

**Republic of Croatia**

**Ministry of Justice and Public administration  
and  
State Geodetical Administration**

**Integrated Land Administration and Justice Services Project**

**SOCIAL ASSESSMENT**

**January 2024**

## Table of contents

1. Introduction to the project .....	4
Digitalization and integration of Land Registry and Court Services, and institutional capacity building (Component A, B, C, E).....	5
Infrastructure Integration of Land registry and Cadastre (Component D) .....	5
Integrated infrastructure in Velika Gorica .....	5
Integrated infrastructure in the City of Rijeka .....	6
Integrated infrastructure in Novska.....	6
Integrated infrastructure in Bjelovar .....	7
Improvement of 30 cadastre office locations (cabling) .....	7
2. Legal and institutional framework .....	7
Organisation of judicial system in Croatia .....	7
Land administration system.....	9
Achievements in strengthening the judicial and land administration systems. ....	11
Land administration legacy issues in Croatia.....	12
Dispute resolution systems and existing grievance mechanisms in land administration system .....	13
Right to access information .....	16
General Data Protection Regulation (GDPR) .....	17
3. Social risks and impacts and mitigation measures .....	17
Social risks and impacts and mitigation measures for components A, B and C .....	17
Social risks and impacts and mitigation measures for components D .....	18
4. Vulnerable groups.....	24
Victims and witnesses.....	24
Persons with disabilities.....	24
Women.....	25
Children and minors.....	26
Low-income persons .....	27
Ethnic minorities .....	27
Elderly and persons with limited access to digital technologies .....	28
Foreign workers .....	28
Persons with no title .....	29
5. Main Findings .....	29
6. Conclusions .....	31
7. Annex I - note from the meeting with stakeholders.....	33

## Abbreviations

CO	Cadastre Offices
CEPEJ	European Commission for the Efficiency of Justice
EHS	Environmental, Health and Safety
GBV	Gender Based Violence
GDPR	General Data Protection Regulation
GIIP	Good International Industry Practice
GRM	Grievance Redress Mechanism
HRM	Human resources management
ICMS	Integrated Case Management System
ILAS	Integrated Land Administration Systems Project
ILO	International Labour Organization
JIS	Joint Information System
J4B	Justice for Business Project
LMP	Labor Management Procedures
LRMS	Land Registration Management Sector
LRO	Land Registry Office
M&E	Monitoring and Evaluation
MoJPA	Ministry of Justice and Public Administration
NSDI	National Spatial data Infrastructure
OG	Official Gazette
OHS	Occupational Health and Safety
OSS	One Stop Shop
PIU	Project Implementation Unit
RAP	Resettlement Action Plan
RoC	Republic of Croatia
SDG	Sustainable Development Goals
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SGA	State Geodetic Administration
SSC	Shared Service Centre
UNECE	United Nations Economic Commission for Europe
USKOK	Office for Suppression of Corruption and Organized Crime

## **1. Introduction to the project**

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

The activities of the Integrated Land and Justice Services Project (hereinafter: Project) build upon the achievements of previously funded World Bank projects aiming at the development objectives of increased digitization, institutional integration, and improved services for citizens. The proposed implementing agencies of the Project are the Ministry of Justice and Public Administration (MoJPA) and the State Geodetic Administration (SGA).

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

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

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

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

**Component D:** Integrated Court, Land registry Offices (LRO) and Cadaster offices (CO) Infrastructure will provide construction of court, registry and cadaster infrastructure to international and EU standards to support improved service delivery and establishment of a new structure for addressing appeals of land disputes. This component would support construction of new infrastructure to support integrated cadaster, land registry and court services and establish a Land Court of Appeals.

This component will support construction of new infrastructure in areas possibly to include Novska, Rijeka, Bjelovar and Velika Gorica. This component will also support provision of new ICT cabling to improve digital services in thirty COs.

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

### **Digitalization and integration of Land Registry and Court Services, and institutional capacity building (Component A, B, C, E)**

Component A, B, C include activities that will support the digitization and integration of land registry court data and services, improvement of digital services of cadastre and geospatial data and further digital integration of land registry and cadastre. Component E refers to capacity building, policy analysis, and project management.

The above-mentioned components include sub activities such as digitization of paper and land registry and court records, improvement of geospatial data, of the infrastructure cadastre, performing surveys and enhancement of the JIS and OSS as well as capacity building programs and public awareness campaigns. New cadastral surveys and land register establishment/renewal will be conducted to improve accuracy and corrections to cadastre and land registry records, which will provide citizens and landowners with clearer land rights.

These project activities will take place nationwide and, at the moment of project appraisal, exact locations of cadastral surveys are not known.

### **Infrastructure Integration of Land registry and Cadastre (Component D)**

The component D of the project will support the construction of integrated infrastructure for courts, land administration offices and cadaster offices with the aim to support improved and integrated service delivery. Also, under Component D. small scale works for the improvement of 30 cadaster office's locations will be implemented. The works are of limited nature and will consist mainly in the improvement of technical installations (electrical wirings, internet cables and similar small interventions). The new infrastructure will be designed and built in line with international and EU standards and will be in Novska, Rijeka, Velika Gorica and Bjelovar.

### **Integrated infrastructure in Velika Gorica**

Currently the Municipal and County Court including land registry offices and the Cadaster Department in Velika Gorica are scattered across several locations in the city. Most premises are in the very center of the City of Velika Gorica, are in lease but still inadequate both in terms of quality and quantity of space. The judicial bodies being relocated include Municipal and County Courts in Velika Gorica, County and Municipal State Attorney's Offices in Velika Gorica, and Real Property Cadaster Department Velika Gorica. Working conditions for employees and court users are not in line with judicial best practice and international standards (e.g., there is one single entrance for all users, including employees and litigants). It is important to stress that some of the Courts (County Court, Municipal Court) have jurisdiction on cases of underage children and youth but are not equipped to hold remote trials, which is required by national law for juvenile cases. Furthermore,

adequate access for persons with disabilities is not adequately ensured. At this stage of project appraisal, the location of the planned new court and land administration building is yet not known.

### **Integrated infrastructure in the City of Rijeka**

The Municipal Court in Rijeka is faced with significant challenges in its daily operation and organization of judicial activities, being scattered across seven different facilities in Rijeka. Currently, the court archives are in two private apartments on the lease, and the Misdemeanor Court and the Land Registry are in separate locations. In addition, the Family Court is planned to be opened soon, and it will also be located outside the main courthouse. Similar challenges are faced also by other judicial bodies located in the city. More precisely it has been detected that new infrastructure is needed to host the Municipal Court including Land registry offices, Commercial Court, Administrative Court, Centre for Mediation, Municipal State Attorney's Office, County State Attorney's Office, USKOK (Office for Suppression of Corruption and Organized Crime) and Regional Cadaster Office.

At this stage of project appraisal, the exact location of the planned new integrated infrastructure is yet not known. A possible area could be within around publicly owned 42 ha for which the City of Rijeka is developing a new Urban plan. Public consultations for new urban plan are planned by the end of 2023. Generally, in certain parts of the 42 ha the City of Rijeka leases the land to citizens for their city gardens and agricultural and leisure purposes. The city has signed the land lease agreement with each user and for the price of about EUR 0.30/m<sup>2</sup>. In line with contract provisions, the City of Rijeka can terminate the Contract, among other things, due to the repurposing of the space, whereby users of the gardens must move out and leave the space restored to its original state within 15 days from the notification. More precise data on the total area under lease, number of persons and /or entities that have signed the contract, the number and surface of gardens or other information on the use of the land have been requested and will be included within the Project's Social Assessment. It is possible that the new development plan could cause some discontent/social risks to the overall project/social context. Once the exact location of the new judiciary and cadaster integrated infrastructure will be known, if it will be within the area under the new Urban plan, current users of land should be consulted through the sub-project SEP, and any risks and impacts will be addressed through tools and solutions foreseen within the Project's Environmental and Social Management Framework, and/or, if deemed necessary, through an abbreviated Resettlement Action Plan (RAP), as defined by Projects Resettlement Policy Framework (RPF).

### **Integrated infrastructure in Novska**

Novska is a smaller regional center in Sisak-Moslavina County to which residents of neighboring municipalities also gravitate, using higher-order functions such as the judiciary, cadaster, and land registry. Novska has a court Permanent Service that is part of the Municipal Court in Kutina. It currently uses city spaces that are incompatible with modern standards and technological requirements. The cadaster and land registry are temporarily located in the nearby city administration building. There is a noticeable lack of space for judges, employees of all services and for users. The way of connecting with users and communication within individual bodies are not appropriate, which slows down the work process, creates a poor working environment and reduces user satisfaction. The construction of the new judicial building of the Municipal Court Kutina-Permanent Service Novska and the accommodation of the Cadaster office and the Land Registry Department are envisaged to functionally connect them and implement guidelines of new standards in judicial infrastructure. The location planned for the new court building is in Potočka street no. 10

in the center of Novska. Construction is planned on building land kč.br. 1030, k.o. Novska area of 2,277 m<sup>2</sup> owned by the Republic of Croatia, pursuant to the Agreement on financing works for the construction of an office building for the purpose of accommodating judicial authorities and offices of the State Geodetic Administration. Project design services for the design of the new integrated infrastructure must be contracted. The location was once used as a city market and a shop with household goods. With the construction of the new market, the need to use this space for this purpose disappeared. The space in which the store used to be used by the City Red Cross Society as an occasional warehouse when receiving and distributing goods to users. Other premises are used by the Association for Breeding Small Animals Novska and the Club of Pigeon Breeders Novska for occasional exhibitions and competitions. Users do not have a contract on the use of space. During the project preparation phase representatives of the current space users have been contacted to inform them on the plans for the site, the fact that they will be asked to leave the spaces they are currently using and to collect their opinion, worries and eventual needs arising from their relocation. They confirmed their support to the project and the support that was provided by the town authorities in finding alternative spaces for their activities.

