected Parties** (hereinafter: **PAPs**) - Individuals, households, groups, and legal entities who are likely to be directly or indirectly affected by the Project through actual or potential adverse impacts on their physical environment, health, safety, cultural heritage, livelihoods, or overall wellbeing. This category includes both negatively affected parties (e.g. through displacement or restriction of access) and direct beneficiaries. PAPs may include residents of local communities, landowners, tenants, business owners, farmers, and other users of land or infrastructure within the Project's area of influence.
- **Other Interested Parties** (hereinafter: **OIPs**) - Stakeholders who may not be directly impacted by the Project but who have an interest in or influence over its planning, implementation, monitoring, or outcomes. This group may include governmental institutions and regulatory authorities, local administrations, academic and research institutions, non-governmental organizations, the media, professional associations, and private sector entities. OIPs may play roles in approval processes, oversight, public communication, or technical implementation.

In addition to these two categories, EIB-financed projects pay particular attention to the identification and inclusion of **vulnerable individuals, households, or groups**. In accordance with ESS 7 and ESS 5, these stakeholders may be disproportionately affected by project impacts or may face greater barriers in accessing project benefits or participating in engagement activities.

Vulnerable persons or groups may include, but are not limited to:

- Elderly and retired individuals
- Persons with disabilities or chronic illnesses
- Single-parent households
- Women<sup>4</sup> and children
- Individuals with low levels of literacy or digital literacy
- Households living below the poverty line and economically marginalized populations
- Minority ethnic or social groups (e.g. Roma communities)
- People with limited mobility or access to information and services.

Ensuring the meaningful participation in consultations and decision-making processes of vulnerable people will require the use of tailored communication tools, targeted outreach activities, and additional support mechanisms to overcome barriers to inclusion.

#### 3.1. Methodology For Identifying Affected Communities and the Project AoI

Stakeholder identification is an ongoing process that requires regular review and updating. To assist with the initial identification of the Project-affected communities, a set of spatial buffer and corridor width criteria has been applied in the determination of the Project Area of Influence (hereinafter: **AoI**).

---

<sup>4</sup> Women are often considered a vulnerable group in stakeholder engagement because they may rely disproportionately on public transport as their primary or sole means of mobility, and may face specific risks related to access, safety, and affordability. In addition, women's property rights can be less secure due to legal, cultural, or practical barriers, requiring special measures to protect their entitlements during land acquisition and resettlement processes.

The identification of the AoI is based on the locations of the Railway, associated infrastructure, public services and utilities, existing rail activities, the type and location of anticipated impacts and local population's movement and needs. The analysis of these factors indicates that the Project AoI can be located by combining a number of criteria:

- The existing railway corridor with associated railway infrastructure.
- 8m width left and right from the axes in rural areas and 6m in urban areas of the centreline of the outer rail  
(with an additional 4 m buffer zone) for land acquisition.
- 2km around the boundary of the designated physical footprint.
- Rail level crossings and access routes.
- Project-affected railway stations.
- Sava bridge, associated infrastructure and surrounding area.
- Any associated public or private facilities and transmission lines.
- Municipalities and communities affected by potential Project impacts.
- The temporary construction and permanent operation phase facilities.
- The impacts to cultural heritage features observed encompass a corridor of 0,5 km left and right of existing railway.

The defined Project AoI will be further reviewed and updated based on additional field surveys, stakeholder feedback, and regulatory requirements.

### 3.2. Project Affected Parties

PAPs include individuals, households, groups, and communities who are likely to experience direct or indirect impacts as a result of the Project's implementation.

In line with EIB ESS 5 and ESS 7, the following categories are considered as key PAPs for this Project:

- Households affected by land acquisition and resettlement.
- Businesses and employees experiencing economic displacement, including local farmers whose agricultural activities may be affected by land acquisition or restricted access.
- Residents of local communities located in areas where Project works will be carried out, who may be affected by:
  - Community severance i.e. the permanent removal or reduction of local level crossings,
  - Temporary access restrictions or reduced function of public utilities (e.g. water, electricity, gas), and
  - Health and safety risks during construction (e.g. noise, dust, construction traffic, labour influx).
- Vulnerable individuals, households, and groups, who may face disproportionate risks or barriers to participation in project-related processes.
- Municipal authorities and local communities directly affected by the Project, who play a role in permitting, coordination, public services, and community support.
- Railway sector stakeholders, including the public and private railway operators, and railway clients and users potentially affected by operational changes or infrastructure adjustments.
- Construction workers, particularly if recruited from abroad, may also be considered a potential PAP category due to possible labour influx and related accommodation or community interaction impacts.

### 3.3. Other Interested Parties

As noted above, OIPs are primarily legal entities, institutions, or organized groups who may not be directly affected by the Project's physical impacts but who have a stake in the Project due to their mandate, influence, interest, or role in its planning, approval, implementation, or monitoring.

The currently identified OIPs relevant to the Project are presented in the Table 2 below.

Table 2 – Other Interested Parties in the Project

OTHER INTERESTED PARTIES IN THE PROJECT	
Public Authorities and Institutions	Stakeholders having potential interest in or influence over the Project
<b>National level</b> <ul style="list-style-type: none"> <li>Ministry of Construction, Transport, and Infrastructure</li> <li>Ministry of Finance</li> <li>Ministry of Environmental Protection</li> <li>Ministry of Internal Affairs</li> <li>Ministry of Agriculture, Forestry and Water Management</li> <li>Ministry of Labour, Employment, Veteran and Social Affairs</li> <li>Ministry of Human and Minority Rights and Social Dialogue</li> <li>Ministry of Family Welfare and Demography</li> <li>National Council of the Roma National Minority of the Republic of Serbia</li> </ul> <b>City / Municipal level</b> <ul style="list-style-type: none"> <li>City Social Welfare Centre in Belgrade</li> <li>City Institute of Public Health Belgrade</li> <li>Secretariat for Traffic, City of Belgrade</li> </ul> <b>Public Enterprises and Agencies</b> <ul style="list-style-type: none"> <li>PE Roads of Serbia</li> <li>PE Roads of Belgrade</li> <li>PE Srbijašume</li> <li>Public Water Company (PWC) Srbijavode</li> <li>Water Management Enterprise Galovica</li> <li>Directorate for Inland Waterways "Plovput"</li> <li>Public Utility Company (PUC) Belgrade Waterworks and Sewerage</li> <li>Institute of Water Management "Jaroslav Černi"</li> </ul> <b>Financial Partners and Key Project Actors</b> <ul style="list-style-type: none"> <li>European Investment Bank</li> <li>JASPERS</li> <li>EU Delegation to the Republic of Serbia</li> <li>Engaged contractors and sub-contractors</li> </ul>	<b>Specialized institutes, cultural and scientific institutions</b> <ul style="list-style-type: none"> <li>Institute for the Protection of Cultural Monuments of Serbia</li> <li>Institute for the Protection of Cultural Monuments of the City of Belgrade</li> <li>Institute for Nature Conservation of Serbia</li> <li>Institute of Archaeology, Belgrade</li> <li>Natural History Museum Belgrade</li> <li>Faculty of Biology, University of Belgrade</li> <li>Faculty of Mining and Geology, University of Belgrade</li> <li>Faculty of Transport and Traffic Engineering, University of Belgrade</li> <li>Faculty of Forestry, University of Belgrade</li> </ul> <b>Civil society organisations and media</b> <ul style="list-style-type: none"> <li>Environmental Ambassadors for Sustainable Development</li> <li>Association of Roma of Surčin</li> <li>Forum Roma Serbia</li> <li>Hunting Associations of Surčin, Zemun and Čukarica</li> <li>Media (radio, newspapers, TV stations and internet portals - local and national)</li> </ul>

### 3.4. Vulnerable Groups

Understanding whether Project impacts may disproportionately affect vulnerable or disadvantaged individuals or groups, or whether such groups may be excluded from accessing Project benefits, is a key requirement under EIB ESS.



Meaningful engagement with these groups often requires the use of targeted measures and assistance to ensure their effective participation in project-related consultations and decision-making processes.

At this stage of Project development, the full scope and profile of vulnerable individuals and groups potentially affected by the Project is not yet finalized, as detailed data on land and structure acquisition (i.e. affected cadastral plots) remains to be determined, and additional surveys and consultations to be conducted. However, based on the initial screening and conducted engagement activities, the following categories have been preliminarily identified as potentially vulnerable to adverse impacts:

- Roma communities residing along the railway corridor in the Municipality of Surčin, due to their proximity to the infrastructure and existing socio-economic vulnerabilities.
- Farmers affected by land acquisition who do not have alternative sources of income or economic support.
- Other PAPs belonging to recognized categories of vulnerable individuals or households, including:
  - Elderly persons, retirees, and individuals with disabilities or chronic illnesses;
  - Women (particularly in relation to land and property rights), children without parental care, and single-parent-headed households (both male and female);
  - Households or individuals living below the poverty line, or belonging to economically marginalized or disadvantaged groups;
  - Persons with low literacy levels and/or limited digital skills.

As part of the ongoing ESIA and RAP preparation processes, these groups will be specifically considered, and tailored engagement approaches and support mechanisms will be developed to ensure that their rights and interests are protected, and that they are not left behind during project implementation.

**Roma Population:** The Roma population is recognized as one of the most vulnerable groups in the Western Balkans, including in the Republic of Serbia. Roma communities are often exposed to multiple forms of discrimination and exclusion, with limited access to socio-economic rights and services, including education, healthcare, housing, and employment. These vulnerabilities place them at greater risk of adverse impacts from infrastructure projects and may hinder their ability to benefit from project-related opportunities.

The presence of informal Roma settlements and substandard housing is anticipated in all three municipalities affected by the Project. However, the most significant potential adverse impact on the Roma population is expected in the Municipality of Surčin, where a Roma settlement is located in proximity to the existing railway corridor.

In accordance with the requirements of EIB ESS 5 and ESS 7, it is of critical importance that, during the ongoing socio-economic assessment and the preparation of key Project documents (such as the ESIA Study, ESMP, and RAP), Roma households residing near the railway to be:

- Properly identified and registered through inclusive and culturally sensitive fieldwork;
- Meaningfully consulted and actively engaged in the decision-making processes;
- Provided with adequate support and protection measures, designed and implemented in cooperation with municipal Centres for Social Work, relevant NGOs, and other competent institutions.

These efforts aim to ensure that potential displacement, loss of assets, or disruptions to livelihoods are mitigated through tailored solutions that respect the rights and dignity of Roma communities, and that promote equitable access to compensation, resettlement assistance, and development benefits.

