

## APPENDIX-1 STAKEHOLDER LIST

Primary Stakeholders	Description
1. Ministry of Health - Department of Public Private Partnership - General Directorate of Treatment Services	The MoH initiated a process of reconstruction in 2003 and implemented the Health Transformation Program. The National Health Campus Project, which covers all the health campuses to be erected in Turkey, was developed in connection with this reconstruction process. In this scope it is important to discuss the HTP and the new system with the MoH.
- Mersin Provincial Directorate of Health - Governorship of Mersin - Toroslar District Directorate of Health - District Governorate of Toroslar - Mersin State Hospital	It is important to know the ideas of provincial governmental institutions of the Mersin.
1. Mukhtars and Neighborhood residents - Korukent - Çağdaşkent - Çavuşlu - Çukurova	These mahalles will be affected during the construction phase and the operational phase of the health campus. These stakeholders are also those most likely to be served by the hospital -i.e. potential patients- once the MIHCP is operational
2. Nomads	An important point regarding the current use of the Project site is related with nomads. Ten nomad families stay in the close vicinity of the project every year between December and March whom can be considered as a B category vulnerable group in terms of economy and occupation according to the EBRD definition.
3. Local Administrations - The Metropolitan Municipality of	It is necessary to interview the local administrations to find out the social, economic and ecological positive and negative impacts of the Health Campus on the districts as well as

Primary Stakeholders	Description
Mersin - The Municipality of Toroslar	their expectations and worries. It is necessary to question how transportation will be managed and the capacity of the municipality.
4. Businesses	There are some shops that may possibly be affected by the Project, especially in the KorukentMahalle.
5. Construction firms and employees	Organizations which are to be employed to work during the construction and operation of the MIHCP comprise a significant stakeholder group, which must be engaged once identified.
6. Other Institutions in the Korukent Mahalle - A religious vocational high school - Anmiddle school - Primary school - Health center	There are governmental institutions that may possibly be affected by the Project in the the Korkunet Mahalle.

Secondary Stakeholders	Description
1. Universities - Mersin University - Çağ University - Toros University	Universities have a scientific approach in dealing with patients. Therefore, as institutions they provide an objective point of view.
2. Mersin Medical Association	As a local institution of the Mersin Medical Chamber and the Association of Turkish Doctors and as an umbrella organization this association is a stakeholder which must be interviewed within the scope of this project. It is well known that on August 3 <sup>rd</sup> , 2012, after the Association of Turkish Doctors took legal action, the State Council decided to suspend the execution of the Project. It is important to understand their concerns.
3. Mersin Health Workers' Union	The trade unions play an important role in learning the opinions of the members of

Secondary Stakeholders	Description
	different ideological groups and the rights of the staff working within the health care sector.
4. Political Parties - AKP - BDP - CHP - MHP -	It is necessary to evaluate the political direction of the political parties in Mersin with regard to the organizational changes in the health services.

## APPENDIX-2: ATTENDEES LIST OF SCOPING MEETING



## TOPLANTI KATILIM LİSTESİ

Konu :  
 Tarih :  
 Saat :  
 Yer :

Sıra No.	Adı, Soyadı	Bağı Bulunduğu Kurum	Meslek	Yaş	Telefon	e-posta
1	Sedim Güler	SSK	emekli	64	0537 642 1996	
2	Mahmut ZARAR	Sebatsız Meslek	GAYRİMENKUL	35	538 712 1589	
3	Abdullah Önen	mobil yacı	mobil yacı	31	0538 709 0642	
4	Abdurrahman BAŞZACI	serbest meslek		67	0533 260 5192	
5	Nurhan BAŞZACI	Ev kadını		59		
6	Ekrem Tanık TURK	SSK	Emekli	53	545 312 92 92	Ekrem Tanık Turak @hotmail.com

2U1K Mühendislik ve Danışmanlık A.Ş.  
 Tepe Prime Ly ve Yapı Marmar  
 Alentejo Kemal Mahallesi Dışkapı  
 Bulvarı No: 266-C Blok Kat: 5 Etage: 71  
 06400 Çankaya / ANKARA  
 ☎ (0312) 257-2548  
 ☎ (0312) 257-2547  
 ☎ (0312) 257-2509



## TOPLANTI KATILIM LİSTESİ

Konu : Mersin Entegrasyon Sıfırlama Kampüsü Projesi Kapasite Artırma Toplantısı  
 Tarih : 07/10/2013  
 Saat : 16:30  
 Yer : Doruklar Belediyesi İhtifal Salonu

Sıra No.	Adı, Soyadı	Bağlı Bulunduğu Kurum	Meslek	Yaş	Telefon	e-posta
7	Jale TEPE	Tasarım Beldiyesi	İmar ve Şeh. Mkt.		322 7700 -1200	jaletepe336@gmail.com
8	A. Volkan UŞLU	Doruklar Belediyesi	İnş. Müh.	33	322 7200 -1197	volkan.uslu@dogan.com.tr
9	İRFENDİYAR BİŞTİ	"	İNŞ. M. M.D.	55	3 727 200 - 1	KÖŞKEL
10	Muzaffer PİLİN			59		
11	Ali Güler		Müh. Der. Bşk.	60	0536 602 8000	

2U1K Mühendislik ve Danışmanlık A.Ş.  
 Tuzla Parkı İş ve Yaşam Merkezi  
 Mustafa Kemal Mahallesi Dışkapı  
 Bulvarı No: 206 C Blok Kat: 5 Daire: 73  
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 ☎ (0312) 295 6268  
 ☎ (0312) 297 2507  
 f: (0312) 297 2509



## TOPLANTI KATILIM LİSTESİ

Konu :  
 Tarih :  
 Saat :  
 Yer :

Sıra No.	Adı, Soyadı	Bağlı Bulunduğu Kurum	Meslek	Yaş	Telefon	e-posta
12	İsmailhan Çelebi		Mühürsaba	31	05072071120	dogrusay@hotmail.com
13	Fahri Kaya		Aracı, Teknisyen	27	05072071120	tepkarim@hotmail.com
14	Zekiye Nart		Ev hanımı	60		
15	Emine Güzel		Emekli	48	05125987408	
15	Büyüme Nart		Emekli	65	05336384627	
16						
17						
18						
19						