### **Integrated infrastructure in Bjelovar**

The new infrastructure will host the Commercial Court, the County, and the Municipal State Attorney's Offices. It is planned on the same plot of land where the existing building of the judicial bodies of the city of Bjelovar is located, next to the existing building, at the address Ivša Lebovića, Bjelovar. The parcel in question is fully owned by the Republic of Croatia, i.e. the Ministry of Justice and Public Administration. In the new infrastructure the Commercial Court will be located on the upper ground floor of the building and on the first floor, while the Municipal State Attorney's Office and the County State Attorney's Office will be located on the second and third floors. By moving to the new infrastructure, the current space of the Commercial Court, which is located in the neighboring building, will be returned to the City of Bjelovar and additional space will be freed up in the existing building. The space that will be freed up will be used for the expansion of the judicial bodies that remain in the old building, namely the Municipal Court and the County Court, but also for the return of the Misdemeanor department and of the land registry office from the currently leased space in other parts of the town. All of the above will provide all these bodies with significantly better working conditions and thus functioning. The organization of the new layout of the plot will enable an additional rear entrance for employees to the existing building, as well as the definition of a prohibited area for the public in front of the prison building.

### **Improvement of 30 cadastre office locations (cabling)**

Small scale refurbishing works are foreseen in 30 chosen cadaster offices across Croatia. The works are of limited nature and will consist mainly in the improvement of technical installations (electrical wirings, Internet cables and similar small interventions).

## **2. Legal and institutional framework**

### **Organisation of judicial system in Croatia**

The Constitution of the Republic of Croatia provides that authority is organised according to the principle of tripartite separation of powers, so that legislative authority is exercised by the Croatian Parliament, executive authority by the Government and judicial authority by the courts. Judicial office is held by judges appointed by the State Judicial Council. In exercising their judicial office,

judges must be independent and autonomous and they enjoy immunity in accordance with the law. Judicial office is permanent, and a judge may not perform any other duty. The judicial system of the Republic of Croatia consists of the judiciary (courts), autonomous and independent judicial bodies (public prosecutor's offices), the executive (Ministry of Justice and Public Administration), autonomous and independent bodies (State Judicial Council and Council of Public Prosecutors), an autonomous and independent service (legal profession), an autonomous and independent public service (notaries) and a public institution (Judicial Academy).

The task of MoJPA is to preserve the fundamental values of the legal order, to ensure the conditions for its sound functioning and to further develop the judicial system.

The Courts Act (OG 28/13, 33/15, 82/15, 82/16, 67/18, 126/19, 130/20, 21/22, 60/22, 16/23) regulates the organisation, remit and jurisdiction of the courts. In the Republic of Croatia, judicial authority is exercised by the courts as separate bodies of state authority. They exercise their authority autonomously and independently within the scope and jurisdiction prescribed by law. Judicial authority in the Republic of Croatia is administered by the ordinary and specialised courts, and the Supreme Court of the Republic of Croatia, which is also the highest court in the Republic of Croatia. Regular courts are courts which deal with matters over which no specialised court has jurisdiction. These are the municipal courts and county courts. Specialised courts are courts which deal with matters over which the law has given them jurisdiction. They are commercial courts, administrative courts, misdemeanour courts, the High Commercial Court of the Republic of Croatia, the High Administrative Court of the Republic of Croatia and the High Misdemeanour Court of the Republic of Croatia.

The courts are further divided into courts of first and second instance. Proceedings to settle a legal matter are brought before the courts of first instance. These are the municipal, administrative, misdemeanour and commercial courts. The courts of second instance take decisions on appeal against decisions of courts of first instance and carry out other tasks laid down by law. These are the county courts (in relation to municipal courts), the High Commercial Court of the Republic of Croatia (in relation to commercial courts), the High Misdemeanour Court of the Republic of Croatia (in relation to misdemeanour courts) and the High Administrative Court of the Republic of Croatia (in relation to administrative courts). Municipal and misdemeanour courts are established for the territory of one or more municipalities, one or more towns or parts of an urban area, whereas the county, commercial and administrative courts are established for the territory of one or more counties. The High Commercial Court of the Republic of Croatia, the High Administrative Court of the Republic of Croatia, the High Misdemeanour Court of the Republic of Croatia and the Supreme Court of the Republic of Croatia are established for the territory of the Republic of Croatia.

The Supreme Court of the Republic of Croatia is based in Zagreb. The President of the Supreme Court of the Republic of Croatia is elected for a period of four years by the Croatian Parliament, following a proposal from the President of the Republic of Croatia once the General Assembly of the Supreme Court of the Republic of Croatia and the competent committee of the Croatian Parliament have given their opinion, and may be re-elected for the same post at the end of that period. No one may be elected for this post more than twice.



The Territories and Seats of Courts Act (OG 67/18, 21/22) implemented a territorial organisation and further rationalisation of the court network, creating 15 county courts, 34 municipal courts, 9 commercial courts and 4 administrative courts.

The judicial authorities in the Republic of Croatia comprise courts and public prosecutor's offices. The Public Prosecutor's Office is an autonomous and independent judicial body that is authorised and obliged to take action against perpetrators of crimes and other punishable offences, to take legal action to protect the assets of the Republic of Croatia and to submit legal remedies to protect the Constitution of the Republic of Croatia and the legislation. The Public Prosecutor's Office of the Republic of Croatia has been established to cover the entire territory of the Republic of Croatia; municipal public prosecutor's offices have been set up to deal with municipal courts and public law bodies; and county public prosecutor's offices have been set up to deal with county, commercial and administrative courts. The law may establish dedicated public prosecutor's offices to deal with certain types of case and before courts designated by law. Municipal public prosecutor's offices are subordinate to the county public prosecutor's offices; the county public prosecutor's offices and dedicated public prosecutor's offices are subordinate to the Public Prosecutor's Office of the Republic of Croatia.

The Prosecutor-General of the Republic of Croatia is head of the Public Prosecutor's Office of the Republic of Croatia. The Prosecutor-General of the Republic of Croatia is appointed for a period of four years by the Croatian Parliament, following a proposal from the Government of the Republic of Croatia once the Justice Committee of the Croatian Parliament has given its opinion, and may be reappointed for the same post at the end of that period. No one may be appointed to this post more than twice.

The Territories and Registered Offices of Public Prosecutor's Offices Act (OG 67/18, 21/22) streamlined the network of public prosecutor's offices, creating 15 county public prosecutor's offices and 25 municipal public prosecutor's offices.

The Zagreb-based Office of USKOK is a dedicated public prosecutor's office specialising in the prosecution of corruption and organised crime, which covers the entire territory of the Republic of Croatia. The jurisdiction of the Office for the Prevention of Corruption and Organised Crime is laid down in the Act on the Office for the Prevention of Corruption and Organised Crime.

### **Land administration system**

The land administration system is composed of several key institutions and sectors with respective legal frameworks of which the most important ones are:

- The Ministry of Justice and Public Administration oversees and develops land administration policies and land-related laws and regulations. The Land Registration Management Sector (LRMS) within the MoJPA is a special unit responsible for managing the Land Registry Offices (LROs) which are subordinate to the municipal courts.
- The State Geodetic Administration: is the central authority responsible for geodetic and cartographic activities that manages the cadastre, the national geodetic reference systems, and

topographic mapping. It also ensures the accuracy, integrity, and availability of land-related spatial data.

- Courts: the land registry is maintained by municipal courts and overseen by the MoJPA. It records and maintains information about land ownership.

The cadastre is a record that contains information about the particles of the earth's surface and buildings that lie permanently on the earth's surface or under it, and about special legal regimes on the earth's surface. Cadastral records are maintained by regional cadastre offices of the State Geodetic Administration and the City Office for Cadastre and Geodetic Affairs of the City of Zagreb. Cadastral data is public, and everyone has the right to inspect it.

Cadastral offices provide different types of services to citizens, the most important of which are: Issuance of copies of the cadastral plan, issuance of transcripts/excerpts of title deeds, Issuance of extracts from the Land Data Base, Issuance of various certificates and certificates based on the registered cadastral data. In addition to the above, cadastral offices review and confirm geodetic reports prepared for citizens by natural or legal persons who have the consent of the State Geodetic Administration to perform professional geodetic work. Procedures conducted in cadastral offices are prescribed by the Act on State Survey and Real Estate Cadastre (OG 112/18, 39/22)

Land registers are public registers in which data on the legal status of real estate relevant for legal transactions are entered. The land register consists of a ledger and a collection of documents. Land registers are kept in the land register departments of municipal courts. The land register consists of a ledger and a collection of documents. The main ledger consists of land registry entries that contain the title deed (inventory list, sheet A), title deed (ownership deed, sheet B) and bill of lading (bill of lading, sheet C). The collection of documents is created by submitting documents (originals or certified copies) on the basis of which land registry entry is allowed. The subject of registration in the land registers are real rights, rights of repurchase, first purchase, lease, lease and concession, as well as other rights determined by law and other facts important for legal transactions. In the land registers, there are different book entries: registration, pre-registration and note.