**Gender issues:** The Stakeholder engagement activities will promote gender awareness. Considering the

results of the Scoping Report, at the beginning of the ESIA stage an initial gender gap assessment has been carried out to identify key barriers to gender-inclusive stakeholder engagement. However, during the meetings and consultations conducted so far, there were no negative observations relevant to gender equality regarding men's and women's engagement in the Project.

The findings of the gender analysis will be incorporated into further activities and measures of the Project, such as ESIA Study and RAP development. The Project will identify gender-specific project risks associated with traditional roles and provide a platform for women to also participate in decision-making and protect their rights.

In further identifying vulnerable groups within the project, an intersectional approach will be applied, taking into account the combination of social, economic, and demographic factors that may increase vulnerability. Special attention will be given to sexual minorities and potential barriers they may face, as well as the interaction of gender-related factors with other characteristics such as ethnicity, age, disability, and socio-economic status.

This analysis will support more targeted and inclusive engagement, communication, and protection measures for vulnerable groups, aiming to minimize the risk of discrimination or unequal treatment. Vulnerable groups, households and individuals affected by the Project will be confirmed and updated during the ESIA and subsequent stages. However, no indigenous people are found or expected in Project area, neither religious tensions are recognized.

### **3.5. Stakeholder List**

Stakeholder groups and their level of influence on the Project determine the type and frequency of engagement activities necessary for each group. The indicative list of stakeholders with their topics of interest, level of influence, methods of engagement and the entity responsible for engagement is given in Annex 1 of this SEP. This list will be periodically reviewed and updated as necessary during the ESIA process.



#### 4. SUMMARY OF IMPLEMENTED STAKEHOLDER ENGAGEMENT ACTIVITIES

The specific stakeholder engagement activities that have been undertaken so far include, but are not limited to:

- Meetings and communication exchange between SRI PIU, Expert Team, MTCI and other relevant public bodies about the New Railway Design and associated issues.
- Various e-mail correspondence, telephone communication, meetings, public consultations with adequate PPT presentations with the representatives of the affected municipalities, local communities and the railway sector.
- Expert (social and environment) desktop research and field surveys.
- Consultations and reporting to EIB.
- Media reporting.

The most important engagement activities undertaken to date and their influence on the development and implementation of the Project are summarized in the following lines:

##### 4.1. Disclosure of Scoping Report and its Non-Technical Summary

In October 2023, the SRI published on its website the Scoping Report in English and Serbian, and in January 2024, its Non-Technical Summary in Serbian<sup>5</sup> (hereinafter: **NTS**). NTS contains basic information about the Project, its characteristics, objectives and potential impacts, along with additional information on specific ecological, climate and social features of the Project area.

The publication of the Non-Technical Summary on the SRI's website was communicated to all interested ministries, agencies, public enterprises, academic institutions and local self-governments affected by the Project. They were invited to submit their comments and suggestions on the NTS content.

Relevant responses were received from the following institutions:

- **Institute for the Protection of Cultural Monuments of Serbia** – Provided information on cultural-historical areas and requested compliance with specific regulations during further design activities. As suggested, Institute for the Protection of Cultural Monuments of Belgrade was added to the stakeholder list.
- **Municipality of Zemun** – Requested technical clarifications on crossings and structures along the route and raised no objection during further consultations.
- **Public company "Srbijavode"** – Expressed no objection and reminded that all relevant legal and planning documents must be followed.
- **Municipality of Čukarica** – Submitted no objection and shared contact details of focal points.
- **Institute for Nature Conservation of Serbia** – Noted absence of protected areas in the Project zone but pointed out sensitivity for bird habitats.

All stakeholders who submitted comments or requested clarifications received timely and appropriate responses. A detailed overview of the comments and corresponding actions taken is presented in the Stakeholder Log - Annex 3.

---

<sup>5</sup> NTS is available at the link: [https://infrazs.rs/wp-content/uploads/2025/09/Netehnicki-rezime-lzvestaja-o-obimu-aktivnosti-ESIA-e-Batajnica-Ostruznica\\_sr.pdf](https://infrazs.rs/wp-content/uploads/2025/09/Netehnicki-rezime-lzvestaja-o-obimu-aktivnosti-ESIA-e-Batajnica-Ostruznica_sr.pdf)

#### **4.2. Consultations with the Representatives of Affected Municipalities, Local Communities and Public Bodies**

On 27 June 2024, representatives of the SRI PIU and the Expert Team held consultations with municipal officials, local community representatives, and other relevant public bodies regarding the planned changes to the number and layout of railway crossings along the Railway. Recognizing this as a key project impact on the local population and affected communities, the Promoter and the engaged experts presented the proposed changes to grade-separated and level crossings through a PowerPoint presentation and gathered feedback from national and local institutions on both the proposed solutions and the current situation.

The consultations followed a presentation delivered by the Expert Team, explaining the technical justifications for the removal, retention, or deleveling of individual road crossings. The discussion was structured around specific local issues raised by participants. The following key topics were discussed:

##### **■ Closure of Road Crossing at km 17+487 – Agricultural Access**

Representatives of Public Utility Company Surčin and the Municipality of Surčin expressed concerns about the proposed removal of the road crossing at km 17+487, emphasizing its role as the only access route to agricultural land. They noted that redirecting agricultural machinery to the planned overpass at km 15+231 would create difficulties due to the slow speed and size of the vehicles. It was agreed that the Municipality of Surčin would submit a formal request after reviewing the presented materials.

##### **■ Clearance of Underpass in Vojvođanska Street**

Representatives of the Municipality of Surčin pointed out that the clearance height at the planned underpass in Vojvođanska Street is insufficient. The Expert Team explained that the road level will be lowered, and drainage measures implemented to ensure adequate clearance.

##### **■ Early Issuance of Design Conditions for the Underpass**

The Expert Team highlighted the need for the Design Conditions to be issued before the official Location Conditions to expedite the process. A representative of Roads of Serbia confirmed that this is possible and advised the Expert Team to send an official letter to initiate the procedure.

##### **■ Request for Pedestrian Footbridge at km 12+732**

Representatives of Public Utility Company Surčin and the Municipality of Surčin asked whether a pedestrian footbridge could be designed where an informal pedestrian crossing is planned for closure. The Expert Team responded that this is outside the current Terms of Reference but advised that a formal request be submitted for possible inclusion in an expanded scope.

##### **■ Clarification of the Status of the Overpass at km 21+500**

Representatives of the Municipality of Zemun requested confirmation of the future status of the overpass near km 21+500. The Expert Team confirmed that this overpass and other delevelled crossings of the road infrastructure will be retained.

##### **■ Temporary Road Crossing for EXPO 2027 Logistics (km 8+350)**

Representatives of Public Utility Company Surčin referred to a previous request submitted to SRI regarding a temporary road crossing at km 8+350 for use during the construction of EXPO 2027 infrastructure. The Expert Team proposed considering an alternative location at km 9+322, where a permanent crossing is already planned and an existing unclassified road is available. It was agreed that Public Utility Company Surčin would review the proposed routing and confirm their position.

### ■ Safety and Vandalism Concerns Related to the Railway Corridor

Representatives of the Ministry of Internal Affairs noted that vandalism and damage to railway infrastructure in the local area are frequent. A representative of SRI confirmed these challenges. The Municipality of Surčin reported no such cases in its territory. A representative of the Ministry of Internal Affairs suggested organizing local awareness sessions to inform residents about railway safety, such as the use of optical instead of copper cables and the consequences of equipment damage.

### ■ Potential Displacement Impacts on Settlements Along the Railway Corridor in Surčin

A representative of the Surčin Municipality pointed out that the construction of the second railway track may affect certain residential areas located along the railway corridor, which could require land acquisition and, in some cases, potential resettlement. The Expert Team acknowledged this as a potential social risk, noting that actual impacts will need to be confirmed through expropriation studies and the development of RAP. The Municipality expressed readiness to support the Project in maintaining communication with potentially affected households and to facilitate transparent and inclusive engagement.

At this stage, communities' representatives have been informed about the potential impacts. All questions raised during the consultations received on-the-spot responses. Relevant issues have been documented and will be further addressed during further design phases. A full record of the meeting and a summary of all issues raised are provided in Annex 3.

In addition, on 13 May 2025, representatives of the SRI and the Expert Team held a follow-up consultation with representatives of the affected local self-governments and communities, joined by representatives of national authorities and the City of Belgrade. The meeting focused on the Project's key technical solutions, with particular attention given to the anticipated environmental and social impacts. The participants discussed technical issues related to railway design (stations, fencing, crossings), coordination with planned road infrastructure projects, and alignment with the requirements of public enterprises and state authorities. Particular emphasis was placed on traffic safety, the closure or adjustment of level crossings, and the need for inter-institutional coordination.

*Figure 6 – Consultations With the Representatives of Affected Municipalities and Communities*



The Expert Team representatives provided answers to all the above stakeholders' questions and shared their opinions on the proposals, while the requested documentation was delivered through subsequent written correspondence. The table with the questions and answers provided at the above-mentioned meeting is included in Annex 4.

During the consultations, contacts were exchanged, and information was provided about the next phases of the Project and the proposed channels of communication.

#### **4.3. Meetings With the Public Stakeholders about the new design of the Railway**

SRI and the Expert Team held a series of meetings with relevant public bodies from April 2023 to August 2025 to discuss the New Railway Design. These meetings have also influenced certain aspects of the final solutions:

- At the start of the design process, the plans were based on the available data, with the assumption that the clearance for ships under the bridge would remain roughly the same as it is now. However, on 31 October 2024, the Directorate for Inland Waterways (Plovput) issued new requirements indicating that additional clearance would be necessary. To meet these updated standards, the design was revised, and the bridge over the Sava River will be raised by 2.3 m.
- For the Surčin overpass, the design team worked with the Public Enterprise "Roads of Serbia" to review proposals for local road connections in that area. This cooperation resulted in a technical solution for the overpass zone that was agreed upon and approved by "Roads of Serbia".
- In December 2024, a meeting was held with representatives of PE "Srbijavode" to clarify the pre-project conditions for the new Sava River bridge, during which the expert/design team presented key project details and the draft conceptual design, while "Srbijavode" representatives confirmed the possibility of retaining the existing railway embankment subject to hydraulic calculations, provided technical guidance for improving the design, and subsequently delivered relevant technical documentation to support further project development.

An overview of the dates and discussion topics from the consultations held with representatives of public institutions about the new Railway design is available in the Stakeholder Log (Annex 3), as part of the continuous engagement process.