2U1K Mühendislik ve Danışmanlık A.Ş.  
 Tepe Plaza İş ve Yaşam Merkezi  
 Mustafa Kemal Mahallesi Dumlupınar  
 Bulvarı No: 266 C Blok Kat: 5 Daire 79  
 06020 Çankaya / ANKARA  
 ☎: (0312) 288-6348  
 ☎: (0312) 287-2907  
 ✉: (0312) 287-2900



## TOPLANTI KATILIM LİSTESİ

Konu :  
 Tarih :  
 Saat :  
 Yer :

Sıra No.	Adı, Soyadı	Bağlı Bulunduğu Kurum	Meslek	Yaş	Telefon	e-posta
17	Sakir Zengin		Emekli	52	517231 4350	
18	Hatice Filiz		Ev hanımı	56	3240560	
19	Ayhan KUTLUOĞLU		Mühendis	23	5074104259	
20	Hasan TUNCEL	Emniyet Md.	Polis	40	05052320517	hasantuncel274@hotmail.com

2U1K Mühendislik ve Danışmanlık A.Ş.  
 Tepe Prime İş ve Yaşam Merkezi  
 Mustafa Kemal Mahallesi Dışkapı Sırtı  
 Bulvarı No: 26/0, Blok Kat: 5 Etage: 03  
 06500 Çankaya / ANKARA  
 ☎: (0312) 255-0248  
 ☎: (0312) 297-2910  
 ✉: (0312) 297-2909



## TOPLANTI KATILIM LİSTESİ

Konu : Mersin Entegre Sağlık Kompleksi Projesi Kapsamındaki Toplantı  
 Tarih : 07/10/2013  
 Saat : 16:00  
 Yer : Toroslar Belediyesi Dışarı Salonu

Sıra No.	Adı, Soyadı	Bağlı Bulunduğu Kurum	Meslek	Yaş	Telefon	e-posta
1	Ali Kemal Bolal	Emekli	M.Ş.	53	05306032880	
2	Manavver Bolal	Bu Han	Bu Han	50		

2U1K Mühendislik ve Danışmanlık A.Ş.  
 Tepe Prime İş ve Yaşam Merkezi  
 Mustafa Kemal Mahallesi Ümraniye  
 Bulvarı No: 296-C Blok Kat: 5 Daire: 71  
 06800 Çankaya / ANKARA  
 ☎ (0312) 287-2507  
 ☎ (0312) 287-2507  
 ✉ (0312) 287-2504



## APPENDIX-3: ATTENDEES LIST OF FIRST PUBLIC PARTICIPATION MEETING

## TOPLANTI KATILIM LİSTESİ

Konu : Mersin Entegre Sağlık Kampüsü Halkın Katılımı Toplantısı  
 Tarih : 18.11.13  
 Saat : 14:00  
 Yer :

Sıra No.	Adı, Soyadı	Bağlı Bulunduğu Kurum	Adres	Telefon	Faks	e-posta
1	Mehmet Gıvı	Toroslar Belediyesi	Tarant Tür. Alpaçık 70093 No:7	0532 2642875		
2	Erhan Şam	Toroslar Belediyesi	Toskapan mah. 87086 Sakre 12	053874 68386		
3	Neslihan Özdemir	Toroslar Belediyesi	Karukent Mh Toki konutları PG-9 318 Mersin	0507207 1420		
4	İlyas Kiling	Toroslar Belediyesi	Karukent Muhtar.	0532 6136334		
5	Feriz Arık	Belediye Meclis Üyesi	Çaydağkent mah. 93093 Sk. Ergenekon No:11/c	(507) 7088484		
6	Hamit Tunç	Toroslar Bld. Bld.	Toroslar Bld. Mersin	0532 3125300		hamittunc61@gmail.com
7	Mehmet Hüseyin Yılmaz	Çaydağkent mah. Muhtar.	Çaydağkent mah. Muhtar.	05073496687		
8	Muzaffer Filiz	Çykurucu mah. Muhtar.	Çykurucu mah. Gözne cad. No:81	05332610355		
9	Saadet Aydın	Ev. Harımı	Çykurucu mah. 53098 Saka No 4 Toroslar	05346489452		

## TOPLANTI KATILIM LİSTESİ

Konu : Mersin Entegre Sağlık Kompleksi Halkın Katılımı Toplantısı,  
 Tarih : 18.11.13  
 Saat : 14:00  
 Yer :

Sıra No.	Adı, Soyadı	Bağlı Bulunduğu Kurum	Adres	Telefon	Faks	e-posta
10	Nilüfer Temiz Yeniciler	Tarsus İlç.	Tarsus Bld. Köldür ve Saçık İş. Md.	3227200	3227214	nilufer.yeniciler@tarsus.gov.tr
11	İsmailhan Köse	"	Tarsus İlç. Md.	"	"	"
12	Melike Şahin	"	Temizlik İşleri Md.	"	"	"
13	Nermin Özdemir	"	İmar ve Şehircilik Md.	05427450206	"	nermin-65@tarsus.gov.tr
14	Ergün KAYHAN	"	Tarsus Bld. Zabıta Md.	0533852042	"	tarsus.bld.gov.tr
15	Yücel Bekel	"	Karukent Mah.	0530607088	"	"
16	Manaver Bekel	"	"	05247230093	"	"
17	Ayşe Kudat	"	Karukent Mah. 96015 Sk. No:11	05374769718	"	"
18	Hasan Kudat	"	"	05324480883	"	hkudat@gmail.com

## TOPLANTI KATILIM LİSTESİ

Konu :  
Tarih :  
Saat :  
Yer :

Sıra No.	Adı, Soyadı	Bağlı Bulunduğu Kurum	Adres	Telefon	Faks	e-posta
19	OZAN Ahmet sent.	Büyükön	Gelebili köyü mersin Mithat Toroslar mah. 8000 sokak 4/2	05399173340	—	
20	Murat EZER	Toroslar Bld	Toroslar Bld. Pütür ve Jasyol işl. Mh.	3227200	3227616	muratezer@iny.net.co.
21	Ahmet Aita	Toroslar Bld	AB Proje Kon.	5303709233	3227214	a-ata33@hotmail.com
22	Durdu Işikli	Emekli	Zeki Ayan mah. 8204 sokak no 53.			33-Toroslar
23	Fıysagül ÖZÜRK	Toroslar bld.	Selankör mah. gıdaog sk N=18/2 MERSİN	05326377477		Ali
24	Ayten Demir	Toroslar Bld	Mithat Toroslu Mah. 83080 sokak No=31 Kat 1 MERSİN			