The Book of Deposited Contracts is a special record established by the Law for the purpose of depositing contracts on the purchase and sale of an apartment in cases where the real estate (residential building on a certain cadastral parcel) is not registered in the land register. For all apartments that are registered in the Book of deposited contract, as well as for apartments that have not yet been registered, the procedure for connecting the land register and the book of deposited contracts is carried out, in accordance with the Ordinance on Connecting the Land Register and the Book of Deposited Contracts and Registering the Ownership of a Separate Part of the Real Estate (apartment ownership) (OG 121/2013). Until the process of connecting the land register and the book of submitted contracts is completed, and on that occasion the closed book of submitted contracts continues to exist the possibility of registering new owners and new special parts of the property in the same. All assumptions that are required to be met when entering the land register must also be met when entering the signed contracts. The land registry is public, which means that anyone can request an insight into it. this way, it is possible to gain insight into all parts of the land register and the collection of documents, and obtain extracts from it, i.e. printouts and

transcripts. In practice, it happens that the designations of parcels and the names of cadastral municipalities are not the same in the land register and in the cadastre, which is why users have difficulties when reviewing the state of the land register. Therefore, if the only information about the property is the number of the cadastral plot.

The Cadastre JIS is a single database and application for managing and maintaining cadastre and land registry data in in which the systems are interconnected, and exchange data related to real estate.

#### **Achievements in strengthening the judicial and land administration systems.**

As part of the modernization of public administration in Croatia, a key priority is to strengthen legal certainty, ensure land tenure security, and maintain support to building strong institutions. Numerous activities have been successfully carried out in recent years with the aim of shortening the duration of court proceedings, streamlining the judicial network and modernizing the functioning of the entire system. In line with these priorities, MoJPA and SGA are carrying out normative activities in the form of amendments to key procedural laws and umbrella policies related to land and property ownership and associated information systems and business processes, including investments in the Real Property Registration in JIS, a single database and application for managing and maintaining cadastre and land registry data. Additionally, MoJPA is actively working to resolve a backlog in land and property transactions and land sector-related court disputes in order to clarify ambiguity in Croatia's real estate sector that restricts investor confidence. The efforts of MoJPA and SGA are foundational to unlocking both economic growth and the development of land records information that can be utilized by other government institutions for informed decision-making, planning, and support to private sector development.

Croatia's land administration system has been transformed with World Bank support over the past two decades. Previous Bank support was provided via three iterations of financing. The first round of financing started under the Real Property Registration and Cadastre Project (RPRCP; P067149), which was implemented from 2003-2010 and successfully completed the first phase of land registry and cadastre reform in Croatia by simplifying procedures, improving the efficiency of services, increasing transparency and access to information, and delivering joint procedures and a common land database under the JIS. The development of the JIS created a single database of cadastre and registry information and integrated business processes that brought SGA and MoJPA together within one land administration system. RPRCP piloted the JIS prior to its closing, but it was the second and third rounds of Bank financing, the Integrated Land Administration System (ILAS; P122219) and its Additional Financing, that supported the JIS's rollout, along with further investments in digital services, automation of the land registration system, spatial information and cadastre system modernization, and initial development of national spatial data infrastructure.

One of the greatest achievements supported by ILAS was the introduction of the JIS in all land registry offices and Cadastre offices. The completion of the JIS rollout in November 2016 was a milestone in the modernization of Croatia's land administration system. The JIS is fully centralized, web-based system interoperable with the personal identification register, address register, business register and tax authority register. The system is linked to the LROs' and COs' digital archives and provides functionalities for digitization of incoming documents. The One-Stop-Shop module includes

e-signature and e-payment functionalities and provides several e-services for key external users. The JIS also provides functionalities for exterritorial services, meaning that any services required nationwide can be provided by any of the local offices.

The introduction of e-services for land administration is another notable achievement supported by ILAS. Key reform achievements under ILAS include (i) faster transaction times for land services, including registration of title and mortgages; (ii) a shift to online services—over 55 percent of services are now requested online with some of the services fully digitalized (100% of fillings to LROs are submitted online while more than 89% of cadastral elaborates are submitted online and all of them in standard digital form); (iii) establishment of the JIS that shares registry and cadastre data; (iv) geospatial data shared with over 120 government agencies and municipalities; (v) more than 38 million paper land records scanned and digitized; (vi) pilot methodologies for harmonizing land registry and cadastre data; and (vii) launching a building registry and infrastructure cadastre.

Reforms have also been made in the court sector with support from the World Bank-funded Justice for Business (J4B) Project. Simplified of business regulatory procedures are in place supported by a single digital window for business activities. There has also been progress in simplification and automation of construction and use permits. Implementation of e-Dozvola (e-Permit) in the City of Zagreb, Croatia has now successfully implemented the digitalization of construction and use permit services across the entire country. There has been uptake of e-communication and utilization of the e-Justice tools. The project supported integration of municipal, administrative and commercial courts in the Integrated Case Management System (ICMS). Progress has also been made with reducing court case backlogs and the design of modern court infrastructure.

#### **Land administration legacy issues in Croatia**

The issue of compensating for the property seized during the Yugoslav Communist Rule in the Republic of Croatia has been governed by the Law on Compensating for the Property Seized during the Yugoslav Communist Rule (OG 92/96, 39/99, 92/99, 92/99, 131/00, 27/00, 65/01, 118/01, 80/01, 81/02, 98/02 and 98/19— hereinafter: Compensation Law) that regulates the conditions and compensation procedure for the property seized from previous owners by the Yugoslav Communist Rule and transferred into the category of the general public, State, social or communal property through the confiscation, nationalisation, agrarian reform and other regulations and manners stipulated by this Law. The Compensation Law entered into force on 1 January 1997.

The deadlines stipulated for filing a request for compensating the seized assets according to the Compensation Law have a statute of limitation and if the persons entitled to a compensation failed to file a request, within the deadlines stipulated by law, the first being between 1 January 1997 and 1 July 1997 or rather, according to the Law amending the Law on Compensating for the Property Seized during the Yugoslav Communist Rule for certain persons entitled to a compensation, the second deadline between 5 July 2002 and 7 January 2003, they lost the possibility of enforcing this right under the Compensation Law.

According to data of the MoJPA, so far over 69,000 enforceable decisions upon the request filed for obtaining a restitution or rather a compensation for the seized property have been passed. The number of pending cases filed according to the Compensation Law is 5,700.

The Ministry of Justice and Public Administration, as the second instance body, and the State administrative offices in counties, services in charge of the property and legal affairs as well as the bodies in charge of first-instance proceedings (now administrative authorities of a county or rather of the City of Zagreb that have jurisdiction over the tasks delegated from the State administration that regard property and legal assets) in the procedures conducted in accordance with the Compensation Act have no legal obligation to keep official records on the requests filed or of the request processed so, therefore, so precise data on the owners and on properties returned or the data on the type of the properties returned (flats, business premises, non-developed construction land, agricultural land, forests and woodlands) are available.

In cases in which requests of compensations regard properties are in areas under cadastral survey within the Project no negative impacts are foreseen for the interested parties. These are separate procedures defined by laws and bylaws (i.e. if during survey it is noted that the property is under compensation procedure).

#### **Dispute resolution systems and existing grievance mechanisms in land administration system**

Cadastral data describing cadastral parcels can only be changed on the basis of a geodetic study and an administrative decision issued by the cadastral office. The decision is made according to the rules of the administrative procedure, and for any change of data that changes data on cadastral parcels, the registered right holders must be notified by delivery of that decision, and only after it becomes effective, the cadastral office will change the data in the cadastral operation. The cadastral office for the registration of owners in the land registers also issues an administrative decision, and the change will be made according to the rules as stated in the case of data changes on cadastral parcels. Owners can be registered in title deeds also on the basis of the decision of the land registry department ex officio. The cadastral office will not inform separately about this, because the interested parties have already received the decision from the land registry department. Buildings and other structures are registered in the cadastre plot. Recording and changing data on buildings and other structures in the cadastral office can only be done on the basis of the geodetic plan and the administrative decision issued by the cadastral office in the manner already described. A corresponding act of use can be attached to the report. To change the method of use of a cadastral plot, in addition to authorized geodetic companies, it is possible to contact the cadastral office, where the cadastral officers go out for a field survey and prepare the corresponding geodetic study.

#### **The cadastral survey**

When real estate (parcels of the land surface, cadastral parcels) entered in the cadastre and land book do not correspond to the actual condition on the ground, this condition can be changed on the basis of the corresponding geodetic study. Given that, due to various social and historical reasons, this mismatch is present in larger areas, the State Geodetic Administration and the Ministry of Justice and Public Administration have launched an extensive program of arranging the cadastre and harmonizing it with the actual situation on the ground. This program is financed by means of the state budget and the budgets of counties, cities and municipalities, and legal and natural persons

who are holders of rights to real estate can participate in the financing. The basis of this program are cadastral surveys.

Cadastral surveying is the collection and processing of all necessary data for the purpose of establishing cadastral parcels, recording buildings and other structures, recording special legal regimes on land and land use methods and preparation of the cadastral report. "Katastarski operat" is the name for the total cadastral records that are kept for a cadastral municipality. The cadastral survey for a cadastral municipality or part thereof is carried out by the State Geodetic Administration in agreement with the MoJPA, and certain tasks within the cadastral survey are performed by authorized geodetic companies. Authorized geodetic companies are selected through public tenders.

#### **Informing the right holder about the cadastral survey**

Given that the cadastral survey is being carried out for an area, all interested parties in that area must be informed about its implementation. The law stipulates that the decision on the cadastral survey is made by the director of the State Geodetic Administration and that the decision must be published in the Official Gazette. In addition to the above, information on the implementation of the cadastral survey is also published in local newspapers. In all local self-government units, in the area where the survey is carried out, public meetings of citizens are held where the procedure of the new cadastral survey is explained to interested persons and instructions are given for marking land boundaries with visible permanent (boundary) marks. At the main road entrances to the area under survey, boards are placed to mark the work site. When a cadastral survey is carried out in a cadastral municipality, the holders of the rights to the land are obliged within the period determined by the Decision on in the cadastral survey to mark, with permanent markings visible and at their own expense the boundaries of the land on which they have the right of ownership, other rights or which they manage. Those breaking points of the cadastral parcel that are clearly recognizable on the ground (e.g., fences, houses, etc.) do not need to be marked separately. Holders of the right to commemoration are invited in writing.