#### **4.4. Meetings in the Affected Municipalities**

In June 2025, the Social Expert engaged on the Project held meetings with representatives of the City Municipalities of Zemun, Surčin, and Čukarica, as well as with representatives of the Local Communities of Batajnica, Dobanovci, and Ostružnica.

All three meetings began with an overview of the Project, including its objectives, status, and planned construction activities; a review of documents already adopted and previous meetings held; information on Project financing and the application of the EIB ESS during project implementation, as well as a presentation of planned stakeholder engagement activities. Meeting participants were informed about the purpose of the SEP and upcoming consultations with residents of their respective local communities. The discussions focused on the anticipated impacts of the Project on local communities and the measures that may be undertaken to avoid or mitigate any negative effects.

The main conclusions of the meetings held in the municipalities regarding the Project's expected key socio-economic impacts are as follows:

- The key impacts of the Project in the territory of the Municipality of Zemun and the Local Community of Batajnica include economic displacement of farmers, the closure of the level crossing at Mladih Gorana Street, and water regulation canals maintenance.



- The key impacts of the Project in the Municipality of Surčin and the Local Community of Dobanovci include: economic displacement of farmers; potential physical displacement of Roma households; potential displacement of residents along the riverbank due to bridge construction; and overall issues related to traffic safety and the organization of construction works.
- The key impacts of the Project in the Municipality of Čukarica and the Local Community of Ostružnica include the closure of the level crossing at kilometre 4, the planned construction of a local road, and construction safety risks due to landslides.

Annex 4 provides information on the main topics discussed during the meetings in the municipalities, the perspectives of representatives of the affected communities regarding the Project's expected socio-economic impacts, and the key conclusions drawn from these discussions.

#### 4.5. Meeting with the Railway Sector

Representatives of the Expert Team and SRI regularly invited representatives of public and private railway traffic operators, as well as regulatory bodies in this field, to the consultations held as part of the Project.

In addition, a dedicated meeting exclusively with the railway sector was held on 5 November 2025, during which were presented technical solutions on the Railway line and at Ostružnica and Surčin stations of direct relevance to freight railway transport and its operators. The representatives of the operators provided comments on the proposed design, which can be summarised as follows:

- Surčin station – extend the station tracks to a minimum of 550 m and establish connections between tracks 1 and 2 and the Bečmen railway line.
- Surčin station – ensure one track for locomotive parking.
- Gradient of 10 ‰ – reduce the gradient of the track on the ascent to the Sava River bridge in the direction of Ostružnica, as the planned gradient requires a significant reduction in train weight.

In response to these proposals, the representatives of the Expert Team emphasised that, in the upcoming period, they will examine the possibilities for modifying the design related to Surčin station, while noting that the track gradient is determined by request of the Republic Agency for Inland Waterways "Plovput", due to which the railway grade line on the bridge had to be raised by 2.4 m compared to the existing one.

Representatives of SRI and the Expert Team exchanged contact details with representatives of the railway traffic operators to continue communication and address outstanding issues.

*Figure 7 – Consultations with Representatives of the Railway Sector*



\* \* \* \* \*

All the above-listed stakeholder engagement activities have been discussed between the Project Promoter and the Expert Team members during their regular coordination meetings, where the undertaken Project activities are reviewed and analysed.

Given the importance of the Project as recognised by the Government, a media campaign has been conducted to inform the general public about the Project. To date, there have been no protests from stakeholders or any third parties regarding the Project.

The above-mentioned activities demonstrate that the current draft of the Railway new design is the result of continuous information exchange and consultations with relevant public bodies and representatives of local communities. This shows that the Promoter has undertaken numerous measures to ensure that the draft design is technically aligned with the existing infrastructure, other planned projects, applicable legal regulations, and the future needs of the Republic of Serbia, the City of Belgrade, and the affected municipalities.

In the upcoming period, it is expected that citizens directly affected by the Project, as well as other interested stakeholders, will also have an opportunity to express their views on the draft design and the anticipated impacts of the Project through stakeholder engagement activities described in the following chapter.

## 5. STAKEHOLDER ENGAGEMENT PROGRAMME

The main activities of the planned stakeholder engagement include the timely disclosure of Project documentation, informing the interested public about the Project's characteristics and potential impacts, and direct consulting with affected communities and PAPs, including vulnerable ones. The objective of these activities is to establish an open and efficient dialogue with relevant stakeholders throughout the planning, implementation, and operational phases of the Project.

### 5.1. Disclosure Strategy

The timely disclosure of the Project documents primarily enables stakeholders to understand the Project's features and potential impacts. This activity also allows stakeholders to be informed about Project plans, actions and phases, giving them the opportunity to provide comments and feedback.

As standard practice, the SEP draft will be prepared and disclosed before the ESIA Study and RAP preparation. The draft of SEP will be disclosed electronically (in English and Serbian) and it will remain open for comments from interested parties 30 days at the websites of:

- SRI: <https://infrazs.rs>;
- The City of Belgrade and all affected municipalities: <https://www.beograd.rs/>, <https://zemun.rs/>, <https://surcin.rs/>, <https://www.cukarica.rs/>.

The drafts of ESIA Study and RAP will be disclosed (in English and Serbian) 30 days before the planned public consultations about these documents through the same websites also to seek feedback from stakeholders on its content.

The disclosure for each of these documents will include:

- Brief description of the Project.
- The respective draft of the document.
- Description of public consultation arrangements (if applicable).
- Ways of submitting comments and feedback.
- Key deadlines.

Printed copies of the ESIA Study and RAP (in Serbian language) will be made available in SRI, City of Belgrade and in every municipality premises 15 days before public consultation meetings.

Relevant OIPs (identified in Table 2 of this document) will be informed by email that the documents have been disclosed, how they can be accessed, and how their comments, questions, and queries can be submitted to SRI.

The comments received on all disclosed documents will be reviewed promptly by SRI and/or the Expert Team. Substantive comments will be considered and incorporated into the final versions of the documents, where relevant.

Once adopted, this SEP, the ESIA Study, and the RAP will be posted on the SRI website, as well as on the websites of the City of Belgrade and all affected municipalities and will remain available until the official completion of the Project.

## 5.2. Planned Consultation Activities

After this SEP adoption, the following stakeholder engagement activities will be carried out:

- i. **E&S Impact Assessment Meetings** will be held with PAPs from local settlements Ostružnica, Surčin, Dobanovci and Batajnica. These meetings will provide the opportunity for the affected local communities and individuals in the Project area to directly interact with planners, environmental, and social experts in order to learn more about the key aspects of the Project, the expected impacts, and the planned mitigation and improvement measures. The meetings will serve not only to inform the population in more detail about the Project but also to enable them to express their views on the anticipated impacts on their lives. The meetings will specifically address the expected impact of economic displacement on farmers.

**Focus Groups** - In parallel with the organization of these public meetings with local population, focus group discussions will be held with specific groups of the PAPs who require particular attention. At this stage, it is anticipated that the focus group will be organized only with Roma community residing along the railway corridor in the Municipality of Surčin in order to assess the potential impact of physical displacement and other expected risks. If deemed necessary, focus groups will also be organized with farmers particularly affected by economic displacement, as well as with any other groups of PAPs who may be significantly impacted by the project.

These focus groups are intended as a supplementary, targeted engagement activity in addition to regular stakeholder consultations. Continuous engagement with the Roma community and other vulnerable PAPs will be maintained, including regular updates, socio-economic surveys, and dialogue with NGOs and local authorities. As part of monitoring, the Project will assess the satisfaction of PAPs with resettlement outcomes, for example through follow-up surveys conducted one year after any relocation, to ensure that impacts are fully addressed and mitigated.

- ii. **ESIA Study Draft Disclosure** - A draft ESIA Study (including ESMP draft) will be prepared and made available for public review and comment as stipulated in subchapter 5.1.
- iii. **Draft ESIA Study Public Consultations** shall be organized in an inclusive, transparent, and accessible manner, ensuring that all affected and interested stakeholders have the opportunity to participate meaningfully. Consultations shall be held at locations and times convenient to the affected communities, with prior notice provided in Serbian and format that is understandable and culturally appropriate. The elected representatives in the affected municipalities and local communities have already confirmed that they will play an important role in organizing and communicating public consultation activities.

Public consultations will be announced at least 15 days in advance on the websites of the SRI and local municipalities. The subject documents will be timely posted on the websites of the SRI and local municipalities in the Serbian language. The Promoter shall document all feedback received during the consultations and demonstrate how stakeholder inputs have been considered in the finalization of the ESIA Study.

- iv. **Socio-economic Survey** (hereinafter: **Survey**) - Following the ESIA Study and Expropriation Study adoption, the Survey will be conducted in order to enable RAP preparation. During the Survey, an engaged social expert will identify and interview PAPs who are subject to temporary or permanent land acquisition, displacement from their homes, or economic displacement due to restricted access to livelihoods or land. The Survey will ensure that PAPs are informed in a timely manner about planned works and land acquisition and are given an opportunity to confirm their status, raise concerns, and participate in planning



mitigation measures. This process will support the design of a resettlement process that minimizes adverse impacts and respects affected parties' rights.

Given that the Survey will confirm vulnerability criteria and create a basis for tailored assistance and protection measures in the RAP, a particular attention will be given to vulnerable individuals and households. Overall, the survey will ensure that the RAP is developed in full compliance with EIB ESS 5, with special consideration of ESS 7, and aligned with good national practices.

- v. **RAP Draft Disclosure** - A draft RAP will be prepared and made available for public review and comment as stipulated in subchapter 5.1.
- vi. **RAP Draft Public Consultations** - The draft RAP shall be subject to public consultations carried out in line with the same principles set forth under point iii. above.

An overview of the planned stakeholder engagement activities, broken down by stakeholder groups, topics, engagement methods, timeframe, and location, is provided in Annex 2 of this SEP. This annex will be updated in subsequent Project phases, as necessary.

In addition to any consultations planned by this document, the SRI and Expert Team will be open to meeting with stakeholders at their request and enable them to raise issues in other ways than those prescribed in this SEP.

Throughout the entire process, the Grievance Mechanism (GM) will operate in parallel, ensuring that all stakeholders have the opportunity to submit concerns or complaints and receive timely responses.

### 5.3. Public Presentation of the Draft Detailed Regulation Plan

In accordance with the applicable legislation of the Republic of Serbia, the process of preparing and adopting planning documentation is a key step in the development of major infrastructure projects, including the modernization of the Ostružnica – Batajnica freight railway line. The preparation of the Detailed Regulation Plan (hereinafter: **DRP**) for this Project is carried out in line with the Serbian Law on Planning and Construction and relevant by-laws.