## TOPLANTI KATILIM LİSTESİ

Konu : Mersin Entegre Sağlık Kampüsü Halkın Katılımı Toplantısı  
 Tarih : 18.11.13  
 Saat : 14:00  
 Yer :

Sıra No.	Adı, Soyadı	Bağlı Bulunduğu Kurum	Adres	Telefon	Faks	e-posta
25	Habip Akbal	Tonoslar Belediyesi	Tonoslar Belediyesi (Halkın Katılımı) M.Ş. / M.Ş. / M.Ş.	0.532.592668		
26	gökşel EŞLİ	Tonoslar bld.	hürriyet m.h. 2.ci cad. A.C.S. blokta, Ağaçlıbağ 2/10 yenişehir	0507244260		

**APPENDIX-4: ATTENDEES LIST OF SECOND PUBLIC PARTICIPATION MEETING**

Mersin Entegre Sağlık Kampüsü Projesi


**MERSİN ENTEGRE SAĞLIK KAMPÜSÜ PROJESİ II. HALKIN KATILIMI TOPLANTISI**

Yer: Tanırsan Belediyesi Kongre ve Konferans Salonu

Tarih: 22.07.2014

No	İsim	Mahalle	Meslek	Yaş	Telefon Numarası
1	Murat Feri Filiz	Gülkurva	MUHÜR Bankacı	59	05322610555
2	Ali ÖGÜSTÜ	"	Diğer Görevli	53	05362972685
3	Ali Osman Gürbey	Gökurva	Serbest	36	05456513427
4	Ölker Canlak	"	Berbat	49	05394606231
5	İlyas Kılıç	Korukent	Muhtar	57	0532 6126294
6	Koray Faldiz	Korukent	Öğretmen	26	05385291676
7	Ayşe Gül Çatırcık	Salcıklar	Belediye Pers.	40	0932 639 5457

## Mersin Entegre Sağlık Kampüsü Projesi

## MERSİN ENTEGRE SAĞLIK KAMPÜSÜ PROJESİ İL. HALKIN KATILIMI TOPLANTISI

Yer: Tanaslar Belediyesi Kongre ve Konferans Salonu

Tarih: 22.07.14

No	İsim	Mahalle	Meslek	Yaş	Telefon Numarası
1	Özcan Koç	Yeni Mahalle	Öğrenci	20	0537 650 84 68
2	Sahika Baran	Akbelen Mah.	Öğrenci	17	0531 319 24 23
3	Kadir Çankır	Akman Mah.	ferberli meslek	28	0533 386 33 38
4	Hasan Can	Zekiyaslan mah.	öğrenci	18	0530 532 51 43
5	Ufuk İnger	AKBELEN MAH.	öğrenci	20	0506 964 06 06
	Fırat Değer		İns Müh	37	

## APPENDIX-5 DETAILS OF MEETINGS CONDUCTED DURING PHASE 2: IMPACT ASSESSMENT

### a) Community Level Survey

Institution	Name	Contact Details
Korukent Mahalle	İlyas Kılıç	0324 223 42 23
Çukurova Mahalle	Muzaffer Filiz	0533 261 03 56
Çağdaşkent Mahalle	Hasan Hüseyin Yılmaz	0324 224 00 77
Çavuşlu Mahalle	Halil İbrahim Soysal	0324 324 32 32

### b) In-depth Interviews

Institution	Position	Name
Toroslar Municipality	Mayor	Hamit Tuna
District governorate of Toroslar	Directorate of Register	Kader Özdemir
Mersin Medical Chamber	General Secretary	Mehmet Antmen
Nomads	-	-

### c) Focus Group Discussions

Name	Mahalle	Gender	Level of Education	Occupation	Age	Hometown
Kazım Türk	Korukent	Male	High School	Retired	73	Kars
Adem Yanak	Korukent	Male	University	Teacher	39	Adıyaman
Hasan Akdemir	Korukent	Male	Middle School	Maker of furniture	47	Antep
Yavuz Dinol	Korukent	Male	High School	Retired	65	Kayseri
Huzeyfe Hatipoğlu	Korukent	Male	High School	Postman	64	Sivas
Saadet Aydın	Çukurova	Female	Middle School	House Wife	48	Mersin
Zeynep Kenan	Çukurova	Female	Primary School	Retired	60	Osmaniye
Gülây Kazan	Çukurova	Female	Illetrate	House Wife	41	Niğde

Name	Mahalle	Gender	Level of Education	Occupation	Age	Hometown
Hatice Filiz	Çukurova	Female	Primary School	House Wife	56	Mersin
Aysel Aydemir	Çukurova	Female	Illetrate	House Wife	51	Sivas
Nurdanur Tüter	Çukurova	Female	Primary School	House Wife	46	Mersin
Esmâ Öz	Çukurova	Female	Primary School	House Wife	48	Mersin
Şadi Köle	Çavuşlu	Male	Primary School	Retired	66	Mersin
Memduk Ekici	Çavuşlu	Male	Primary School	Shop Keeper	66	Mersin
Mustafa Erkan	Çavuşlu	Male	Primary School	Shop Keeper	40	Mersin
Yaşar Yalçın	Çavuşlu	Male	Primary School	Retired	60	Mersin
Muhammed Ünel	Çavuşlu	Male	Primary School	Retired	53	Mersin
Halit Düznekoğlu	Çavuşlu	Male	Primary School	Worker	46	Mersin
Ali Demir	Çavuşlu	Male	Primary School	Driver	51	Mersin
Ali Akay	Çavuşlu	Male	Primary School	Driver	57	Mersin
Ali İbrahim Gün	Çavuşlu	Male	Primary School	Retired	65	Mersin
Hidayet Beligüçük	Çavuşlu	Male	Middle School	Retired	57	Mersin
Fatma Taş	Çavuşlu	Female	Primary School	House Wife	40	Mersin
Merve Tüter	Çavuşlu	Female	University	Technician	23	Mersin
Fatma Sossal	Çavuşlu	Female	Primary School	House Wife	53	Mersin
Sonay Ceylan	Çavuşlu	Female	Middle School	Shop Keeper	40	Mersin
Tefide Soysal	Çavuşlu	Female	Primary School	House Wife	65	Mersin
Ayfer Soysal	Çavuşlu	Female	Primary School	House Wife	44	Mersin
Ayşe Bozok	Çavuşlu	Female	Primary School	House Wife	45	Mersin
Zeynep Topçuoğlu	Çağdaşkent	Female	University	Teacher	31	Adana
Nafia Kandar	Çağdaşkent	Female	High School	House Wife	63	Sivas
Sevdiye Ergüney	Çağdaşkent	Female	Primary School	House Wife	48	Nevşehir
Türkan Yıldırım	Çağdaşkent	Female	High School	House Wife	57	Ardahan
Gülseren Aydemir	Çağdaşkent	Female	University	House Wife	33	Mersin
Hayriye Özöğretmen	Çağdaşkent	Female	Primary School	Teacher	57	Urfa