When all the necessary data are collected and processed by the cadastral survey, the cadastral survey report is prepared. In addition to other parts, the cadastral survey report must contain a cadastral plan and inventory sheets. On the cadastral plan, the cadastral parcels are shown so that their boundaries, the buildings built on them, and the floor numbers of the old parcels are visible. In the cadastral register the plan also shows the house numbers and the boundaries of different ways of use on the cadastral parcel. In the inventory lists, all collected and processed written data on a particular plot of land, data on holders of real estate rights collected on the basis of available documents (land register and cadastre) as well as statements of interested parties are presented.

#### **Exposure to public and inspection of data collected by cadastral survey**

Collected and processed data are exposed to public inspection. The public inspection of cadastral data is carried out by the commission of the State Geodetic Administration at the same time and related to the establishment or renewal of the land registry, which is performed by the commission of the land registry department of the competent municipal court. Cadastral data collected and processed within the framework of the cadastral survey, with a written invitation, are presented to the persons who, in the elaboration of the cadastral survey, are stated as holders of rights to real

estate, and these persons confirm by signature during the presentation process that the cadastral survey data have been presented to them and that they agree with the state of the collected data.

### **Grievance redress mechanisms**

Persons who do not agree with the state of the collected data can object to that state. Unfounded complaints will be rejected by a decision made in the administrative procedure, and an appeal against that decision is allowed. After the cadastral data has been presented to the party and the party agrees with this information, the party approaches the commission of the land registry department, which, based on the available documents and statements of the interested parties, compiles. After the commission of the State Geodetic Administration exposes all cadastral parcels for public inspection, and the commission of the land registry department of the municipal court compiles all land registry entries for a cadastral municipality, by the decision of the minister responsible for judicial affairs, the land register is opened, and by opening the land register, the correct procedure is opened according to Law on Land Registers. On the day of the opening of the land register, based on the decision of the director of the State Geodetic Administration, the new cadastral register is put into official use data (new cadastral operation), and the old data are put out of use. Obligatory procedures related to informing right holders about cadastral survey and to the presentation to public of data collected by cadastral survey with possibility to file objections are defined by the provisions of article 45 of the Act on State Survey and Real Estate Cadastre and are precisely defined in the “Ordinance on Exposure to Public Inspection of Cadastral Survey Study” (OG 59/2020).

### **Data on land disputes - Land registry**

According to data of the MoJPA, in 2022, a total of 616,408 land registry cases were received across the Country, of which 1.664 were appeals and of these grievances / complaints (0.27% of the total cases received). The data that are collected on complaints do not identify the type of complaint so it is not possible to provide more precise information on the matter.

<b>Land Registry cases vs grievances</b>			
Month	Total	Grievances	
January	41.850	99	%
February	50.736	184	0,36%
March	60.662	187	0,31%
April	51.741	126	0,24%
May	55.988	178	0,32%
June	51.312	148	0,29%
July	49.331	119	0,24%
August	42.852	81	0,19%
September	51.961	116	0,22%
October	54.675	164	0,30%
November	51.691	128	0,25%
December	53.609	134	0,25%
<b>Total 2022</b>	<b>616.408</b>	<b>1.664</b>	<b>0,27%</b>

### **Data on land disputes - Cadastre**

In 2022 the State Geodetic Administration (SGA) received 873 cases, which with 813 transferred from 2021 makes 1.686 cases. The total of first instance cases that could be appealed in 2022 amounts to 65.948 cases. During the year 2022, 62.808 particles were exposed for public consultation and 146 complaints were filed against cadastral surveys/exposures. The number of complaints is small because, within the cadastral survey procedures, first instance grievances are expressed in front of a commission composed of, among others, representatives of local cadastre offices and courts, and are usually resolved immediately and on the spot. So, the complaints that are filed are the ones that were not addressed or resolved in the first instance. At this stage the exact locations of the cadastral survey that will be implemented within the scope of the Project are not known. The potential social risks that might arise will be limited and mitigated by the above-described mechanisms. Furthermore, the Project has established a grievance redress mechanism and implement related processes during the whole life cycle, with the aim to receive and facilitate resolution of concerns and grievances of project-affected parties. This, together with specific sub-project grievance mechanisms and the implementation of stakeholder engagement processes, in line with project and sub-project level stakeholder engagement plans implemented and/or overviewed by the PIU social specialists, will improve accessibility of information, increase awareness among the stakeholders and contribute to their empowerment, building trust and deterring future conflicts. These project mechanisms and tools can help to identify patterns and underlying causes of conflicts, anticipate, and flag risks and help develop proactive measures to mitigate future disputes and grievances, contributing positively to the implementation of all project activities.

### **Right to access information**

The Act on the Right of Access to Information (OG 25/13, 85/15, 69/22) regulates the right to access information and the reuse of information held by public authorities. This Act, among other, defines the principles of the right to access and re-use of the information, restrictions on the right to access information, procedure for exercising and protecting the right to access information on, scope. The right of access to information is founded on the principles of public and free access, timely, complete and accurate information, the principle of equality, the principle of the availability of information and, pursuant to Article 5, paragraph 1, point 5 of the Act, this right "entails the right of a user to request and receive the information, as well as the obligation of the public authorities to provide access to the information requested, that is, to publish the information even when no particular request has been made, when publication stems from their obligation prescribed by law or some other general regulation" .

### **Aarhus Convention**

Croatia is party to the United Nations Economic Commission for Europe (UNECE) Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters done at Aarhus, Denmark, on 25 June 1998, which is based on three pillars:

- The right to information: citizens have the right to access environmental information held by public authorities upon request;
- The right to participate in decision-making during the preparation of plans, programs, policies and legislation relating to the environment; and



The right to justice: citizens have the right to access justice regarding environmental matters; to challenge a refusal or inadequate response to request for information; and to challenge the legality of a plan or challenge actions or omissions that contravene national environmental law.

Any member of the public has the right to submit communications to the Aarhus Convention Compliance Committee concerning alleged non-compliance of a party with the Convention.

### **General Data Protection Regulation (GDPR)**

Croatia ensured implementation of EU Regulation (EU) 2016/679 through adoption of the Act on the Implementation of the General Regulation on Data Protection (OG 42/2018), which is adopted in May 2018 and requires organizations to safeguard personal data of natural persons (individuals) and to uphold the privacy rights of natural persons in the EU territory.

The GDPR includes seven principles of data protection that must be implemented and eight privacy rights that must be facilitated. It also empowers member state-level data protection authorities to enforce the GDPR with sanctions and fines. The authorities can levy harsh fines against those who violate privacy and security standards prescribed by GDPR, with penalties reaching into the tens of millions of euros. A Data Protection Officer, as an employee within an organization, is responsible to inform and advise the organization and with monitoring of organizations compliance with the GDPR.

All projects subject to the screening process and environmental impacts assessment, as regulated by environmental protection legislation, must undergo a public consultation process. Also, in line with Act on the Regulatory Assessment (OG 44/17) consultation with the interested public in the process of adopting new regulations is obligatory as well as assessment of their potential benefits and costs on citizens of the Croatia.

Additionally, the Act on the Regulatory Assessment (OG 44/17) stipulates consultations with the interested public in the process of adopting new regulations as well as assessment of their potential benefits and costs on citizens of Croatia. The consultations of new legislation is conducted via Government central web portal e-Consultations: <https://esavjetovanja.gov.hr/ECon/Dashboard>

## **3. Social risks and impacts and mitigation measures**

### **Social risks and impacts and mitigation measures for components A, B and C**

For Components A, B, and C eventual social risks could arise related to the implementation of cadastral surveys and from barriers to access for land justice services faced by certain vulnerable groups. Those barriers could be further exacerbated by moving to digital delivery (especially for the elderly or other populations with reduced digital skills). The overlaying claims on property and land that could arise in the case of inheritance, family disputes, issues of land registration of claimants with no title and pending land claims from property seized during the Yugoslav Communist Government represent a low risk as those are separate procedures from the survey. That is, the cadastre survey does not affect the resolution of the above mentioned cases as they are separate and parallel procedures. In any case, those risks can be avoided, minimized, and reduced by tools already established by relevant national legislation pertaining to geodetic activities, such as the aAct on the on State Survey and Real Estate Cadaster. Then, they could be mitigated through Project ESF

instruments and activities such as the implementation of the stakeholder engagement activities as defined by Project and relevant sub-project SEPs, as well as through establishment and operationalization of GRM.

#### **Social risks and impacts and mitigation measures for components D**

Risks identified in relation to civil works activities in component D (construction of new integrated infrastructure in Novska, Velika Gorica, City of Rijeka and Bjelovar), including some small refurbishing works possible for 30 COs are typical for construction activities: occupational health and safety (OHS) and community health and safety risks, labor management risks. Additionally, potential land use issues and involuntary resettlement issues can not be excluded. The civil works to be performed are small to medium in magnitude and as such the impacts can be easily and predictably mitigated by proper organization of construction site and continuous communication with all stakeholders and by developing specific tools foreseen in Projects ESMP: Projects and sub-projects SEPs, LMP, RPF, ESMP/ESMP Checklist.