This process involves several phases, including the preparation of the draft plan, expert reviews, public disclosure, and the organization of public presentations and hearings. During the public presentation of the draft **DRP**, meetings will be held to present the plan to all interested stakeholders — including PAPs, OIPs, and the general public.

The public presentation is an important opportunity for PAPs, OIPs, local communities, and all interested citizens and organizations to express their views, submit comments, and make suggestions. All comments received will be reviewed and, where justified, integrated into the final version of the **DRP**, which will then be submitted to the competent authorities for formal adoption. So, this process ensures that the views of the local community, affected households, and other stakeholders are considered in shaping the Railway New Design and in planning measures to mitigate potential impacts.

With the adoption of the planning documentation, the conditions will be in place for further steps in the project development process, including finalization of the ESIA Study and preparation of other relevant documents in accordance with national legislation and EIB ESS.

### 5.4. Exchange of Information and Communication Methods

A range of stakeholder engagement methods will be used to ensure awareness-raising and meaningful consultation regarding Project activities. Information to alert stakeholders about upcoming events and

meetings, as well as organisational and logistical details, will be communicated through various channels, primarily including:

- **Public announcements** - The SRI with support of affected municipalities will place Project-related announcements in key public locations, such as bulletin boards at local municipalities/communities at frequently visited places.
- **E-mails** - When necessary and applicable, the SRI will inform (mainly public) stakeholders of the Project milestones and other current news.
- **Media announcements/notices** (primarily via local websites, radio and newspapers) - These will mostly concern provision of key information about the Project milestones and certain engagement events/meetings, especially public hearings.
- **Oral communications** - SRI and affected municipalities' representatives will inform PAPs and other community members about meetings to be organized in their municipality/local community.
- **Meetings and Focus Groups** will always be held within the affected communities, at accessible and familiar locations, scheduled in accordance with the communities' customs and needs to ensure they are well informed about the Project.

### 5.5. Proposed Strategy of Vulnerable Groups Engagement

The Project will implement special measures to ensure that disadvantaged and vulnerable groups, including households and individuals such as members of the Roma community in Surčin, elderly farmers, and persons with disabilities, have equal opportunities to access information, provide feedback, and submit grievances. Information will be made available in accessible formats, and multiple communication channels will be provided.

To engage vulnerable individuals, best practices from affected municipalities will be applied, including the use of local media, social networks, meetings in community offices and other suitable venues, as well as direct personal contact. All outreach and stakeholder engagement activities will be gender-sensitive and inclusive of marginalized groups.

Special efforts will be made to identify, reach, and meaningfully involve these groups through tailored communication methods, appropriate locations, and accessible formats. Feedback from all stakeholders, especially vulnerable groups, will be actively sought, documented, and integrated into decision-making. A functional grievance mechanism will ensure timely handling of concerns, with stakeholders kept informed of responses.

Drivers of vulnerability will be further assessed and detailed in the upcoming environmental and social impact assessment, building on the groups identified here.

### 5.6. Update of the SEP

This SEP serves as a roadmap for stakeholder engagement. Any major changes to the Project-related activities and to its schedule will also constitute a change calling for a reflection in the SEP. Updates should be clear and should demonstrate a means of engagement that is stakeholder specific.

## 6. RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT PROGRAMME

The SRI will be overall responsible for:

- Further planning and implementation of stakeholder engagement activities prescribed by this SEP, as well as other needed information exchange, disclosure and consultations.
- Grievance mechanism functioning.
- That sufficient human and budgetary resources have been allocated to the planned activities.

The following Table 3 prescribes the main management responsibilities during stakeholder engagement process.

*Table 3 – Stakeholder engagement management functions and responsibilities*

Actor	Stakeholder engagement responsibilities
SRI PIU	<ol style="list-style-type: none"> <li>1. GM implementing, including maintaining of the Grievance Registry Log</li> <li>2. Appointing SRI Community Liaison Officers</li> <li>3. Documents disclosure and preparation of content for SRI webpage</li> <li>4. Reporting on stakeholder engagement activities</li> <li>5. Monitoring and evaluation of the SEP implementation</li> <li>6. Secure that sufficient resources have been allocated to the planned activities</li> <li>7. Build relationship with the affected municipalities and other public entities relevant to the Project</li> </ol>
SRI Community Liaison Officers (SRI CLOs)	<ol style="list-style-type: none"> <li>1. Responsible for communication with local population and affected municipalities' representatives</li> <li>2. Support GM functioning in accordance with SRI PIU instructions</li> </ol>
SRI Media Centre	<ol style="list-style-type: none"> <li>1. Project promotion activities</li> <li>2. Engaging with media and other public stakeholders concerning their communication activities relevant to the Project</li> </ol>
City of Belgrade and affected Municipalities	<ol style="list-style-type: none"> <li>1. Support SRI activities related to organisation of public consultations, GM functioning and disclosure of the ESIA documents</li> <li>2. Receive any issue that may result in heightened concern and provide an early warning to the SRI PIU</li> </ol>
Expert Team	<ol style="list-style-type: none"> <li>1. Implementing the planned consultation and information exchange activities prescribed by this SEP until the adoption of RAP</li> <li>2. Maintain the Stakeholder Engagement Log until the adoption of RAP</li> </ol>

The material resources mobilized by the SRI will be:

- A Project specific area of the SRI website;
- A Grievance Registry Log and a Stakeholder Engagement Log (both electronic);
- Other material resources such as printed documents that will be used (documents, posters etc.), based on the Project needs.

To ensure successful SEP implementation, the Project will rely on the SRI's existing departments, information sharing avenues and internal procedures. If needed, the SRI will mobilize additional human and material resources to implement the SEP and manage the Grievance Mechanism.

Having in mind that this Project is expected to involve various contractors, the SRI will ensure the following through procurement documentation and agreements with contractors:

- **Positive relations:** The contractor shall maintain good relations with stakeholders, especially affected municipalities and local communities, by appointing a dedicated community liaison officer, holding information meetings when necessary, providing timely updates on construction activities, and promptly responding to any concerns or complaints.

- **Compliance with standards:** The contractor shall comply with the standards and obligations prescribed by this SEP, including the development and implementation of a contractor-specific Grievance Mechanism aligned with the existing SRI GM.
- **Competence:** The contractor's staff shall be appropriately organized, trained, and experienced to meet all stakeholder engagement standards and obligations.
- **Monitoring:** The contractor's stakeholder engagement activities shall be regularly monitored by SRI to ensure full compliance with agreed requirements.

After engaging contractors, part of the SRI PIU responsibilities can be transferred to the contractors. SRI will secure monitoring the compliance of the engaged contractors' activities with the provisions of this SEP.

Given the stage of the Project, the SEP will be updated as the Project evolves, and more management functions and responsibilities added.

## 7. GRIEVANCE MECHANISM

This part of the SEP provides basic information about the organization of the grievance mechanism (GM) for the Project, including steps for submitting a grievance, guidance how grievances will be processed and resolved, and what timeframes apply. It also provides contact details for submission and the grievance form (Annex 6).

### 7.1. GM Overview

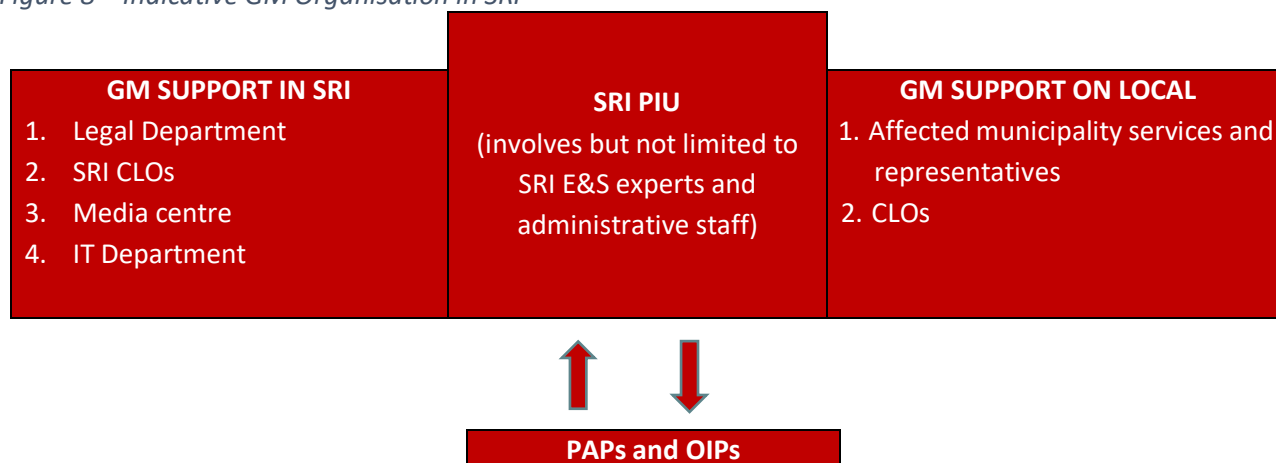
The SRI PIU will deal with the grievances arising from the on-going projects. The main role in the SRI PIU is assumed by its Manager, the SRI Environmental and Social Impact Manager and SRI Environmental Expert (together: SRI E&S Experts) supported by the administrative staff.

The GM should be a direct channel for handling stakeholder concerns, questions, proposals or grievances at all stages of the Project cycle. Matters referred to it may relate to:

- Actual damage, injuries or losses (or perceived damage).
- Unwelcome incidents including inappropriate behaviour of Project-related personnel.
- Project implementation that deviates from official plan.
- Complaints related to discrimination and harassment, including any concerns regarding inappropriate treatment of individuals based on gender, sexual orientation, ethnicity, or other personal characteristics, or cases of sexual exploitation and abuse.
- General concerns or comments relating to the Project.

The SRI PIU will be mainly responsible for grievance administration on the Project.

Figure 8 – Indicative GM Organisation in SRI



The SRI will cooperate with the Project-affected local governments in joint efforts to establishing functioning GM and informing stakeholders about the GM role and function, contact persons, admission channels and the procedures to submit a grievance.

Information about the GM accession will be available before the draft RAP disclosure at:

- SRI's and of all affected municipalities' websites.
- Bulletin boards at frequently visited places in affected local communities.
- At railway stations Ostružnica, Surčin and Batajnica.