Name	Mahalle	Gender	Level of Education	Occupation	Age	Hometown
Güler Dinç	Çağdaşkent	Female	University	House Wife	64	Mersin
Vergül Peksezer	Çağdaşkent	Female	Primary School	Retired	42	Adıyaman
Aktoz Özer	Çağdaşkent	Female	High School	House Wife	55	Mersin
Hülya Bilici	Çağdaşkent	Female	Primary School	House Wife	38	Bitlis
Abdullah Yaldız	Çağdaşkent	Male	High School	Shop Keeper	35	Mersin
Suat Tahir	Çağdaşkent	Male	University	Worker	43	Erzurum
H. İbrahim Gülsoy	Çağdaşkent	Male	University	Civil Servant	26	Bitlis
Ali Kaya	Çağdaşkent	Male	High School	Retired	64	Mersin
İsa Türkmen	Çağdaşkent	Male	University	Civil Servant	40	Mersin
Hamit Aksakal	Çağdaşkent	Male	Middle School	Shop Keeper	50	Erzurum
Selda Şahin	Korukent	Female	Middle School	House Wife	34	Mersin
Gülşen Özmercan	Korukent	Female	High School	House Wife	45	Adıyaman
Fatma Türk	Korukent	Female	Middle School	House Wife	63	Kars
Şengül Aktaş	Korukent	Female	High School	House Wife	38	Malatya
Aliye Kaya	Korukent	Female	Primary School	House Wife	50	Mersin
İmren Bolat	Korukent	Female	Primary School	House Wife	44	Kayseri
Zeynep SoyTUR	Korukent	Female	High School	Looking for a job	33	Osmaniye
Reyhan Morluoğlu	Korukent	Female	Primary School	House Wife	37	Mersin
Zennur Özdemirli	Korukent	Female	Primary School	House Wife	33	Adıyaman
Seher Demir	Korukent	Female	Primary School	House Wife	38	Mersin
Ayşe Hatipoğlu	Korukent	Female	Middle School	House Wife	62	Osmaniye
Sibel Değirmenci	Korukent	Female	Middle School	House Wife	35	Mersin
Münevver Akdemir	Korukent	Female	Middle School	Retired	56	Osmaniye
Ömer Kuş	Çukurova	Male	Primary School	Retired	60	Mersin
Hasan Kırt	Çukurova	Male	Primary School	Retired	59	Mersin
Ali Erden	Çukurova	Male	High School	Retired	48	Mersin
Ruhi Aydın	Çukurova	Male	Primary School	Helper in a Drugstore	44	Mersin

Name	Mahalle	Gender	Level of Education	Occupation	Age	Hometown
Hüseyin Aşiret	Çukurova	Male	Primary School	Car Repair	50	Mersin
Enver Şen	Çukurova	Male	Primary School	Retired	72	Mersin
İlyas Acun	Çukurova	Male	Primary School	Civil Servant	53	Aksaray

## APPENDIX-6- IMPACT CONSULTATIONS

### 1) RESULTS SUMMARY OF FOCUS GROUP DISCUSSION KEY ISSUES RAISED

Place: Korukent Mahalle      Group: Female Group

Date: 09.10.2013

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>General Questions</b>	Did you heard about the MIHCP?	Yes
	When and how did you learn the Project?	Last year, from the Muhktar.
	What kind of complaint mechanism should be established in the scope of the Project?	There should be established free phone line and Mukhtar should be the responsible person for the Project related grievances.
<b>Population &amp; demographics</b>	Do you think the population of the community will be affected by the Project?	<p>The population of the Mahalle will be increased and;</p> <ul style="list-style-type: none"> <li>• Increased population will create social conflict.</li> <li>• Environmental pollution of the Mahalle will be increased.</li> <li>• The need of social facilities will be increased such as; park, kinder garden, and shopping malls.</li> </ul>
<b>Social Services &amp; Infrastructure</b>	Do you have any concerns or expectations regarding to the Project?	<p>Free transportation will be provided to the campus area.</p> <p>The resident of the Mahalle have parking area problem. The residents should be allowed to use parking area of the campus.</p> <p>Recreation places should be established.</p>
	Do you think the Project will affected education services?	A sport complex should be established for the kids in the scope of the Project.

Area of Discussion	Issues Raised	PAPs Perceived Impacts
	Do you have and concerns or expectations regarding impacts on health or health services?	Health care services will be very close to the Mahalle but free access should be ensured to health care campus.
<b>Economy, Employment &amp; Livelihoods</b>	How will the Project impact to the local economy?	
	Do you think will the house prices affected by the Project?	Rental and sales costs of the houses will be increased.
	Do you think will the Project create job opportunities in the Mahalle?	Unemployment rate of the Mahalle is high, construction workers of the Project should be hired from the local area.
<b>Quality of life</b>	Do you have concern regarding to noise, dust & traffic?	<p>The residents already have dust problem regarding to ongoing construction Projects in the Mahalle.</p> <p>The damaged roads should be repaired before start of the construction of the campus.</p>
	Do you have any concerns regarding to social harmony of construction workers?	<p>Safety precautions must be taken for the construction workers and the construction area.</p> <p>Drug addicts are using the buildings of some of the construction projects currently ongoing in the Mahalle .</p> <p>This is the situation we are very uncomfortable.</p>

## 2) RESULTS SUMMARY OF FOCUS GROUP DISCUSSION KEY ISSUES RAISED

Place: Korukent Mahalle      Group: Male Group

Date: 09.10.2013

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>General Questions</b>	Did you heard about the MIHCP?	
	When and how did you learn the Project?	The majority of the residents have not heard it so far.  There should be hanged and information banner to the construction site.
	What kind of complaint mechanism should be established in the scope of the Project?	
<b>Population &amp; demographics</b>	Do you think the population of the community will be affected by the Project?	The population of the Mahalle will be increased and it will affect the security of the Mahalle.
<b>Social Services &amp; Infrastructure</b>	Do you have any concerns or expectations regarding to the Project?	Currently there is the problem of accessing to Mahalle. The Metropolitan Municipality should increase the number of the buses. There will be a great need for a new road accessing to hospital.
	Do you think the Project will affect transportation on construction and operation process?	The Project will result the increased traffic load. There is an access problem from the other districts of the Mersin to the Korukent Mahalle. The Metropolitan Municipality should provide public bus services to the Project area from the all districts of Mersin.
	Do you think the Project will affected education services?	The project will be a good model for the children and it will provide the increased levels of education.