#### **Community health and safety risks are typical for construction works:**

- Increased noise and vibrations caused by increased traffic, use of machinery and equipment at the construction site.
- Traffic accidents for pedestrians caused by increased and inadequately organized traffic (transportation of materials, equipment and workers);
- Temporary closing of roads without ensuring adequate transport routes may cause inconvenience for local population.
- Disruptions in utility services due to accidents or planned interventions (water, gas, electricity);
- Poor occupational health and safety practices
- Inadequate disposal of waste from construction site polluting the community environment (including inadequate management of asbestos waste and exposure of local community with asbestos – if proved to be presence of asbestos on any of the sites).

In addition, potential community risks related to foreign labor influx are present. Although contractors and workers employed in construction activities are likely to be locally based, there is a potential of labor influx and contractor may engage foreign workers (local from outside the sub-project area or foreigners). In Croatia the number of foreign workers is increasing, especially in construction sector. The majority of workers still come from the countries in region with similar cultural patterns and for which language does not pose barrier and thus can easily integrate in community (e.g. Serbia, Bosnia and Herzegovina). However, the number of foreign workers from distant countries (e.g., Nepal, India, Philippines, Bangladesh, etc.) which have a different culture and language, is significantly raising. Potential risks and impact on community related to foreign workers due to difficulty of their integration into community are present (e.g., the feelings of anxiety and fear for unsafe environment among the local residents when there are foreign workers living in the same building or in vicinity).

#### **Labor management risks**

International labour standards and directives as well as national acts, regulations and directives are enforced well in Croatia. According to the 2022 Country Reports on Human Rights Practices on

Croatia by US Department of State, the chapter on Acceptable Conditions of Work states that: the Government of Croatia effectively enforced wage and hour laws, inspection was sufficient to enforce compliance, and penalties were commensurate with those for similar violations. Penalties were regularly applied against violators. Minimum wage was slightly above official poverty income level. The law limits overtime to 10 hours per week and 180 hours annually. The government set health and safety standards to harmonize with EU laws and regulations. Responsibility for identifying unsafe situations remains with occupational safety and health experts and not the worker.

This Project will most likely include all categories of project workers defined by ESS2, except community workers (direct workers, contracted workers, and primary supply workers). For infrastructure activities beside direct workers (persons employed or engaged directly by the MoJPA - consultants to perform specialized tasks (e.g. social and environmental experts, architects, civil engineer, procurement, financial management employed within the PIU, etc.) both low and high quality skilled workers, are expected to be engaged by contractors and sub-contractors (construction company, supervision company, and company performing project management). Beside the OHS risks potential labor risks in relation to civil works are related to working conditions and treatment of the project workers (e.g. employment and working conditions, membership and participation in workers' or employers' associations or in any other professional organization, etc.). It can be expected that the greater number of low skill workers will be engaged, including the foreign workers as previously described. Foreign workers can be seen as a vulnerable group due to their non-existent social networks, obstacles in exercising all social rights, and higher general exposure to potential discrimination.

#### **Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH)**

With respect to GBV, the risk is low as there will only be small to medium size civil works.

#### **Child or forced labor**

No instances of child or forced labor are likely to happen under the project as legislation on employment and labor are fully harmonized with the International Labor Organization (ILO) conventions (particularly ILO Forced Labor Convention No. 29 ratified by the Republic of Croatia) and the European Union Directives inclusive of convention on forced labor and convention on elimination of child labor and protection of children and young persons. Therefore, persons under the age of 18 will not be employed under the Project. Additionally, there is a long established practice and tradition in Croatia that prevents these risks.

#### **Lack of adequate communication and information exchange**

There are potential risks of poor or a lack of communication and information exchange among relevant stakeholders including local community. For all civil works continuous stakeholder engagement through all project cycle will be ensured as well as easily accessible GRM mechanisms, both for public and project workers. In this sense special attention should be given for sub-project located in City of Rijeka and Velika Gorica as exact locations of the new infrastructure are not known.

#### **Risks related to land acquisition, restrictions on land use and involuntary resettlement.**

For two projects sites (Rijeka, Velika Gorica) risks related to land acquisition, restrictions on land use and involuntary resettlement as defined by WB ESS5 cannot be excluded because exact locations of future courts are not defined yet. During the choice of the exact location a mitigation hierarchy approach will be adopted by anticipating and avoiding risks and impacts (including while choosing / determining the exact location). Where avoidance will not be possible the risks will be minimized or reduced and then mitigated. Regarding the Location in Novska the risk related to land acquisition, restrictions on land use and involuntary resettlement as defined by WB ESS5 is not high as the current users of the space are familiar with the plans for the location and currently do not oppose it. The location in Bjelovar is a publicly owned land in proximity of the existing Court (current yard and parking plot of the court) so there are no risks related to land acquisitions.

#### Positive impacts of the integrated infrastructure

During project preparation a strong need for new buildings in which to integrate LROs and COc and different judiciary bodies that are now scattered across various locations has been identified. This buildings shall be designed in line with best practices for judicial infrastructure following the principles of efficiency, flexibility, uniformity, safety, and sustainability. If these principles will be respected and integrated in the design and related technical documentation the Component D of the Project will have a positive impact on vulnerable groups. In particular, new infrastructure should include spaces for parties to wait separately and prepare for hearing and provide appropriate, comfortable space for victims and witnesses including women, children, minors, and their families. Separate spaces for parties will also limit contact with the public or the other party, reducing the risks of victim traumatization and intimidation. Regarding low-income persons and some ethnic minorities (such as the Roma community), the new infrastructure should create improved working conditions of the civil society organizations included in the "Network of Support and Cooperation for Victims and Witnesses of Criminal Acts" or prerequisites for the establishment / improvement of departments for supporting victims and witnesses at county courts.

The concentration of different judiciary bodies, land administration and cadastre office in one, new and modern infrastructure will have a positive impact on the overall population under the jurisdiction of the bodies. They will benefit from the improved efficiency of the bodies that can lead to faster case processing and reduced administrative tasks and by enhanced access to Justice (by integrating various court services and technologies, easier access to legal resources but also thanks to improved physical infrastructure that is not more scattered across the city/town).

The project has established a grievance redress mechanism and implement related processes during the whole life cycle, with the aim to receive and facilitate resolution of concerns and grievances of project-affected parties. This, together with specific sub-project grievance mechanisms and the implementation of stakeholder engagement processes, in line with project and sub-project level stakeholder engagement plans implemented and/or overviewed by the PIU social specialists, will improve accessibility of information, increase awareness among the stakeholders and contribute to their empowerment, building trust and deterring future conflicts. These project mechanisms and tools can help to identify patterns and underlying causes of conflicts, anticipate, and flag risks and help develop proactive measures to mitigate future disputes and grievances, contributing positively

to the implementation of all project activities but also to the wellbeing of the project affected communities.

**Table 1. investments and preliminary identified potential social risks**

Subproject	Land ownership	Current land use and situation on the ground	Potential social risks assessment results
Integrated infrastructure in the City of Rijeka New court and land administration building / square	Owned by the City of Rijeka and the Republic of Croatia	<ul style="list-style-type: none"> <li>- Exact location is not known.</li> <li>- A potential but not confirmed area could be within a plot of approximately 42 ha for which the City of Rijeka is developing the new Urban plan. Public consultation of the plan is foreseen by end of 2023.</li> <li>- Certain parts of the potential area where to locate the new infrastructure are leased by the City to citizens using it as gardens. More precise data on the total area under lease, number of persons and /or entities that have signed the contract, the number and surface of gardens or other information on the use of the land have been requested from the City and are awaited.</li> </ul>	<ul style="list-style-type: none"> <li>- Exact location of planned infrastructure investment is not known.</li> <li>- At this point risks related to land acquisition, restrictions on land use and involuntary resettlement cannot be defined but also cannot be excluded.</li> <li>- Other identified risks are typical for construction works. The civil works to be performed are small to medium in magnitude and as such the impacts can be easily and predictably avoided, minimized and mitigated by proper organisation of construction site, continuous communication with all stakeholders and through other ESF tools.</li> <li>- In general social risks will be avoided, minimized or reduced and then mitigated including through ESF tools (such as Project and Subproject GRM and SEP, LMP, abbreviated Resettlement Action Plans, ESMP)</li> </ul>
Integrated infrastructure in the City of Velika Gorica	Currently not known	<ul style="list-style-type: none"> <li>- Exact location of planned infrastructure investment is not known</li> </ul>	<ul style="list-style-type: none"> <li>- Exact location of planned infrastructure investment is not known.</li> <li>- At this point risks related to land acquisition, restrictions on land use and involuntary resettlement cannot be defined but also cannot be excluded</li> <li>- Other identified risks are typical for construction works. The civil works to be performed are small to medium in magnitude and as such the impacts can be easily and predictably avoided, minimized and mitigated by proper organisation of construction site, continuous communication with all stakeholders and through other ESF tools.</li> <li>- In general, social risks will be avoided, minimized or reduced and then mitigated including through ESF tools (such as Project and Subproject GRM and SEP, LMP, abbreviated Resettlement Action Plans, ESMP)</li> </ul>
Integrated infrastructure in Novska	Republic of Croatia	<ul style="list-style-type: none"> <li>- The space was once used as a city market (more than 20 years ago, before the construction of the new city market)</li> <li>- A portion of spaces is used by Society of the Red Cross as a temporary warehouse for receiving and distributing goods to</li> </ul>	<ul style="list-style-type: none"> <li>- Current users of the space are familiar with the plans for the location and do not oppose it.</li> <li>- Other identified risks are typical for construction works. The civil works to be performed are small to medium in magnitude and as</li> </ul>