The SRI will play a central role in the functioning of the Grievance Mechanism throughout all stages of the Project. However, during the construction phase, the engaged Contractor shall:

- Act as the main local focal point for direct communication with the local population.
- Receive and register grievances from community members in a timely manner.
- Promptly inform the SRI PIU of each grievance received.
- Support the SRI PIU in assessing and deciding on appropriate solutions for grievances.
- When necessary, implement the decisions and measures agreed with the SRI PIU to resolve grievances.

The SRI will establish channels of communication with the affected municipalities and the engaged Contractor, who will directly forward all relevant grievances received from local residents or organizations to SRI PIU.

The SRI will organize its Community Liaison Officers (CLOs) to cover local communities affected by the Project and help the SRI PIU in two-way communication with the PAPs and affected municipalities.

## **7.2. Grievance procedure and administration**

Any grievance can be brought to the attention of the GM via a grievance box, telephone, mail, e-mail, SRI CLOs, engaged contractor or affected municipality representatives. Logging a grievance with the GM does not preclude or prevent seeking resolution from an official authority, judicial or other at any time provided by the Serbian legal framework (courts, inspections, Ombudsmen etc.). All grievances can be filed anonymously.

Received grievances will be registered in a Grievance Registry Log and acknowledged within 7 days of receipt. The grievance classifying will be based on the characteristics of the grievant (e.g., vulnerable groups, persons with disabilities, etc) and the type of the grievance.

Once logged, the PIU Environmental and Social Impact Project Manager will conduct a rapid assessment to verify the nature of grievances and determine on the severity. Within 7 days of receipt, grievance will be assigned to the appropriate employee or department within SRI, the Consultant, or the Supervising Engineer. The grievant will be acknowledged that their case has been registered and will be promptly informed about the planned actions and the responsible unit (expert). The grievance will then be investigated by seeking to understand the issue from the perspective of the grievant and to identify the action he or she requires. The PIU Environmental and Social Impact Project Manager will investigate the facts and circumstances and articulate an answer to the grievant. The grievant should be informed about the decision no later than 30 days after the receipt of the grievance. In cases where grievances require the attention of other public agencies and institutions, or involve complex procedures, the 30-day deadline for resolution might not be feasible. Closing the grievance occurs after the implementation of the resolution has been verified. In case of emergency situations, all phases of this process will be shortened as much as possible.

The decision will give a clear assessment on the grievance, clear ruling and recommendations for fair remedy and propose measures to modify future conduct that caused the grievance as well as proposed measures to compensate if mitigation measures cannot remedy the harm or injury. The decision will be in writing and will be delivered to the person who filed the grievance as well as to any other person or entity to which the recommendation and measures will apply or is under obligation by Law. If the decision is accepted by the grievant, or if the SRI E&S Experts determine that urgent resolution is required, and if it is possible to resolve the issue, the GM shall act promptly and effectively.

The first-instance decision will include clear instructions on the right to appeal, allowing the complainant to submit an appeal via the GM within 15 days from the date of receipt of the decision. In such cases, SRI will establish a second-instance commission consisting of specialists of different profiles depending on the type of the grievance. Upon receipt of an appeal, SRI will ensure that the grievance is escalated to this commission for further review and a final decision within 30 days, whenever possible.

All grievances can be filed anonymously. In case of anonymous grievance, the department responsible for the subject of grievance will investigate the grievance and the final decision will be disclosed on the bulletin board where the grievance was submitted.

The SRI PIU will keep a Grievance Registry Log, which will include grievances received through all admission channels, containing all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. The personal data of each grievant will be protected under the Data Protection Law. The content of the Grievance Registry Log is presented as Annex 5.

The engaged contractor shall adopt its own GM procedure in accordance with this SEP at least 15 days before starting construction works. Engaged (sub)contractors will designate a person responsible for communicating with the SRI PIU and local population.

Stakeholders are encouraged to send all grievances, concerns and queries to the contact points below:

*Table 4 – SRI PIU contact details*

Description	Contact details
<b>Implementing agency:</b>	SRI
<b>Address:</b>	Nemanjina 6, 11 000 Belgrade, Serbia
<b>Contact person:</b>	Ana Kopren, Environmental and Social Impact Project Manager
<b>E-mail:</b>	<a href="mailto:info@stbat@srbrail.rs">info@stbat@srbrail.rs</a>

### 7.3. SRI PIU Responsibilities on GM Functioning

The SRI PIU will be responsible for:

- Implementing the GM procedures.
- Maintaining the Grievance Registry Log on the complaints received.
- Exchange information with affected municipalities, competent public bodies and engaged contractor about raised grievances.
- Summarizing and analysing the qualitative data and disclosing semi-annual GM reports to EIB.
- Monitoring outstanding issues and proposing measures to resolve them.

The semi-annual Project reports will include a section which provides updated information on the status of GM implementation.



## 8. REPORTING AND MONITORING

The Promoter is required to monitor the implementation of this SEP and the functioning of the Grievance Mechanism. SRI will report on both to the affected stakeholders, the EIB, and internally.

### Reporting:

- The SRI is responsible for informing each grievant of the outcome of their grievance and the measures taken to resolve it.
- When necessary, the SRI will use all available communication channels (such as public meetings, websites, media, and bulletin boards) to inform the affected local communities about the implementation of activities envisaged under this SEP. In case of expressed concerns, petitions, or notable public dissatisfaction, these additional community information activities will be urgently implemented to ensure timely and transparent communication with all affected stakeholders.
- Semi-annual reports on grievances, enquiries, or incidents, together with the status of corrective and preventive actions, will be compiled by the SRI PIU and submitted to the EIB. The SRI PIU shall also use this information to identify areas where stakeholder engagement needs to be strengthened and where additional financial or human resources or training may be required.
- The SRI PIU will ensure that SRI management is properly informed about the results of these reports in line with internal procedures. The Expert Team will support the SRI in the preparation of reports until the RAP is adopted.

### Monitoring:

A designated Social Expert will be engaged to monitor the implementation of this SEP during the construction phase considering the indicators in the Table 5 below. Detailed monitoring responsibilities, timelines, and reporting requirements will be defined in the ESMP.

The table below presents a comprehensive set of indicators related to stakeholder engagement performance, which will serve as the basis for the reporting and monitoring activities on the Project. The measurement of these indicators will primarily rely on information gathered through the Stakeholder Engagement and Grievance Registry logs.

*Table 5 – Stakeholder Engagement Performance Indicators*

Indicator	How will it be monitored	Responsibility	Frequency
<b>Engagement with affected parties</b>			
Number, date and location of meetings/consultations with PAPs and numbers of participants on the meetings	Minutes of Meetings	SRI PIU	Semi-annual
Vulnerable groups/individuals reached with Project information; number, date, location and type of meetings/communication with vulnerable groups/individuals	Minutes of meetings and surveys	SRI PIU	Semi-annual
Number of men and women that attended each of the meetings above	List of Attendees	SRI PIU	Semi-annual
For each meeting, number and nature of comments received, actions agreed, status of those actions and how the comments were included in the Project E&S management system or Project design	Minutes of Meetings	SRI PIU	Semi-annual



Engagement with other stakeholders			
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental and local departments, NGOs etc.)	Minutes of Meetings	SRI PIU	Semi-annual
Grievance Mechanism			
Number of grievances received disaggregated by complainant's gender and means of receipt (telephone, e-mail, discussion)	Grievance Log	SRI PIU	Semi-annual
Number of grievances received from affected parties and external stakeholders	Grievance Log	SRI PIU	Semi-annual
Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved and closed (iv) number of responses which didn't satisfy the complainants (v) number of grievances sent to the SRI second instance commission and court/other state bodies	Grievance Log	SRI PIU	Semi-annual
Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints	Grievance Log	SRI PIU	Semi-annual
Number of court cases filed by stakeholders bypassing the Project GM	SRI PIU/ Legal department database	SRI PIU	Semi-annual

# ANNEX 1 – INDICATIVE LIST OF STAKEHOLDERS

Stakeholders			Nature of interest/Role	Level of interest	Level of influence	Level of engagement
PAPS	Affected Individuals and groups	Population in the Project area directly affected by physical displacement and/or land acquisition	<ol style="list-style-type: none"> <li>Physical displacement and land acquisition (time, procedure and rights)</li> <li>Right to compensation for affected assets and losses</li> <li>Additional measures and assistance in restoration of livelihoods</li> <li>Grievance mechanism</li> <li>Railway and associated infrastructure design</li> </ol>	High	Medium	Consult
		Farmers and businesses (including thier employees) whose earnings are temporarily or permanently affected	<ol style="list-style-type: none"> <li>Business displacement and land acquisition (time, procedure and rights)</li> <li>Right to compensation for affected assets and losses</li> <li>Additional measures and assistance in restoration of business and employment</li> <li>Grievance mechanism</li> <li>Railway and associated infrastructure design</li> </ol>	High	Medium	Consult
		Affected municipalities, local communities, people residing and/or working along railway route and stations	<ol style="list-style-type: none"> <li>Expropriation process</li> <li>Loss of traffic infrastructure</li> <li>Limitation of utilities and public services</li> <li>Construction impacts (noise, dust, vibrations etc.)</li> <li>Duration of works</li> <li>Traffic organisation during works</li> <li>Labour influx and foreign workers</li> <li>Impacts to cultural heritage</li> <li>The Project's added value, benefits and support</li> <li>Grievance mechanism</li> <li>Railway and associated infrastructure design</li> </ol>	High	Medium	Consult
	Railway sector	Railway private and state freight transport operators	<ol style="list-style-type: none"> <li>Disruption of business and operation activities</li> <li>Traffic construction related impacts (noise, dust, vibrations, foreign workers etc.) and duration of works</li> <li>Traffic organisation during works</li> <li>Railway technical characteristics, traffic schedule and stations infrastructure</li> <li>Increasing safety and environmental benefits in terms of reduced GHG emissions</li> </ol>	High	Medium	Consult

WB21-SRB-TRA-01 Stakeholder Engagement Plan

Stakeholders			Nature of interest/Role	Level of interest	Level of influence	Level of engagement
OIPs	Government and Local Agencies, Institutions and Companies	Ministry of Finance	Loan Agreement oversight	High	High	Partner
		Ministry of Construction, Transport and Infrastructure	Main counterpart of the EIB for Project implementation and permitting authority	High	High	Partner
		Various Government and Local Inspections (such as Labour, Construction etc.)	Interested in enforcement of legal requirements in all aspects of Project implementation with emphasis during construction activities	Medium	Medium	Consult
		Engaged constructors and sub-contractors (once determined)	Project design, timelines, adverse impacts, mitigation measures, GM, action plans and responsibilities during construction phase, reporting and monitoring procedures	Medium	Medium	Partner
		Project workforce	Occupational H&S, labour rights, employment strategy	Low	Medium	Inform
		EIB	Achievement of Project objectives and compliance to EIB ESS	High	High	Partner
		NGOs and Academic Institutions	Interested in potential environmental and social risks and mitigation measures	Medium	Low	Inform
		Media	Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement	Media	Low	Inform
	Vulnerable individuals, households and groups	Roma community in Surčin, retired, elderly and people with disabilities and chronic disease, single parent headed households, people with low literacy and ICT knowledge, economically marginalized and disadvantaged groups, households and persons living below the poverty line, women and children without parental care	Project design, expropriation process, accessibility of Project's support measures and benefits	High	Low	Consult