<b>Area of Discussion</b>	<b>Issues Raised</b>	<b>PAPs Perceived Impacts</b>
	Do you have and concerns or expectations regarding impacts on health or health services?	The residents will become conscious about the health issues.
<b>Economy, Employment &amp; Livelihoods</b>	How will the Project impact to the local economy?	It will help the economic development of the Mahalle.
	Do you think will the house prices affected by the Project?	House and land prices will rise.
	Do you think will the Project create job opportunities in the Mahalle?	It will create job opportunities in the Mahalle.
<b>Quality of life</b>	Do you have concern regarding to noise, dust & traffic?	Traffic density will cause an increase in noise.
	Do you have any concerns regarding to social harmony of construction workers?  If you experience such a problem. How will you try to solve the problem?	The people who will be with their work cannot be able to create negative impact on the residents. But there should be established public relations department in the Project. There should be representative of the Project for the grievances.

### 3) RESULTS SUMMARY OF FOCUS GROUP DISCUSSION KEY ISSUES RAISED

**Place:** Çukurova Mahalle      **Group:** Female Group

**Date:** 09.10.2013

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>General Questions</b>	Did you heard about the MIHCP?	No
	When and how did you learn the Project?	
<b>Population &amp; demographics</b>	Do you think the population of the community will be affected by the Project?	This major Project will create population density at the rate of 80%.
<b>Social Services &amp; Infrastructure</b>	Do you have any concerns or expectations regarding to the Project?	The project will provide cleanliness of the environment.  I access from the other districts of Mersin to the Mahalle will be increased.  Infrastructure services such as electricity and sewage will be having higher quality.
	Do you think the Project will affect transportation on construction and operation process?	General Directorate of Highways should re-construct the road. The currently roads are not sufficient.
	Do you think the Project will affected education services?	The Project will positively affect the education of children.  Children are more susceptible than adults.  The project will help the increase level of education.
	Do you have and concerns or expectations regarding impacts on health or health services?	It will be very easy to reach a full-fledged hospital.
<b>Economy,</b>	How will the Project	Home prices will rise.

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>Employment &amp; Livelihoods</b>	impact to the local economy?	The Project will help for reducing the unemployment rate.
	Do you think will the house prices affected by the Project?	It will increase.
	Do you think will the Project create job opportunities in the Mahalle?	The Project will create job opportunities in the Mahalle.
<b>Quality of life</b>	Do you have concern regarding to noise, dust & traffic?	The Mahalle is now experiencing these problems. The Project should take measures to reduce it.
	Do you have any concerns regarding to social harmony of construction workers?  If you experience such a problem. How will you try to solve the problem?	If the security measures will be enough it will not create any problem.  Mersin is very mixed city in terms of ethnically. The city is familiar to different people.



#### 4) RESULTS SUMMARY OF FOCUS GROUP DISCUSSION KEY ISSUES RAISED

**Place:** Çukurova Mahalle      **Group:** Male Group

**Date:** 09.10.2013

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>General Questions</b>	Did you heard about the MIHCP?	Residents of the Mahalle heard the Project from the Toroslar Municipality and the Çukurova Mukhtar.
	When and how did you learn the Project?	In 2012
<b>Population &amp; demographics</b>	Do you think the population of the community will be affected by the Project?	The population of the Mahalle will increase by the rate of 50%. Once the population increased the Municipality will provide better service. Income of the shop owners will be rised.
<b>Social Services &amp; Infrastructure</b>	Do you have any concerns or expectations regarding to the Project?	The roads, which are in bad condition, should be renewed.  Free service buses should serve directly to a campus.
	Do you think the Project will affect transportation on construction and operation process?	The current parking areas will not be sufficient. New parking areas should be established.
	Do you think the Project will affected education services?	Children can find the health education interesting after the Project.
	Do you have and concerns or expectations regarding impacts on health or health services?	The residents are currently using the Mersin State hospital which is 7 km far away from the Mahalle. Accessing to the health services will be much easier.
<b>Economy, Employment &amp; Livelihoods</b>	How will the Project impact to the local economy?	It will make major contribution on the economic improvement of the Mahalle.

Area of Discussion	Issues Raised	PAPs Perceived Impacts
	Do you think will the house prices affected by the Project?	The Mahalle will experience major change in the real estate sector. The house prices will be doubled.
	Do you think will the Project create job opportunities in the Mahalle?	Yes
<b>Quality of life</b>	Do you have concern regarding to noise, dust & traffic?	Certainly some disturbances will happen in the construction process but the residents will go along with this. The works which will create noise should be done during the day.
	Do you have any concerns regarding to social harmony of construction workers?  If you experience such a problem. How will you try to solve the problem?	Management of the Project should developed disciplinary rules for the construction workers.