Subproject	Land ownership	Current land use and situation on the ground	Potential social risks assessment results
		<p>users. Further spaces are used by the Society for Breeding Small Animals Novska (citizens' association) and the Novska Association of leaf-bearing pigeons. Associations use the space periodically according to their needs (exhibitions, competitions, etc.).</p> <ul style="list-style-type: none"> <li>- Current users of the space are familiar with the plans for the location and do not oppose it.</li> </ul>	<p>such the impacts can be easily and predictably avoided, minimized and mitigated by proper organisation of construction site, continuous communication with all stakeholders and through other ESF tools.</p> <ul style="list-style-type: none"> <li>- In general social risks will be avoided, minimized or reduced and then mitigated including through ESF tools (such as Project and Subproject GRM and SEP, LMP, abbreviated Resettlement Action Plans, ESMP)</li> </ul>
Integrated infrastructure in Bjelovar	Republic of Croatia	<ul style="list-style-type: none"> <li>- The new infrastructure is planned on the same plot of land where the existing building of the judicial bodies of the City of Bjelovar is located, next to the existing building,</li> <li>- the organization of the new layout of the plot will enable an additional rear entrance for employees to the existing building, as well as the definition of a prohibited area for the public in front of the prison building.</li> <li>- The location in Bjelovar is a publicly owned land in proximity of the existing Court (current yard and parking plot of the court) so there are no risks related to land acquisitions</li> </ul>	<ul style="list-style-type: none"> <li>- Risks are typical for construction works. The civil works to be performed are small to medium in magnitude and as such the impacts can be easily and predictably avoided, minimized and mitigated by proper organisation of construction site, continuous communication with all stakeholders and through other ESF tools.</li> <li>- In general, social risks will be avoided, minimized or reduced and then mitigated including through ESF tools (such as Project and Subproject GRM and SEP, LMP, ESMP)</li> </ul>
Improvement of 30 cadastre offices locations (cabling)	Publicly owned	<ul style="list-style-type: none"> <li>- Some small refurbishing works are possible on existing locations – no land issues identified</li> </ul>	<ul style="list-style-type: none"> <li>- Land issues are not present as all buildings are used by Cadastre offices.</li> <li>- Community health and safety risks are typical for construction works (occupational health and safety (OHS) and community health and safety risks, labour management risks).</li> </ul>

#### **4. Vulnerable groups**

##### **Victims and witnesses**

The MoJPA, in order to expand the support system for victims and witnesses and ensure support for citizens throughout the Republic of Croatia, decided to encourage the establishment and financing of the activities of a partner network of organizations for support and assistance to victims and witnesses in counties where departments for supporting victims and witnesses have not been established. Financing of civil society organizations that provide support to victims and witnesses of criminal acts and misdemeanours is achieved with funds from part of the income from games of chance, based on a public tender conducted by the Ministry of Justice and Administration. Civil society organizations included in the "Network of Support and Cooperation for Victims and Witnesses of Criminal Acts" program, which has been implemented since January 1, 2018, were selected through a public tender. In 13 counties where departments for supporting victims and witnesses have not been established at county courts and in 4 counties where departments exist. The coordinator of the "Network of Support and Cooperation for Victims and Witnesses of Criminal Acts" is the association Women's Room, and the network consists of 10 civil society partner organizations that carry out their activities in selected 17 counties.

Victims and witnesses will benefit from the effort of the project (component D) to steer the design of the new court facilities toward international standards of service allowing for better court performance and user experience. This includes, if applicable, best solutions for user access and public spaces through separate circulation where feasible and waiting areas for victims, witnesses, and court personnel; inclusive design focused on gender aspects, security and safety standards and procedures for both internal and exterior areas and the use of safety related equipment as necessary. Furthermore, the new infrastructure will improve working conditions of the civil society organizations included in the "Network of Support and Cooperation for Victims and Witnesses of Criminal Acts" or create the prerequisites for the establishment of departments for supporting victims and witnesses at county courts.

Within this vulnerable group a particular focus is given to the following subgroups

- Victims and witnesses that are women
- Victims and witnesses that are children and minors
- Victims and witnesses that are low-income persons
- Victims and witnesses that are ethnic minorities

More details on the analyses of the impact of the project activities on them hereinafter (in the section: women, children and minors, low-income persons, minorities).

##### **Persons with disabilities**

In this context persons with disability are persons with permanent or temporary physical, mental intellectual and/or sensory impairments, which in interaction with various obstacles in the space can prevent their participation in society on an equal basis.

This group will benefit from construction of court facilities (component D) as the detailed design (and thus the works) will be developed in line with the "Ordinance on Ensuring the Accessibility of



Buildings for People with Disabilities and Reduced Mobility” (OG 78/2013) which prescribes the conditions and method of ensuring unimpeded access, movement, residence, and work for persons with disabilities and reduced mobility. Furthermore, the design of the court facilities will meet international standards of service allowing for better court performance and user experience - including for persons with disabilities.

Persons with disabilities will benefit from the activities foreseen in Component A, B and C. The digitization and integration of cadastre, land registry, and court data and information will contribute to the JIS modernization, sustainable land management, digital transformation (scanning and digitizing of land and court records) and improving the quality of geospatial data and, thus, the enhancement of JIS and the OSS, the roll-out of the Building Registry, the completion of Croatia’s infrastructure cadastre and the digitization of Land and Court Records. All of the above will be performed taking into consideration website accessibility for the visually impaired in line with what is already in implementation. An example is the OSS portal that allows adjustments of the visuals for visually impaired and/or sensory impairments (through bigger font or contrast regulation) and for persons with dyslexia. Improvement of digital services lowers the need to visit physically courts or cadastre offices avoiding the interaction of persons with disabilities with various obstacles in the space and improving their capacity to participate in society on equal basis. New cadastral surveys and land register establishment/renewal will be conducted to improve accuracy and corrections to cadastre and land registry records in construction areas, which will provide citizens and landowners with clearer land rights horizontally, without negative effects for persons with disabilities.

### **Women**

**Victims and witnesses that are women:** both women and men can be victims or witnesses but a particular focus is on women as they are most victims in cases of gender-based violence / offences. They will benefit from the effort of the project (component D) to steer the design of the new court facilities toward international standards of service. This includes best solutions for user access and public spaces through separate circulation where feasible and waiting areas for victims, witnesses and court personnel as well as inclusive design focused on gender aspects, security and safety standards and procedures for both internal and exterior areas and the use of safety related equipment as necessary.

The Report on the work of the Ombudsperson for Gender Equality for 2021 does not suggest concrete recommendation but point out on the need of a comprehensive education of the judiciary and all other professional services on gender-based violence. During 2001 complaints and charges were mostly related to the protection of women - 71.6%, and classified on the basis of discrimination on protection based on: sex – 84.9%, sexual orientation – 6.6%, gender identity and expression – 1.3%, family status - 2.1%, marital status – 1.5%, other grounds established by the Anti-Discrimination Act (OG 85/08, 112/12) 1.3%. According to the area of discrimination, the largest number of complaints are related to the field of social security, including the field of social welfare, pension and health insurance (29.2%), the area of exercise of labor rights (19.5%), and then to the administration (13.1%). Public information and the media accounted for 11.2% of complaints, judiciary 7.4%, health care 7.0%, education, science and sports 5.1%; and in other areas in less than 2.5% of complaints. Complaints from men continue to relate in the largest number to the field of parental care. In 2021, although slowly, the growth of domestic violence of a punitive nature continued. Women are still, in the vast majority, victims of domestic violence. The trend of

increasing criminal and reducing misdemeanor offenses of domestic violence indicates the lack of preventive mechanisms outside the police-judicial system, as well as the lack of education and sensitization of society and generally quality and professional analysis of the causes of violence. The Ombudswoman continuously points out that the foundations of an effective fight against gender-based violence and its causes are early preventive, professional and long-term psychotherapeutic work with families in conflict situations even before the escalation of gender-based or domestic violence, social reintegration of perpetrators of domestic violence through long-term psychosocial treatment, comprehensive education of the judiciary and all other professional services on gender-based violence, as well as systematic education on nonviolent methods of conflict resolution and acceptance of diversity that must be integrated into the education system at all levels and zero tolerance to gender-based violence, i.e. the strictest application of existing regulations with the imposition of penalties within the framework of legal maximums. All the above is out of the scope of the project.

**Processing of cases that are more likely to impact vulnerable women:** Related to supporting links between courts and land administration systems in cases that impact women (division of assets for divorce and inheritance, assessment of assets for child support, alimony and access to information on housing and addresses) the social services and courts are “power users” of the Real Property Registration and Cadastre Joint Information System (JIS) as they can access information on all registered assets of a person through his/her personal data (which is not possible for “normal” users / citizens). Components A, B and C will not have negative impact on this vulnerable group.

In conclusion, activities of digitalization of land and court records, integration of digital services of official registries and spatial data and of further digital integration of Land registry and Cadastre have a potentially multiple positive effects for woman and other vulnerable groups like: saving time and consequently potential losing of earning due to absence from work by removing physical travel, paper documents, and long queues at government offices; speeding up the property division process during, for example, divorce proceedings or the division of property from inheritance, thereby reducing the risk of their economic poverty, GBV, and enhancing their economic independence and inclusion. Additionally, harmonization of parcels of the land surface and cadastral parcels that are entered in the cadastre and land registry with the actual condition on the ground significantly improves legal certainty of land ownership and thus increases the value of the land. An additional benefit of digital land administration and court services is opening space for improvement of other government sectors relevant for social issues by linking digitalized land administration and court services with other institutions, e.g. Ministry of Labour, Pension System, Family and Social Policy.

#### **Children and minors**

Children can participate in court proceedings, directly as defendants, victims or witnesses, or indirectly if the decisions significantly affect their lives. This may be the case in divorce or custody proceedings. They will benefit from the effort of the project (component D) to steer the design of the new court facilities toward international standards of service. This includes dedicated spaces and court equipment that meets the provision of national legislation allowing children to feel comfortable and safe to participate effectively in proceedings. Components A, B and C will not have negative impact on this vulnerable group.