## ANNEX 2 – CONSULTATION PLAN

PROJECT STAGE	Target stakeholders		Main topics of engagement	Engagement methods used	Timeframe and location	Responsible Unit
ESIA PHASE	<b>PAPs:</b> Affected communities, individuals and entities	<ul style="list-style-type: none"> <li>- Affected municipalities, communities and people residing along railway route</li> <li>- People affected by physical and economic displacement</li> <li>- Farmers and business affected by physical and economic displacement</li> <li>- Vulnerable groups, households and individuals</li> </ul>	<ul style="list-style-type: none"> <li>- Project design draft and alternative solutions</li> <li>- Detailed Regulation Plan</li> <li>- Project objectives, construction works and timelines</li> <li>- E&amp;S documents, procedures, impacts and entitlements</li> <li>- ESIA and RAP disclosure</li> <li>- Land and structures acquisition principles, procedures and mitigation measures</li> <li>- Resettlement and livelihood restoration options</li> <li>- Environmental and Social impacts (other than resettlement) and mitigation measures</li> <li>- Community Health and Safety</li> <li>- Traffic impacts and solutions</li> <li>- Vulnerability issues</li> <li>- Grievance mechanism and other communication channels</li> <li>- Project benefits including labour opportunities for job seekers</li> </ul>	<ul style="list-style-type: none"> <li>- Public consultations and meetings with people and groups in affected municipalities</li> <li>- Focus group meeting with vulnerable groups (Roma)</li> <li>- Interviews with all people affected by acquisition of structures</li> <li>- Socioeconomic surveys with a relevant percentage of people affected by land acquisition</li> <li>- Publication of relevant documents and press releases (including local media activities)</li> <li>- Dissemination of posters at designated public locations</li> <li>- Grievance mechanism</li> </ul>	September 2025 – June 2026 in Project-affected area	<ul style="list-style-type: none"> <li>- Expert Team</li> <li>- SRI PIU with support of SRI Legal Team and Media Center</li> </ul>
	<b>PAPs:</b> Railway transport freight operators	<ul style="list-style-type: none"> <li>- Railway freight transport operators</li> </ul>	<ul style="list-style-type: none"> <li>- Project design draft and alternative solutions</li> <li>- Rail traffic impacts and improvements</li> <li>- Construction works and timelines</li> <li>- Traffic organisation during construction works</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Telephone, e-mail and written communications</li> <li>- Online publications and press releases</li> <li>- Grievance mechanism</li> </ul>	September 2025 – June 2026 in SRI Headquarters Belgrade	<ul style="list-style-type: none"> <li>- Expert Team</li> <li>- SRI PIU and SRI Rail Traffic Expert</li> </ul>

PROJECT STAGE	Target stakeholders		Main topics of engagement	Engagement methods used	Timeframe and location	Responsible Unit
	<div><div>OIPs</div><div>National and local agencies and companies</div><div>NGOs</div><div>Academic institutions</div></div>	<div>National level<ul style="list-style-type: none"><li>- Ministry of Construction, Transport, and Infrastructure</li><li>- Ministry of Finance</li><li>- Ministry of Environmental Protection</li><li>- Ministry of Internal Affairs</li><li>- Ministry of Agriculture, Forestry and Water Management</li><li>- Ministry of Labour, Employment, Veteran and Social Affairs</li><li>- Ministry of Human and Minority Rights and Social Dialogue</li><li>- Ministry of Family Welfare and Demography</li><li>- National Council of the Roma National Minority of the Republic of Serbia</li></ul></div> <div>City / Municipal level<ul style="list-style-type: none"><li>- City Social Welfare Center in Belgrade</li><li>- City Institute of Public Health Belgrade</li><li>- Secretariat for Traffic, City of Belgrade</li></ul></div> <div>Public Enterprises and Agencies<ul style="list-style-type: none"><li>- PE Roads of Serbia</li><li>- PE Roads of Belgrade</li><li>- PE Srbijašume</li><li>- Public Water Company Srbijavode</li><li>- Water Management Enterprise Galovica</li></ul></div>	<div><ul style="list-style-type: none"><li>- Project design draft, budgeting, development, timelines and responsibilities</li><li>- E&amp;S documents, impacts, procedures and plans</li><li>- Land and structures acquisition principles, procedures and mitigation measures</li><li>- Environmental and Social impacts (other than resettlement) and concrete mitigation measures</li><li>- ESIA and RAP disclosure</li><li>- Community Health and Safety</li><li>- Traffic organisation during construction works</li><li>- Potential Labour influx stemming from construction works</li><li>- Impacts to cultural heritage</li><li>- Impact to vulnerable groups (Roma)</li><li>- GM reports</li></ul></div>	<div><ul style="list-style-type: none"><li>- Public consultations in affected municipalities</li><li>- Meetings and documentation exchange</li><li>- Telephone, e-mail and written communication</li><li>- Publication of relevant documents and press releases</li></ul></div>	September 2025 –June 2026 in affected area, online and in SRI Headquarters Belgrade	<div><ul style="list-style-type: none"><li>- Expert Team</li><li>- SRI PIU with support of SRI Legal Team, SRI Media Center and SRI Rail Traffic Expert</li></ul></div>

### WB21-SRB-TRA-01 Stakeholder Engagement Plan



PROJECT STAGE	Target stakeholders	Main topics of engagement	Engagement methods used	Timeframe and location	Responsible Unit
	<ul style="list-style-type: none"> <li>- Directorate for Inland Waterways "Plovput"</li> <li>- Public Utility Company Belgrade Waterworks and Sewerage</li> <li>- Institute of Water Management "Jaroslav Černi"</li> </ul> <p>Financial Partners and Key Project Actors</p> <ul style="list-style-type: none"> <li>- European Investment Bank</li> <li>- JASPERS</li> <li>- EU Delegation to the Republic of Serbia</li> <li>- Engaged contractors and sub-contractors</li> </ul> <p>Specialized institutes, cultural and scientific institutions</p> <ul style="list-style-type: none"> <li>- Institute for the Protection of Cultural Monuments of Serbia</li> <li>- Institute for the Protection of Cultural Monuments of the City of Belgrade</li> <li>- Institute for Nature Conservation of Serbia</li> <li>- Institute of Archaeology, Belgrade</li> <li>- Natural History Museum Belgrade</li> <li>- Faculty of Biology, University of Belgrade</li> <li>- Faculty of Mining and Geology, University of Belgrade</li> <li>- Faculty of Transport and Traffic Engineering, University of Belgrade</li> </ul>				

### WB21-SRB-TRA-01 Stakeholder Engagement Plan

PROJECT STAGE	Target stakeholders		Main topics of engagement	Engagement methods used	Timeframe and location	Responsible Unit
		- Faculty of Forestry, University of Belgrade Civil society organisations - Hunting Association of Serbia				
	Media	National and local media (radio, TV, newspaper, internet portals)	Project milestones	Press releases	As needed	SRI PIU and SRI Media Team
CONSTRUCTION PHASE	<b>PAPs</b>  Affected communities and individuals	- Affected municipalities, communities and people residing along railway route - People affected by land and structures acquisition or temporary use of land - Business affected by land and structures or temporary use of land - Vulnerable individuals, households and groups	- Maintain constructive relationships with the communities and people in Project area - Maintain emergency preparedness and response - Monitor community attitudes towards the Project - Temporary land use - Duration of construction works - Environmental and Social impacts (other than resettlement: labour and working, OHS, safety and security) and mitigation measures - Coordination of responsibilities with the engaged contractor(s) and timelines	- SRI/Contractor(s) on-site communication officer(s) - Disclosure of written information, such as posters and flyers - Online publications and press releases - Grievance mechanism - Monitoring reports - Meetings (if necessary)	During construction period as needed in all affected municipalities and in SRI headquarters	- SRI PIU  - Supervision consultants  - Engaged contractor
	Freight transport operators	- Railway freight transport operators	- Traffic Management Plan - Construction works timelines	- SRI/Constructor on-site communication officer - Disclosure of written information, such as posters - Online publications and press releases - Grievance mechanism	- During construction period as needed in all affected municipalities and in SRI headquarters	- SRI PIU  - Supervision consultants  - Engaged contractor

PROJECT STAGE	Target stakeholders		Main topics of engagement	Engagement methods used	Timeframe and location	Responsible Unit
	OIPs	Governmental and Belgrade City agencies Media NGOs Academic institutions EIB	<ul style="list-style-type: none"> <li>- Project development, timelines and milestones</li> <li>- Coordination of activities and responsibilities</li> <li>- Environmental and social concerns</li> <li>- Health and safety impacts</li> <li>- Employment opportunities</li> <li>- Inspection activities</li> <li>- Traffic organisation</li> <li>- Cultural heritage issues</li> <li>- Reporting and Monitoring</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- SRI/Constructor on-site communication officer</li> <li>- Telephone, e-mail and written information exchange (such as flyers)</li> <li>- Online publications and press releases</li> <li>- GM reports</li> <li>- Monitoring reports</li> </ul>	During construction period as needed in all affected municipalities and in SRI headquarters	<ul style="list-style-type: none"> <li>- SRI PIU</li> <li>- Engaged contractor</li> </ul>
OPERATION PHASE	<b>Affected PAPs</b>  <b>Interested and participating OIPs</b>		<ul style="list-style-type: none"> <li>- Operation Phase E&amp;S Management Plan (development and implementation)</li> <li>- Completion reports and monitoring</li> <li>- General Operational Safety</li> <li>- Derailments</li> <li>- Railway staff risks</li> <li>- Transport of dangerous goods</li> <li>- Pedestrian Safety</li> <li>- Infrastructure Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings and other appropriate forms of communication</li> <li>- Audits and investigations</li> <li>- Trainings and education</li> <li>- Grievance mechanism</li> </ul>	As needed	<ul style="list-style-type: none"> <li>- SRI safety and maintenance departments</li> <li>- SRI PIU</li> <li>- SRI Media Centre</li> </ul>