### 5) RESULTS SUMMARY OF FOCUS GROUP DISCUSSION KEY ISSUES RAISED

**Place:** Çağdaşkent Mahalle      **Group:** Female Group

**Date:** 10.10.2013

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>General Questions</b>	Did you heard about the MIHCP?	N
<b>Population &amp; demographics</b>	Do you think the population of the community will be affected by the Project?	Increase in the population will result positive. Currently the number of shopping malls are not enough. New Shopping Malls would be open as a result of population growth
<b>Social Services &amp; Infrastructure</b>	Do you have any concerns or expectations regarding to the Project?	Roads should be renewed.
	Do you think the Project will affect transportation on construction and operation process?	Access to the campus can be provided in different ways and it will affect the Mahalle positively. A specific route should be used to block the traffic load in the Mahalle.
	Do you think the Project will affected education services?	The Project will create positive impact on the training activities.
	Do you have and concerns or expectations regarding impacts on health or health services?	<p>Currently the closest hospital to the Mahalle is Mersin State hospital. Transportation to the hospital is difficult because there is no direct public transport to the state hospital. The residents of the hospital have to use their private cars for accessing to the hospital. With the health campus this problem will be solved.</p> <p>The people from the Mersin need to go to Adana or Ankara for the oncology treatment. Health campus will give the oncology service and the medical care of the patients will be faster and more efficient.</p>

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>Economy, Employment &amp; Livelihoods</b>	How will the Project impact to the local economy?	<p>The employees of the health campus will start to live in the neighbourhood and incomes of the real estate sector and shop keepers will be raised.</p> <p>The Project can bring the senior workers from the other provinces but unskilled workers should strictly be hired from the local people. If they employ local people there will not be any problem regarding to workers accommodation and food supply.</p>
	Do you think will the house prices affected by the Project?	The value of the houses will be increased and it will affect the tenants negatively.
	Do you think will the Project create job opportunities in the Mahalle?	The Project should give the trainings to the unemployment young population and hire them in the Project.
<b>Quality of life</b>	Do you have concern regarding to noise, dust & traffic?	These issues will mostly affect Korukent Mahalle. Çağdaşkent Mahalle will be more distant from the construction site.
	<p>Do you have any concerns regarding to social harmony of construction workers?</p> <p>If you experience such a problem. How will you try to solve the problem?</p>	<p>The residents of the Mahalle will not be disturbed from the construction workers. People of the Mahalle get used to construction Projects. If there will be a problem the residents can make their complaints to the administrative department of the Project.</p>

## 6) RESULTS SUMMARY OF FOCUS GROUP DISCUSSION KEY ISSUES RAISED

**Place:** Çağdaşkent Mahalle

**Group:** Male Group

**Date:** 10.10.2013

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>General Questions</b>	Did you heard about the MIHCP?	Yes
	When and how did you learn the Project?	A few years ago from the conversation with the friends.
<b>Population &amp; demographics</b>	Do you think the population of the community will be affected by the Project?	There will not be a significant change in the population.
<b>Social Services &amp; Infrastructure</b>	Do you have any concerns or expectations regarding to the Project?	New roads and new connection roads will be established.
	Do you think the Project will affect transportation on construction and operation process?	The Metropolitan Municipality will give more importance to the Mahalle.
	Do you think the Project will affected education services?	In parallel with rising standards of living training activities of the area will be raised.
	Do you have and concerns or expectations regarding impacts on health or health services?	<p>Currently the residents of the Mahalle have to use 2 vehicles to reach the university hospital. When the health campus starts operation period the residents will be able to reach the hospital by walking.</p> <p>The hospitals are applying a lot of procedures and it creates waste of time. Citizens are not treated equally. Mortuary service procedures are difficult and taking long time. These kind of problems should not occurred in the health campus it should be more moderns.</p>

<b>Area of Discussion</b>	<b>Issues Raised</b>	<b>PAPs Perceived Impacts</b>
<b>Economy, Employment &amp; Livelihoods</b>	How will the Project impact to the local economy?	Local welfare will positively affected.
	Do you think will the house prices affected by the Project?	House and land prices will raised.
	Do you think will the Project create job opportunities in the Mahalle?	The Mahalle has skilled and unskilled unemployed young population which would like to be hired for the Project for construction and operation phases.
<b>Quality of life</b>	Do you have concern regarding to noise, dust & traffic?	Since the Mahalle is not so close to the Project site, it will not affect the Mahalle.
	Do you have any concerns regarding to social harmony of construction workers?  If you experience such a problem. How will you try to solve the problem?	The place of the workers accommodation is important it should not be close to the residential areas.

## 7) RESULTS SUMMARY OF FOCUS GROUP DISCUSSION KEY ISSUES RAISED

**Place:** Çavuşlu Mahalle **Group:** Female Group

**Date:** 11.10.2013

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>General Questions</b>	Did you heard about the MIHCP?	Yes
	When and how did you learn the Project?	In 2012, from the Mayor of Toroslar Municipality.
<b>Population &amp; demographics</b>	Do you think the population of the community will be affected by the Project?	The population of the Mahalle is began to grow in recent years. Rapid population growth will be occurred due to Project.
<b>Social Services &amp; Infrastructure</b>	Do you have any concerns or expectations regarding to the Project?	Currently there is no natural gas service in the Mahalle. Natural gas infrastructure can be established along with the Project.
	Do you think the Project will affect transportation on construction and operation process?	New roads can be constructed.
	Do you think the Project will affected education services?	A health-related vocational high school can be established in the Mahalle.
	Do you have and concerns or expectations regarding impacts on health or health services?	In the both construction and operation process of the Project traffic load will be increased. The rate of traffic accidents will increase in line with this load. <ul style="list-style-type: none"> <li>➤ The awareness of health of public will be increased.</li> <li>➤ Access to health services will be easier.</li> <li>➤ Services opportunities should be provided for oncology and dialysis patients.</li> </ul>
<b>Economy,</b>	How will the Project	Commercial areas will be built around the

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>Employment &amp; Livelihoods</b>	impact to the local economy?	campus and the economy of the region will be impacted positively.
	Do you think will the house prices affected by the Project?	House prices will be definitely increased. This situation will create a positive impact for homeowners but the it will create adverse impact on the tenants.
	Do you think will the Project create job opportunities in the Mahalle?	The project will create employment opportunities in the region. The Çavuşlu mahalle should have priority because the unemployment rate is very high in the Mahalle.
<b>Quality of life</b>	Do you have concern regarding to noise, dust & traffic?	There are specific concerns about the operation period. Hearing the sound of ambulances will create negative psychological impact.
	Do you have any concerns regarding to social harmony of construction workers?  If you experience such a problem. How will you try to solve the problem?	The need of construction worker should not fulfilled from the eastern provinces of Turkey. The people from the eastern provinces of the Turkey can crate social problems. Construction workers should be hired from this area.