### **Low-income persons**

**Victims and witnesses that are low-income persons:** Low income in the Republic of Croatia are entitled to free legal aid. The purpose of free legal aid is to achieve equality of all before the law, to ensure the effective exercise of legal protection and access to court and other public bodies, and it is provided as primary or secondary legal aid.

In general, low-income persons will benefit from the construction of new infrastructure D, that is from the improved working conditions of the civil society organizations included in the "Network of Support and Cooperation for Victims and Witnesses of Criminal Acts" or by newly created prerequisites for the establishment / improvement of departments for supporting victims and witnesses at county courts. Components A, B and C will have a positive impact on this vulnerable group, in particular for the low-income residents of areas where cadastral surveys will be performed. Harmonization of parcels of the land surface and cadastral parcels that are entered in the cadastre and land book with the actual condition on the ground significantly improves legal certainty of land ownership and thus increases the value of the land. Furthermore, it is free for all residents of the area under survey and thus not constitute discrimination on the basis of income.

### **Ethnic minorities**

The National Plan for Roma Inclusion 2021 – 2027 identifies the following main problems for the Roma community: poverty, education, employment, housing, health, experience of discrimination, participation. The page 111 presents the "Action plan for the implementation of the National Plan". The strategic objective that could be related to the justice sectors is the objective .2. "Fostering and increase in the share of Roma who file discrimination complaints". This should be done through education on Roma on legislative and institutional framework for protection against discrimination and raising awareness of members of marginalized Roma communities about the rights and responsibilities of citizens. The Action Plan states that the institution responsible for the implementation of related actions is the Office for Human Rights and the Rights of National Minorities of the Government of the RoC. All the above is not within the scope of the project and/or have a dedicated funding granted from other sources.

In general, ethnic minorities will benefit from the construction of new infrastructure in activity C, that is from the improved working conditions of the civil society organizations included in the "Network of Support and Cooperation for Victims and Witnesses of Criminal Acts" or by newly created prerequisites for the establishment / improvement of departments for supporting victims and witnesses at county courts. Furthermore, component C that includes cadastral survey impact positively on this vulnerable groups. Examples of this contribution are cadastre surveys that were conducted in the past in the Međimurje County. It is estimated that 10.000 Roma live in Međimurje (the number given in official statistics is approximately half that number as many identify themselves as Croats during official Census 2021). It is a significant percentage of the total Roma population living in Croatia (about 50%). Currently the Roma population lives in 12 separate villages with 400 to 2000 inhabitants each. These are mostly separate areas outside the construction area and are illegally built. In the past twenty years, large financial resources have been invested both from the World Bank and from the County budget with the aim to explore the spatial distribution of Roma-populated locations, develop urban planning of Roma populated locations and to develop a County

program for the legalization of Roma populated locations. Creating conditions for urban planning of Roma-populated areas, and urbanization itself, has resulted in raising the quality of Roma housing. To consider the current situation and the starting point for the development of concrete, efficient and appropriate measures for its systematic improvement the Cadastre office in Čakovec and authorized geodetic companies performed, as a first step and a necessary prerequisite, the research of the spatial arrangement and condition of Roma locations, the size, number and condition of facilities, equipment, etc. Situational drawings, subdivision studies were made in accordance with county activity programs and urbanistic bases with the aim to improve the state of space and environment of Roma populated locations. Further steps include resolution of property-legal relations on the land. In the case of resolving the above on state-owned land, they are, if there are no obstacles, resolved by sale, direct bargain, assignment without compensation, allocation for use, transfer of ownership to local self-government units or in some other appropriate way, depending on the possibilities. Recently, the arrival of persons for Roma nationality to the Cadastre office in Čakovec is intensifying in order to collect documentation related to the issuance of spatial documentation (building permits) and arranging ownership relationships. It was also noticed that the newly formed plots are respected in terms of boundaries, shapes, purposes. Positive events related to housing, use of space, respect for spatial order, issuance of necessary permits are related mainly to the younger part of the Roma population, but the overall positive effect of the Cadastre survey is tangible.

#### **Elderly and persons with limited access to digital technologies**

Digitalization of services, primarily land registry and cadastre could hinder access to those justices for persons who do not have access to digital technologies. The new infrastructure under Component D will include physical information points and tools where persons that do not have access to digital technologies will be able to obtain information, documentation, and guidance.

#### **Foreign workers**

Given the current shortage of workers in the construction sector, foreign workers (either from region or international) might be deployed to work on the project (component D). Contractors may engage migrant workers subject to meeting national requirements for work permits or a work registration certificate. Any person who is not a Croatian citizen (does not have Croatian citizenship) is considered a foreigner.

In line with ESS2 Labour Management Procedures are developed. Provisions of projects LMP include, among others, requirement, for the Contractor to prepare and enforce a Code of Conduct for Workers and a functional project grievance redress mechanism (GRM). All contractors will be required to have a written contract with their workers materially consistent with objectives of ESS2. The working conditions and terms of employment of migrant workers should be the same or substantially equivalent to those of non-migrant project workers performing the same type of work. This applies to migrant project workers employed or engaged directly by the Borrower or through a third party. Conditions for the residence and work of third-country citizens in the Republic of Croatia are governed by the provisions of the Foreigners Act (OG 133/20, 114/22, 151/22) and the Ordinance on the Residence of Citizens of Third Countries in the Republic of Croatia (OG 20/22). From January 1, 2021, there is no limit to the number of foreign workers that can be hired within Croatia. If a Croatian employer wants to hire a non-EU national, then they must request permission from the state employment agency - Croatian Employment Service before they can request a work

and residence permit for a foreign worker. Croatian Employment Service will perform a labour market test to determine if they will grant the company permission to hire the foreigner (deadline for labour market test is 15 days from the date the employer requested permission). The labour market test should confirm that there are no unemployed Croatian or other EU/EEA citizens who meet the employer's requirements. Exemption from the labour market test include: deficient occupations (in Croatia a large share of deficient occupations is related to construction sector and tourism); extension of the work permit for the same employer and the same third-country national; Seasonal employment of third-country nationals in agriculture, forestry, catering, and tourism (for up to 90 days during one calendar year); Groups listed in the Article 110 of the Foreigners Act (key staff in companies, EU blue card, persons transferred within the company, etc.). In both cases employers must issue a positive opinion which checks, for example, whether they have paid all obligations to workers and the state, whether they violate labour market rules and whether they have at least one third of domestic workers employed.

According to National Report Croatia the integration of migrant workers in Croatian society presents a major challenge, since Croatia lacks a consistent and pro futuro oriented migration and integration policies. Therefore, it would appear that migrant workers from third countries enjoy the basic rights and security in Croatia, but do not have equal opportunities. Migrant workers have no valid access to professional development, while the necessary language requirement is fully dependent on the capacities of individual employers<sup>1</sup>.

#### **Persons with no title**

Persons with no titles might be homeless individuals or persons without stable housing that face significant hardships including social exclusion. Persons with no titles could be persons using a land (or a property) but having no formally registered right on it. This vulnerable groups is particularly sensitive to risks related to land acquisition, restrictions on land use and involuntary resettlement. As exact location of planed infrastructure investment in the cities of Rijeka and Velika Gorica are not known, the related risks for this vulnerable group cannot be defined but also cannot be excluded. Component C that includes cadastral survey might have positive impacts on this vulnerable group as harmonization of parcels of the land surface and cadastral parcels that are entered in the cadastre and land registry with the actual condition on the ground significantly improves legal certainty of land ownership and thus increases the value of the land. Furthermore, it is free for all residents of the area under survey with positive impacts for persons with low income (as the majority of persons with no title are).

#### **5. Main Findings**

Progress towards achieving Sustainable Development Goals (SDG) defined by United Nations' 2030 Agenda on Sustainable Development is one of Croatia's Government priorities. By ensuring easier access to digital land administration and court services the Project activities directly and indirectly contribute to the achievement of national policy and SDG goals. Land rights security contribute to inclusion, gender equality, and poverty reduction which are part of SDG goals.

---

<sup>1</sup> National Report Croatia Foreign Workers in Croatia: Challenges and Opportunities for Economic and Social Development, Institute for Development and International relations

Social risks identified for Component A, B and C include barriers to access for land justice services faced by certain vulnerable groups. Those barriers could be further exacerbated by moving to digital delivery (especially for the elderly or other populations with reduced digital skills). Further social risk might relate to the potential disputes during cadastral survey and land registration activities (Component C) if overlaying claims on property and land arise especially in the case of inheritance, family disputes, issues of land registration of claimants with no title and pending land claims from property seized during the Yugoslav Communist Government. Nevertheless, cadaster surveys improve legal certainty of land ownership and is free for all residents while eventual claims on properties due to restitution from the Yugoslav era, family disputes, inheritance and any other issues of land registration are separate procedures that are taken into consideration and noted during the process.