### ANNEX 3 – STAKEHOLDER ENGAGEMENT LOG

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
1.	City of Belgrade	Belgrade	March 2024 - Ongoing	Face to face meetings, phone calls, e-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
2.	Municipality of Zemun	Belgrade	March 2024 - Ongoing	Face to face meetings, phone calls, e-mail correspondence, letter	Scoping report Non-Technical Summary Key Concerns Project Timeline Project impacts Potential environmental and social impacts Presence of vulnerable groups Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project Expropriation issues Residency of affected landowners outside expropriated parcels (mostly in the Batajnica area). Planned closure of Mladih Gorana Street level crossing and availability of alternative access routes. Maintenance challenges of water regulation canals and associated flood risks. Importance of land to the local community and the need for transparent communication. Public engagement methods, including local community meetings and municipal information channels.
3.	Municipality of Surčin	Belgrade	March 2024 - Ongoing	Face to face meetings, phone calls, e-mail correspondence, letter	Scoping report Non-Technical Summary Key Concerns Project Timeline Project impacts Potential environmental and social impacts

WB21-SRB-TRA-01 Stakeholder Engagement Plan

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
					Presence of vulnerable groups (Roma population) Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
4.	Municipality of Čukarica	Belgrade	March 2024 - Ongoing	Face to face meetings, phone calls, e-mail correspondence, letter	Scoping report (no objection) Non-Technical Summary Key Concerns Project Timeline Project impacts Potential environmental and social impacts Presence of vulnerable groups Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
5.	Local community of Batajnica	Belgrade	13 <sup>th</sup> May 2025 18 <sup>th</sup> June 2025	Face to face meetings	Project Timeline Project impacts Expected socio-economic impacts of the Project Presence of vulnerable groups Expropriation issues Residency of affected landowners outside expropriated parcels (mostly in the Batajnica area) Planned closure of Mladih Gorana Street level crossing and availability of alternative access routes
6.	Local community of Dobanovci	Belgrade	13 <sup>th</sup> May 2025 18 <sup>th</sup> June 2025	Face to face meetings	Project Timeline Project impacts Expected socio-economic impacts of the Project Presence of vulnerable groups (Roma population) Expropriation issues Issues related to traffic safety and the organization of construction works
7.	Local community of Ostružnica	Belgrade	18 <sup>th</sup> June 2025	Face to face meetings	Project Timeline Project impacts Expected socio-economic impacts of the Project

### WB21-SRB-TRA-01 Stakeholder Engagement Plan



Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
					Presence of vulnerable groups Expropriation issues Closure of the level crossing at kilometre 4 The planned construction of a local road, and construction safety risks due to landslides
8.	City Social Welfare Center in Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
9.	National Council of the Roma National Minority of the Republic of Serbia	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project Presence of vulnerable groups
10.	City Institute of Public Health Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
11.	Institute for the Protection of Cultural Monuments of Serbia	Belgrade	15 <sup>th</sup> March 2024 29 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Information on Spatial Cultural-Historical Area “Topčider” (outside Project area) The Institute for the Protection of Cultural Monuments of the City of Belgrade was identified as a relevant stakeholder. Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
12.	Institute for the Protection of Cultural Monuments of the City of Belgrade	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project

### WB21-SRB-TRA-01 Stakeholder Engagement Plan

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
13.	Institute for Nature Conservation of Serbia	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025 29 <sup>th</sup> May 2025	Face to face meetings, phone calls, e-mail correspondence, letter	Scoping report Non-Technical Summary Confirmed that the Project area has no protected areas Noted potential impacts on nationally and internationally important bird areas; Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project.
14.	Institute of Archaeology, Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
15.	Natural History Museum Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
16.	Hunting Association of Serbia	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
17.	Faculty of Biology University of Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
18.	Faculty of Mining and Geology University of Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project

### WB21-SRB-TRA-01 Stakeholder Engagement Plan

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
19.	Faculty of Transport and Traffic Engineering University of Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
20.	Faculty of Forestry, University of Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025		Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
21.	Srbija Cargo	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025 5 <sup>th</sup> November 2025	Face to face meetings, e-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project Public consultations with cargo operators and industrial tracks users
22.	OBL Logistic	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
23.	Rail Cargo Carrier	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025 5 <sup>th</sup> November 2025	Face to face meetings, e-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project Traffic volume and justification for double track (Corridor X freight route, 51 trains/day, 120 km/h) Construction challenges and traffic management (closures, alternative routes, APB, telecommand) Station capacity and infrastructure (Surčin, Batajnica – track extensions, bottlenecks) Safety and security measures (level crossings elimination, asset protection) Timeline of works (expected start and completion) Public consultations with cargo operators and industrial tracks users

## WB21-SRB-TRA-01 Stakeholder Engagement Plan

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
24.	Sinhron rail	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
25.	Transagent operator	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025	Face to face meetings, e-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project Traffic volume and justification for double track (Corridor X freight route, 51 trains/day, 120 km/h) Construction challenges and traffic management (closures, alternative routes, APB, telecommand) Station capacity and infrastructure (Surčin, Batajnica – track extensions, bottlenecks) Safety and security measures (level crossings elimination, asset protection) Timeline of works (expected start and completion)
26.	Eurorail logistics	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
27.	Despotija	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 5 <sup>th</sup> November 2025	Face to face meetings, e-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project Public consultations with cargo operators and industrial tracks users
28.	Kombinovani prevoz	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
29.	ZGOP	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
30.	ATM BG	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
31.	SRAIL	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
32.	Rail Transport Logistic	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
33.	GLOBAL NEOLOGISTICS	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
34.	PIMK	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
35.	ENNA TRANSPORT BGD	Belgrade	27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
36.	Nelt Co	Belgrade	5 <sup>th</sup> November 2025	Face to face meetings, letter, e-mail correspondence	Public consultations with cargo operators and industrial tracks users
37.	PE Roads of Serbia	Belgrade	15 <sup>th</sup> March 2024 25 <sup>th</sup> April 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025 31 <sup>th</sup> May 2025	Face to face meetings, letter, e-mail correspondence	Scoping report (no objection) Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
38.	PE Roads of Belgrade	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025	Face to face meetings, letter, e-mail correspondence	Scoping report (no objection) Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project

## WB21-SRB-TRA-01 Stakeholder Engagement Plan



Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
39.	PE Srbijašume	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 23 <sup>th</sup> May 2025	E-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project Environmental issues
40.	PWC Srbijavode	Belgrade	11 <sup>th</sup> August 2023 22 <sup>nd</sup> September 2023 15 <sup>th</sup> March 2024 25 <sup>th</sup> April 2024 27 <sup>th</sup> June 2024 4 <sup>th</sup> December 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025 10 <sup>th</sup> June 2025 4 <sup>th</sup> July 2025	Face to face meetings, e-mail correspondence, letter	Scoping report (no objection) Non-Technical Summary Clarification of preproject conditions for new Sava river bridge and the channel network Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
41.	Water Management Enterprise Galovica	Belgrade	10 <sup>th</sup> June 2025	Face to face meeting	Clarification of preproject conditions for the channel network
42.	Directorate for Inland Waterways "Plovput"	Belgrade	8 <sup>th</sup> April 2024 31 <sup>st</sup> May 2024 19 <sup>th</sup> July 2024 31 <sup>st</sup> October 2024	E-mail correspondence, letter, face to face meeting	Obtaining and clarification of preproject conditions for new Sava river bridge
43.	PUC Belgrade Waterworks and Sewerage	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025	Face to face meetings, e-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
44.	Institute of Water Management "Jaroslav Černi"	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations

### WB21-SRB-TRA-01 Stakeholder Engagement Plan

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
					Public consultations regarding the technical, environmental, and socio-economic aspects of the project
45.	Ministry of Construction, Transport, and Infrastructure	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025 13 <sup>th</sup> May 2025	Face to face meetings, phone calls, e-mail correspondence, online meetings, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project Meetings with stakeholders Solicitation in obtaining of pre-design conditions
46.	Agency for Spatial and Urban Planning of the Republic of Serbia	Belgrade	18 <sup>th</sup> March 2024 16 <sup>th</sup> May 2024 11 <sup>th</sup> June 2024 22 <sup>nd</sup> July 2024	Letter, e-mail correspondence	Obtaining of information on location
47.	Ministry of Finance	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Face to face meetings, e-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
48.	Ministry of Environmental Protection	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Scoping report Non-Technical Summary Environmental Issues Public consultations regarding the technical, environmental, and socio-economic aspects of the project
49.	Republic Hydrometeorological Service of Serbia	Belgrade	28 <sup>th</sup> July 2023 6 <sup>th</sup> September 2023	Email correspondence, letter	Obtaining of input data for hydrological design
50.	Ministry of Internal Affairs	Belgrade	15 <sup>th</sup> March 2024 31 <sup>th</sup> May 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	Face to face meetings, e-mail correspondence, letter	Scoping report (no objection) Non-Technical Summary Public consultations regarding the technical, environmental, and socio-economic aspects of the project

### WB21-SRB-TRA-01 Stakeholder Engagement Plan

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
			13 <sup>th</sup> May 2025 14 <sup>th</sup> May 2025		Presence of vulnerable groups – Roma Communication regarding the delivery of DWG format with georeferenced data
51.	Ministry of Agriculture, Forestry and Water Management	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
52.	Ministry of Labour, Employment, Veteran and Social Affairs	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
53.	Ministry of Human and Minority Rights and Social Dialogue	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
54.	Ministry of Family Welfare and Demography	Belgrade	15 <sup>th</sup> March 2024 27 <sup>th</sup> June 2024 9 <sup>th</sup> April 2025	E-mail correspondence, letter	Scoping report Non-Technical Summary Presentation of road crossings and stations Public consultations regarding the technical, environmental, and socio-economic aspects of the project
55.	European Investment Bank	Belgrade	June 2021 - ongoing	Face to face meetings, e-mail correspondence, online meetings	Progress meetings Written procedures Scoping report Climate risk and vulnerability assesment
56.	JASPERS	Belgrade	June 2021 - ongoing	Face to face meetings, e-mail correspondence, online meetings	Progress meetings Scoping report Climate risk and vulnerability assesment

### WB21-SRB-TRA-01 Stakeholder Engagement Plan

Ref. Number	Stakeholder	Place	Date	Type of Meeting (virtual/ face to face, other)	Topic of engagement
57.	EU Delegation to the Republic of Serbia	Belgrade	June 2021 - ongoing	Face to face meetings, e-mail correspondence, online meetings	Progress meetings