## 8) RESULTS SUMMARY OF FOCUS GROUP DISCUSSION KEY ISSUES RAISED

**Place:** Çavuşlu Mahalle **Group:** Male Group

**Date:** 11.10.2013

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>General Questions</b>	Did you heard about the MIHCP?	They learnt the Project from the Toroslar Municipality.
	When and how did you learn the Project?	A year ago.
<b>Population &amp; demographics</b>	Do you think the population of the community will be affected by the Project?	In the boundaries of the mahalle provincial bus station is being built. Population influx expected due to the bus station and health campus.
<b>Social Services &amp; Infrastructure</b>	Do you have any concerns or expectations regarding to the Project?	The residents of the Mahalle have expectations from the Project about the following infrastructure services; <ul style="list-style-type: none"> <li>· Drinking water pipes should be renewed</li> <li>· The roads should be expanded</li> <li>· Parking areas should be build</li> </ul>
	Do you think the Project will affect transportation on construction and operation process?	Traffic problems of the district should be solved before the Project. Currently there is a lack of parking area and the roads are not wide enough
	Do you think the Project will affected education services?	No impact
	Do you have and concerns or expectations regarding impacts on health or health services?	Health campus will have different branches. The Project will be useful in terms of treatment of different diseases such as cancer.
<b>Economy,</b>	How will the Project	Project will create positive impact on the local

Area of Discussion	Issues Raised	PAPs Perceived Impacts
<b>Employment &amp; Livelihoods</b>	impact to the local economy?	shops. Mobility of the population will be increased.
	Do you think will the house prices affected by the Project?	The prices of the houses will be increased.
	Do you think will the Project create job opportunities in the Mahalle?	The Project will create job opportunities.
<b>Quality of life</b>	Do you have concern regarding to noise, dust & traffic?	The residents have concerns regarding to noise, dust and traffic. Infrastructure of the district is unable to support the Project.
	Do you have any concerns regarding to social harmony of construction workers?  If you experience such a problem. How will you try to solve the problem?	Due to the political situation in Syria, the number of Syrian immigrants became 500,000 people in Turkey. Construction workers will not create any social problems the government firstly need to solve the problems of immigration.

## APPENDIX-7- DETAILS ABOUT THE NOMAD FAMILIES AND THE FUTURE PLANS

1 <sup>st</sup> Family	
Name of household head	Osman Kaçan
Phone Number	0534 610 13 23
Number of the person in the household	9
Main Source of Income	Animal Husbandry
Number of Sheep	350
Average Income of the Household	44,000
Date of Departure from the land	May
Date of Arrival to the land	October
Designation of Summer Squatter	Arslanköy (borders of the Karaman and Mersin provinces)
Vulnerable Person in the Family	–
Duration of the land usage	63 years
Ownership of alternative properties	The family has three houses in Nacarlar Village. The household head mentioned that the place is not suitable for the nomadic life.
The date when the nomads were informed for the first time	November 2013
Source of Information	Project workers
Future plans and other comments	<i>"We will not be able to use this site anymore. We will be stuck in a very small area. We support this project, but why the Project workers hedged the area, since the construction has not started yet? Ministry of Health should renew the existing hospitals rather than constructing new hospitals. We are planning to put our sheep into the hospital and leave this area. The municipality is not taking responsibility to find an alternative land. In this area we do not have any infrastructure service such as electricity and water. Village life is not suitable for us. We need a bigger place for our animals. Our children do not have any experience to work in other sectors."</i>
2 <sup>nd</sup> Family	
Name of household head	Remzi Kaçan
Phone Number	0536 898 86 00
Number of the person in the household	3
Main Source of Income	Animal Husbandry
Number of Sheep	100
Average Income of the Household	14,000
Date of Departure from the land	May
Date of Arrival to the land	October
Designation of Summer Squatter	Arslanköy (borders of the Karaman and Mersin provinces)
Vulnerable Person in the Family	Two members of the family are older than 65 years old and the other member has a speech handicap
Duration of the land usage	35 years
Ownership of alternative properties	The Family has a dry land in Arslanköy.
The date when the nomads were informed for the first time	June 2013
Source of Information	2U1K ESIA team
Future plans and other comments	<i>"Actually we do not get any benefit of the nomadic life. Nomadic life is a culture for us, rather than a livelihood. After the Project our revenue sources will be decreased. Municipality should find a proper place for us."</i>

3 <sup>rd</sup> Family	
Name of household head	Mehmet Turgut
Phone Number	0537 631 47 94
Number of the person in the household	7
Main Source of Income	Animal Husbandry
Number of Sheep	100
Average Income of the Household	14,000
Date of Departure from the land	May
Date of Arrival to the land	October
Designation of Summer Squatter	Arslanköy (borders of the Karaman and Mersin provinces)
Vulnerable Person in the Family	–
Duration of the land usage	40 years
Ownership of alternative properties	–
The date when the nomads were informed for the first time	Two years ago
Source of Information ab	Local residents
Future plans and other comments	<i>“Even if the Municipality gives us luxury flats, we will refuse it. Nomadic life is our tradition. Either, if Toroslar Municipality provide job opportunity to our kids, we can sell our sheep or if we find a proper place we can move. All we need is to find a land with 5000 m<sup>2</sup>.”</i>
4 <sup>th</sup> Family	
Name of household head	Hasan Turgut
Phone Number	0536 687 37 99
Number of the person in the household	5
Main Source of Income	Animal Husbandry
Number of Sheep	100
Average Income of the Household	14,000
Date of Departure from the land	June
Date of Arrival to the land	September
Designation of Summer Squatter	Arslanköy (borders of the Karaman and Mersin provinces)
Vulnerable Person in the Family	–
Duration of the land usage	40 years
Ownership of alternative properties	The family has a dry land In Arpaçköy.
The date when the nomads were informed for the first time	June 2013
Source of Information ab	Mukhtar
Future plans and other comments	<i>“During the construction period we will not be able to come here due to noise and dust impacts of the Project. We do not earn enough money from this job to continue our life. If the Project could provide us a job opportunity I can sell my sheep.”</i>