Activities of digitalization of land and court records, integration of digital services of official registries and spatial data and of further digital integration of Land registry and Cadastre will contribute to improvement of land administration system access, inclusion, and safeguards for vulnerable groups, particularly women. Their implementation has a potentially multiple positive effects for woman and other vulnerable groups like: saving time and consequently potential losing of earning due to absence from work by removing physical travel, paper documents, and long queues at government offices; speeding up the property division process during, for example, divorce proceedings or the division of property from inheritance, thereby reducing the risk of their economic poverty, GBV, and enhancing their economic independence and inclusion. Additionally, harmonization of parcels of the land surface and cadastral parcels that are entered in the cadastre and land registry with the actual condition on the ground significantly improves legal certainty of land ownership and thus increases the value of the land. Furthermore, it is free for all residents of the area under survey with positive impacts for persons with low income. For persons with disabilities digitalization of service creates opportunities for easier inclusion and equality by removing the physical barriers and lowers the need to visit physically courts or cadastre offices. In parallel when it comes to access to digital land administration and court services it is important to ensure no one is left behind, particularly women and other vulnerable groups. There is a risk of digital exclusion and inequality and to prevent and bridge the digital literacy gap the new integrated infrastructure will include physical information points and tools where persons that do not have access do digital technologies will be able to obtain information, documentation, and guidance. Active stakeholder engagement is planned under this project which will be defined through project SEP. An additional benefit of digital land administration and court services is opening space for improvement of other government sectors relevant for social issues by linking digitalized land administration and court services with other institutions, e.g. Ministry of Labour, Pension System, Family and Social Policy.

Most of the social risks are identified for the Component D consisting the in the construction of new integrated court, land registry and COs infrastructure. These are as follows:

- involuntary land acquisition and changes in land use for cases where the exact location of the future infrastructure is not known (Rijeka and Velika Gorica)
- Community health and safety risks related to civil works.
- Labor risks for direct, contracted, and primary supply works, related to OHS terms of employment and potential unfair treatment and discrimination s of migrant workers who may

be less aware of their rights, unable to communicate and could face discriminatory treatment by employees of local communities.

- Potential overlap in use of entries / exits and corridors of prisoners and justice users as the Bjelovar court if the proposed works are not re-designed.

The design of new court buildings foreseen in component D will be in line with highest standards for the judiciary infrastructure and to integrate the judiciary, land administration and cadastre infrastructure. This will improve the working conditions of the judicial and cadastre bodies and the overall experience of the users. The construction of new infrastructure building will have positive spill over effects on the quality of cadastre and judicial services even if the scope of activities is limited to the physical infrastructure and does not include other elements of services provision. In line with the above, upgrading the judicial infrastructure and improving access to judicial services will benefit Croatian citizens residing in cities, towns and municipalities under the jurisdiction of the judicial bodies (courts and state attorney offices) whose premises are located in the selected court facilities (buildings), regardless of race or ethnicity or skin colour, gender, language, religion, political or other beliefs, national or social background, property status, union membership, education, social status, marital or family status, age, health status, disability, genetic inheritance, gender identity, expression or sexual orientation, all in accordance with the Anti-Discrimination Act.

Victims and witnesses will benefit from the effort of the project to steer the design of the new court facilities toward international standards of service allowing for better court performance and user experience. This includes, if applicable, best solutions for user access and public spaces through separate circulation where feasible and waiting areas for victims, witnesses, and court personnel; inclusive design focused on gender aspects, security and safety standards and procedures for both internal and exterior areas and the use of safety related equipment as necessary. Furthermore, the new infrastructure will improve working conditions of the civil society organizations included in the "Network of Support and Cooperation for Victims and Witnesses of Criminal Acts" or create the prerequisites for the establishment of departments for supporting victims and witnesses at county courts.

Persons with disability will benefit from construction of court as the detailed design (and thus the works) will be developed in line with the "Ordinance on Ensuring the Accessibility of Buildings for People with Disabilities and Reduced Mobility" (OG 78/2013).

Children will benefit from dedicated spaces and court equipment that meets the provision of national legislation and allows children to feel comfortable and safe while participating in court proceedings. Ethnic minorities, foreign workers and low-income persons will benefit from the construction of new infrastructure in activity due to the improved working conditions of the civil society organizations included in the "Network of Support and Cooperation for Victims and Witnesses of Criminal Acts" or by newly created prerequisites for the establishment / improvement of departments for supporting victims and witnesses at county courts.

## **6. Conclusions**

Exact locations of the cadastral survey that will be implemented within the scope of the Project are not known before the project implementation phase. The potential social risks that might arise should be limited and mitigated by application of the mechanisms defined and established by

relevant national legislation. Furthermore, the Project shall establish a grievance redress mechanism and related processes will be established and implemented during the whole life cycle, with the aim to receive and facilitate resolution of concerns and grievances of project-affected parties. This, together with the implementation of stakeholder engagement processes, in line with project and sub-project level stakeholder engagement plans implemented and/or overviewed by the PIU social specialists, should improve accessibility of information, increase awareness among the stakeholders and contribute to their empowerment, building trust and deterring future conflicts.

Most social risks identified for Component D are typical for construction works. The civil works to be performed are small to medium in magnitude and as such the impacts can be easily and predictably avoided, minimized and mitigated by proper organization of construction site, continuous communication with all stakeholders and through application of the WB ESF instruments and Environmental, Health and Safety (EHS) Guidelines, WHO guidelines and other good international industry practice (GIIP). Proportional E&S instruments, based on this social assessment, are developed. This include the Labor Management Procedures (LMP) that, in relation to the requirements of national legislation and ESS2, should ensure adequate address of any potential risk regarding projects workers engagement, including potential sexual harassment (SEA/SH) risks. A Grievance Redness Mechanism, for receiving, evaluating, and addressing project-related complaints, feedback, questions and suggestions, at the level of the project and as well as respective sub projects, will have to be established. GRM should be be set up in a way to ensure secure mechanism for lodging SEA/SH complaints. A separate GRM for grievances from project workers, including employees of contractors/sub-contractors will also be set up. Further tools foreseen in EES4 will be developed as needed given that the exact location of planed infrastructure investment in Rijeka and Velika Gorica are not known. For these two locations, at this point risks related to land acquisition, restrictions on land use and involuntary resettlement cannot be defined but also cannot be excluded so a Project Resettlement Policy Framework (RPF) is is prepared and, if needed, will be followed by location-specific resettlement policy plans in orderto satisfy the provisions of ESS5 and the requirements of national legislation. Along with Project SEP, for each sub-project with investments in infrastructure, a dedicated stakeholder engagement action plan will be prepared, disclosed, and consulted.



## **7. Annex I - note from the meeting with stakeholders**

### **Construction of the municipal court building in Kutina, permanent service in Novska - Meeting with project stakeholders - users of the area where construction is planned September 8, 2023.**

Participants:

- Representative of the Sports club of pigeon breeders "Novska - 2009"
- Representative of the Society for Breeding Small Animals Novska
- Representative of the Town Society of the Red Cross of Novska
- Representatives of the Novska municipality
- Representatives of the Project Implementation Unit

Representative of the Novska municipality: Briefly and by way of introduction, I would like to mention that we are involved in the construction of a new building of the municipal court in Kutina, a permanent office in Novska, which is planned with the funds of the World Bank loan. The building would be built at the location of Potočka 10, the old market where your premises are also located, for which you will have to move out.

PIU member: Today we gathered to talk with you and collect your opinion about the project and check if you have any problems, how moving out of the area will affect your work, how you will manage to find a solution and whether you have the support of the town in finding new accommodation.

Representative of the Sports club of pigeon breeders "Novska - 2009": We have to admit that the current space is ideal for our activities because it ensures peace for the pigeons, which, especially before the matches, must not be under stress. We also have electricity and a computer, which is necessary for our activities and especially for satellite tracking of pigeons during the competition. We meet in this space about 14 times a year, usually the day before and on the day of the competition itself. Also, the positive aspect of the space is that we have access by truck which allows us to move the pigeons without much stress for them. If they were to get a new space, it would be ideal if we had similar conditions at our disposal: a quiet location without noise, access by truck and, of course, electricity. We welcome the plan to build a new courthouse on the site and we support the project and the investment in our town and we hope to find an adequate alternative.

Representative of the Society for Breeding Small Animals Novska: I would also like to point out that the current space is ideal for us because it provides peace for the animals, access to electricity and the possibility of storing the kennels and other props that we need for our activities. Such a similar space, with these characteristics, even outside the city, would be satisfactory for us. We also support the construction of the courthouse and hope for an alternative space.

City Red Cross Society Novska: the Red Cross Society uses space as a warehouse for canned food, for used clothes that are distributed to users, and for storing other Red Cross equipment. Users also occasionally come to that space, when we have food and clothing sharing campaigns. The conditions

of the space are not ideal for storing food and clothes, and during the storms that happened this summer, we had a lot of damage to the building that we haven't repaired yet, and we decided not to considering the fact that we will be moving soon. The positive aspect of this space is that it is located in the center of the city and is easily accessible to all users who, due to their weaker financial situation, do not have cars or other means of transportation, so it is important that the location can be easily reached on foot or public transportation. Also, it is important for us that the truck can come to load and unload equipment and goods. We are not against the plan to build on the current location and we also hope to find an adequate alternative space. We have been working for years and are organized, in case of relocation and finding an alternative, we can move out in a very short time.

Representative of the Novska municipality: Thank you all for coming together today and for supporting the project. While you were talking, but also before in the conversation with colleagues, we are thinking about alternative spaces for you. And I think we have a good space for everyone. For the carrier pigeon club we have a good location that can be reached by truck and is well equipped with available electricity and the necessary equipment. Also, we have an alternative outside the city for the small animal breeding company, which I believe will suit you better. We also take care of the needs of the Red Cross and we have a very good, renovated location that is currently empty but accessible by truck and is in the city center. We are checking availability and will definitely let you know. In any case, we are actively working to find a solution and will support you in finding alternative locations.

PIU member: Thank you. We also note from the side of the Ministry of Justice and Public Administration and the World Bank that we will remain in contact for everything further and that we have time to find an alternative space until the start of the works, which is a minimum of one year. We will definitely stay in touch to monitor progress in identifying new spaces and keep you updated on the progress of the project.