#### ANNEX 4 – Records of Consultations with Public Authorities and Local Communities

Consultations held on May 13th, 2025.		
Stakeholders	Overview of Discussion Topics	Provided Answers
<b>Railway Operators</b>	<ul style="list-style-type: none"> <li>• Number and length of tracks within stations, especially in Surčin?</li> <li>• What is the line resistance?</li> </ul>	<ul style="list-style-type: none"> <li>• In Ostružnica station there was no change, since the current layout is sufficient, in Surčin two tracks are added (7 in total now) and main tracks are extended to 900m and adjacent tracks to 750m</li> <li>• This will be defined in a later design phase, once all conditions are known for the full route and facilities.</li> </ul>
<b>Public Utility Company Surčin (JKP Surčin)</b>	For safety reasons, is it possible to fence off the Railway?	<ul style="list-style-type: none"> <li>• Not possible, due to the existence of level crossings where the fence would have to be interrupted.</li> </ul>
<b>Public Enterprise “Roads of Serbia” (Putevi Srbije)</b>	Is there coordination with their projects (especially the planned Obrenovac–Ostružnica expressway)?	<ul style="list-style-type: none"> <li>• Yes. The designer received the technical solutions for the planned road and adapted the railway project accordingly.</li> </ul>
<b>Ministry of Internal Affairs (MUP)</b>	Request for submission of documentation to assess the impact on their infrastructure.	<ul style="list-style-type: none"> <li>• The designer will submit the documentation once conditions for railway facilities (bridges, culverts, underpasses) are received.</li> </ul>
<b>Public Enterprise “Roads of Belgrade” (Putevi Beograd)</b>	<ul style="list-style-type: none"> <li>• Proposal to grade-separate all roads intersecting the Railway.</li> <li>• Emphasized the importance of addressing the status of roads where level crossings will be closed and suggested building turnarounds in such cases.</li> <li>• Noted the need to coordinate the number of traffic lanes due to public transport requirements (also discussed by a representative of the Secretariat for Public Transport of the City of Belgrade).</li> </ul>	<ul style="list-style-type: none"> <li>• Grade separation is economically unjustified, since several crossings are only occasionally used and legislation does not require it for this type of railway.</li> <li>• For each proposed road crossing closure, an alternative road design was provided.</li> <li>• For every road infrastructure change, the designer consulted the competent bodies (JP Putevi Srbije, Secretariat for Traffic).</li> </ul>

Meetings held in June 2025
Municipality of Zemun and Local Community of Batajnica
<ul style="list-style-type: none"> <li>• During the meeting held in Zemun, the representatives of the Municipality and the Local Community of Batajnica highlighted the following:</li> <li>• If the expropriation of agricultural land is partial, as expected, it should not result in irregularly shaped plots ("land pockets") that landowners, mainly farmers, cannot access with machinery. It is necessary to ensure that the expropriation is carried out in a linear manner, leaving a straight boundary on the remaining part of the parcel along the railway line.</li> </ul>



- The owners of these parcels mostly reside in Batajnica and nearby settlements, but not on the parcels themselves that are expected to be subject to expropriation. These are agricultural plots located outside the urban area.
- The level crossing planned for closure (Mladih Gorana Street) provides access to the Customs Terminal as well as to several agricultural plots. Nevertheless, alternative access routes to these locations are available. So, no significant resistance from the local population is expected in relation to this closure.
- It was emphasized that it is necessary to physically block the closed level crossing to prevent its unauthorized reuse by local residents.
- The issue of water regulation canals maintenance was particularly emphasized, along with the negative experiences following the modernization of the Belgrade-Noví Sad railway line. Due to inadequate maintenance, flooding occurs, causing damage to local roads and farmland.
- It was stressed that land is very important to the local people and that, to ensure timely and transparent communication, a public meeting about expropriation process and related issues should be organized through the Local Community of Batajnica. Once the scope of expropriation is determined, the affected landowners should be invited personally to discuss the Project's impacts and possible mitigation measures.
- Communication and engagement with the public are regularly carried out via the official website of the Municipality of Zemun, municipal notice boards, and public meetings in cooperation with the Local Community of Batajnica.

#### **Municipality of Surčin and Local Community of Dobanovci**

- During the meeting held in Surčin, the representatives of the Municipality and the Local Community of Dobanovci highlighted the following:
- It is expected that the railway alignment will cross gas infrastructure, and this issue should be given particular attention during project planning and implementation.
- Municipal representatives emphasized that real estate prices have significantly increased in recent years, and that citizens increasingly tend to seek higher compensation amounts through court proceedings.
- It was particularly emphasized that the only underpass included in the Project should be widened to four lanes and adapted to allow the passage of nearby located military vehicles in combat formation. Given that this is the main traffic artery in Surčin, used not only by citizens and public transportation but also by units of the Serbian Armed Forces stationed nearby, the underpass clearance should be at least 4.5 meters.
- Satisfaction was expressed that an overpass at kilometre 15, which was previously requested, has been included in the Project, as it is of great importance for both traffic safety and access to the nearby industrial zone.
- The need for installing noise barriers along the section of the alignment passing through residential parts of Surčin was specifically emphasized - not only to reduce noise, but also to ensure the safety of local residents, particularly members of the Roma community.
- Representatives of the Municipality and the Local Community of Dobanovci asked whether the Project would enable the Surčin railway station to be opened for passenger traffic in the future.
- Regarding the planned closure of the level crossings in Zemunska and Mike Alasa streets, it was concluded that no significant resistance from the local population is expected.
- The issue of potentially constructing a pedestrian overpass near the Roma settlement was raised, followed by a discussion on how the Project might affect the daily mobility of this community and their access to public transportation.
- It was noted that the Municipality has a good relationship with the Roma community and that there is a "Roma House" (Romska kuća) in Surčin which could be used as a venue for consultation meetings with the Roma Association and other members of the community.

- Regarding the anticipated expropriation of farmland in the vicinity of the Local Community of Dobanovci, it was noted that the affected landowners are successful farmers and householders, and that a dedicated meeting should be organized to present the Project and explain its potential impacts. Possible venues for such meetings include the local Cultural Centre in Dobanovci or the household of one of the affected owners.
- The main channels for public communication and information-sharing include the official website of the Municipality, the local TV station, social media, and direct contact with residents.
- Concerning the structures located along the banks of the Sava River that may be subject to removal due to the planned construction of a new bridge, it was stated that the area in question formally falls under the jurisdiction of the Municipality of Surčin, but that the Municipality does not hold administrative authority over the riverbanks. These are divided between the public water management company “Srbijavode” and the public forestry company “Srbijašume”.

#### **Municipality of Čukarica and Local Community of Ostružnica**

- During the meeting held in Čukarica, the representatives of the Municipality and the Local Community of Ostružnica highlighted the following:
- Land cultivation and agriculture are generally not practiced in this area, and economic displacement is therefore not expected to have a significant impact on the local population.
- The most significant potential negative impact of the Project identified during the meeting is the risk that approximately 13 households, which currently access their homes by crossing the railway line, may become cut off if the level crossing at the entrance to the railway station is closed without first resolving all technical and legal issues related to the reconstruction and connection of the proposed local (uncategorized) road. It was emphasized that this issue represents the most critical local challenge in the context of the Project, especially since an additional 4-5 households on the opposite side of the railway could also be affected.
- Landslides along the riverbank were identified as a potential risk that should be considered during construction activities.
- The presence of vulnerable groups is not anticipated, as physical displacement of residents is not foreseen.
- There are no structures located under the Sava Bridge on the territory of the Municipality of Čukarica, unlike the opposite riverbank which belongs to the Municipality of Surčin.
- The Local Community of Ostružnica has its own premises, the Cultural Centre, and it was proposed that community meetings be organized through personal contact and in coordination with the local community representatives.
- For the purposes of public information and communication, the official website of the Municipality of Čukarica, the Municipality’s official Facebook page, and the premises of the Cultural Centre in the Local Community of Ostružnica are used.

#### **The main conclusions about the expected Project-related socio-economic key impacts**

- The key impacts of the Project in the territory of the Municipality of Zemun and the Local Community of Batajnica include economic displacement of farmers, the closure of the level crossing at Mladih Gorana Street, and water regulation canals maintenance.
- The key impacts of the Project in the Municipality of Surčin and the Local Community of Dobanovci include: economic displacement of farmers; potential physical displacement of Roma households; potential displacement of residents along the riverbank due to bridge construction; and overall issues related to traffic safety and the organization of construction works.
- The key impacts of the Project in the Municipality of Čukarica and the Local Community of Ostružnica include the closure of the level crossing at kilometre 4, the planned construction of a local road, and construction safety risks due to landslides.

## ANNEX 5 - GRIEVANCE REGISTRY LOG TEMPLATE

Number of the grievance	Initiator					Person delegated to address grievances		Problem			
	Settlement	Type of the problem	Name	Date	Phone number	Name	Phone number/email	Description of the problem	Actions to be done	Results of the intervention	Closing date of the issue
01.											
02.											
03.											
04.											
05.											
06.											
07.											
08.											
09.											

## ANNEX 6 – GRIEVANCE FORM

**Reference Number:** \_\_\_\_\_

### Full Name

*Note: you can remain anonymous if you prefer, or request not to disclose your identity to the third parties without your consent. In case of anonymous grievances, the decision will be disclosed at the local bulletin board where the grievance was submitted.*

First name: \_\_\_\_\_, Last name: \_\_\_\_\_

☐ I wish to raise my grievance anonymously

### Gender of complainant (completion of this field is optional)

☐ Male ☐ Female ☐ Other \_\_\_\_\_ (please indicate)

☐ I request not to disclose my identity without my consent

### Contact Information

Please mark how you wish to be contacted (mail, telephone, e-mail).

☐ By Post: Please provide mailing address:

\_\_\_\_\_

☐ By Telephone: \_\_\_\_\_

☐ By E-mail: \_\_\_\_\_

☐ I want to remain anonymous

**Preferred Language for communication** ☐ Serbian ☐ Other \_\_\_\_\_ (please indicate)

**Description of Incident or Grievance** (What happened? Where did it happen? Who did it happen to? What is the result of the problem? How would you like the problem you are reporting to be resolved?)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

☐ One-off incident/grievance (date dd/mm/ 202\_.) ☐ Happened more than once (how many times? \_\_\_\_\_)

☐ On-going (currently experiencing problem)

Signature: \_\_\_\_\_, Date: dd/mm/202\_

### SRI Contact:

Nemanjina 6, Belgrade 11000, R. Serbia

[infoostbat@srbrail.rs](mailto:infoostbat@srbrail.rs)