5 <sup>th</sup> Family	
Name of household head	Mustafa Turgut
Phone Number	0537 854 40 62
Number of the person in the household	5
Main Source of Income	Animal Husbandry
Number of Sheep	130
Average Income of the Household	17,500
Date of Departure from the land	June
Date of Arrival to the land	September
Designation of Summer Squatter	Arslanköy (borders of the Karaman and Mersin provinces)
Vulnerable Person in the Family	–
Duration of the land usage	35 years
Ownership of alternative properties	–
The date when the nomads were informed for the first time	June 2013
Source of Information ab	Mukhtar
Future plans and other comments	<i>"Our lands were expropriated for the several Projects and now we have no lands. Toroslar Municipality should purchase our animals and offer us a proper job in the Municipality."</i>
6 <sup>th</sup> Family	
Name of household head	Mümin Turgut
Phone Number	0536 320 35 04
Number of the person in the household	2
Main Source of Income	Animal Husbandry
Number of Sheep	70
Average Income of the Household	9,000
Date of Departure from the land	May
Date of Arrival to the land	October
Designation of Summer Squatter	Arslanköy (borders of the Karaman and Mersin provinces)
Vulnerable Person in the Family	–
Duration of the land usage	50 years
Ownership of alternative properties	–
The date when the nomads were informed for the first time	A year ago
Source of Information ab	Mukhtar
Future plans and other comments	<i>"If we had a place to go, we would not come here. We are not happy to face with this problem. We can sell our sheep if the Project offers us a job. We will be suffered as a result of the construction."</i>

7 <sup>th</sup> Family	
Name of household head	Halil Turgut
Phone Number	–
Number of the person in the household	5
Main Source of Income	Animal Husbandry
Number of Sheep	150
Average Income of the Household	20,000
Date of Departure from the land	June
Date of Arrival to the land	September
Designation of Summer Squatter	Arslanköy (borders of the Karaman and Mersin provinces)
Vulnerable Person in the Family	–
Duration of the land usage	46 years
Ownership status of alternative properties	–
The date when the nomads were informed for the first time	Two years ago
Source of Information ab	Project workers
Future plans and other comments	<i>"I leased a land in the borders of the Korukent Mahalle and I was planting feeds for the sheep. However, fences around the project site affected my access to this land. If I had known this issue, I would go another place. Health campus Project is beneficial to the society but we suffer from this Project. The municipality convinced us in 1991, during the expropriation process of the amusement park project."</i>

## APPENDIX-8 NOMAD SUPPORT STRATEGY

Mersin Entegre Sağlık Hizmetleri Yatırım ve İşletme A.Ş. has awareness, that the Project activities might create direct or indirect impacts on the socio-economic environment including; resettlement, population increase and both positive and negative impacts in the local economy.

The mission of Project Company is to establish social responsibility projects such as education, culture and beneficial projects in the local impact area to improve stakeholder's quality of life and livelihood sources.

The nomad families determined as the most vulnerable group in the local impact area of the Project, in the scope of the social baseline and impact assessment studies. These families will be faced with the physical displacement impact due to rapid urbanization strategies of Toroslar Municipality. The Project Company is planning to realize the following strategies to minimize their vulnerability related with the displacement issue. These plans will be finalized with the final decision taken by the Municipality.

### a) Nomad festival

Nomad families have been organizing traditional festival in their summer squatters Arslanköy for five years. SPV is planning to give support to this organization to attract the traditional tourism.

### b) Job opportunities

Four household head of seven families have job expectation from the Municipality and SPV. The Project will be a major employer in the area both construction and operation phases. Opportunities for local people are most likely to be for non-medical staff positions. The construction workers are likely to be sourced from the local area SPV will also require workers for nonmedical positions. SPV is planning to give priority to nomad families for unskilled positions both for the construction and operation phases.

### c) Purchase Sheepfolds of Nomads

Nomad families has total of 1000 animals and five household head of the seven nomad families offered the Municipality and SPV to purchase their animals since they would like to start settled life and they have job expectation. SPV is planning to support these nomad families with buying their animals during the sacrifice holiday.

### d) Educational Support

Social baseline studies shows that the education is one of the major problems of nomads, especially elderly woman of community are illiterate. Twenty-two percent of the community never attended the school and thirty-six percent of the community are primary school

graduated. These figures are lower, when it compared with the average education level of Turkey. Education is a major tool for the nomads while undergoing the integration process to the society.

During the social baseline studies five students have been determined. The table below represents general information about these students.

Name	Sex	Age	Education Level
Selvinaz Turgut	Female	21	University Student
Süleyman Turgut	Male	24	University Student
Salim Turgut	Male	13	Secondary School Student
Hacı Turgut	Male	8	Primary School Student
Sultan Turgut	Female	6	Primary School Student

The Project is planning to support the educational needs of these kids to support their integration process to the settled life.

For details of the education and social responsibility approach of the Company see also:

<http://www.diaholding.com/sayfalar.asp?LanguageID=2&cid=43&id=43>

#### e) Monitoring of the Resettlement Process of Nomads:

The Municipality will be responsible for the replacement process. However, the Project Company also hired a Public Relations Officer (PRO) to monitor the replacement process of the nomad families. The PRO will receive the grievances of the nomad families and provide dialogue between nomad families and the Project.

Communication information of the PRO which is given below will be distributed to the nomad families.

- **Name:** Timur Balta
- **Phone Number:** 0 212 377 19 00
- **E-mail address:** tbalta@diaholding.com/info@mersinsaglik.com.tr
- **Post Adress:** Meclis-i Mebusan cd. İnebolu Sk. 1A Ekemen Han Kat:3-4 Kabataş, Beyoğlu/İstanbul



### APPENDIX-9 GRIEVANCE CLOSEOUT FORM

Grievance closeout number:	
Define immediate action required:	
Define long term action required (if necessary):	
Compensation Required?	<input type="checkbox"/> YES <input type="checkbox"/> NO
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

This section will be filled and signed by the complainant herein after she/he receives the compensation fees and his/her complaint has been remediated. (Personal information of the complainant is not necessary)

Notes:

Name-Surname and Signature

Date.../.../...Complainant:  
Company Institution/Company  
Surname and Signature

Representative of the  
Title-Name-

### APPENDIX-10 SAMPLE GRIEVANCE FORM

Reference No	
Full Name	
Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address ..... ..... <input type="checkbox"/> By telephone:..... <input type="checkbox"/> By e-mail:.....
Province/Town/Settlement	
Date	
Category of the Grievance	
1. Regarding abandonment (hospital, public housing)	
2. Regarding assets/properties impacted by the project	
3. Regarding infrastructure	

4. Regarding the decrease or complete loss of sources of income	
5. Regarding environmental issues (like pollution)	
6. Regarding employment	
7. Regarding traffic, transportation and other risks	
9-Other (Please specify):	
Description of the Grievance What happened? When did it happen? Where did it happen? What is the result of the problem?	
What would you like to see happen to resolve the problem?	

Signature:

Date: