

**TÜRKİYE CLIMATE AND DISASTER RESILIENT CITIES (CDRC)
PROJECT**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

**Unkapanı (Atatürk) Bridge Reinforcement Project
of Istanbul Metropolitan Municipality**

January, 2026

TABLE OF CONTENTS

LIST OF TABLES..... iii

LIST OF FIGURES..... iii

LIST OF ABBREVIATIONS iv

EXECUTIVE SUMMARY 5

1. INTRODUCTION/PROJECT DESCRIPTION..... 7

 1.1. Objectives..... 7

 1.2. Components..... 8

 1.3. Location..... 9

 1.4. Area of Influence..... 9

2. OBJECTIVE/ DESCRIPTION OF SEP 11

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS 12

 3.1. Methodology..... 12

 3.2. Affected parties and other interested parties 12

 3.3. Disadvantaged/ vulnerable individuals or groups..... 14

4. STAKEHOLDER ENGAGEMENT PROGRAM..... 16

 4.1. Summary of stakeholder engagement done during project preparation 16

 4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement..... 24

 4.3. Stakeholder Engagement Plan 26

 4.4. Reporting back to stakeholders..... 31

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES 32

 5.1. Project Implementation Unit (PIU) 32

 5.2. Resources..... 33

 5.3. Management functions and responsibilities..... 33

6. GRIEVANCE MECHANISM..... 35

 6.1. Grievance Mechanism at National Level 35

 6.2. Subproject Level Grievance Mechanism..... 36

7. MONITORING AND REPORTING..... 41

 7.1. Summary of how SEP implementation will be monitored and reported 41

 7.2. Reporting back to stakeholder groups 41

8. Contact Information for The Stakeholders..... 42

Annex-A Sample Grievance Log..... 43

Annex-B Sample Grievance Submission Form..... 44

Annex-C Sample Grievance Closure Form..... 45

Annex-D Sample Key Informant Interview Form (For Single Stakeholder Interviews)..... 46

Annex-E Sample Consultation Form (For Stakeholder Participation Meeting(s) 47

Annex-F Sample Stakeholder Consultation Log Template 48

Annex-G The Official Letters..... 49

Annex-H Stakeholder Engagement Meeting – Questions and Responses 52

Annex-I Stakeholder Engagement Meeting – Attendance List 55

Annex-J Stakeholder Engagement Meeting – Announcement Materials..... 57

Annex-K Stakeholder Engagement Meeting – Meeting Presentation	67
Annex-L Stakeholder Engagement Meeting – Photographs.....	74

LIST OF TABLES

Table 3.1 Stakeholders and Relevance to the Subproject.....	12
Table 3.2 Summary of Vulnerable Groups in the Subproject Area.....	15
Table 4.1 List of Institution and Municipal Units Consulted During Subproject Preparation	16
Table 4.2 Summary of the Official Responses from Institutions During the Feasibility Study Report	18
Table 4.3 Summary of the Stakeholder Engagement Activities During the Preparation	22
Table 4.4. Stakeholder Engagement Plan	28
Table 5.1 Roles and Responsibilities.....	34
Table 6.1 Procedural Steps of Grievance Mechanism.....	38
Table 7.1. Reporting Process Requirements and Distribution of Roles	41

LIST OF FIGURES

Figure 1.1 Location of Unkapanı (Atatürk) Bridge	9
Figure 1.2 Social Area of Influence.....	10
Figure 5.1. Organizational Structure of the Subproject	33
Figure 6.1: İstanbul Metropolitan Municipality Webpage	37

LIST OF ABBREVIATIONS

AoI	Area of influence
CIMER	Presidency's Communication Centre
CoC	Code of Conduct
DLP	Defects Liability Period
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standard
GBV	Gender Based Violence
GM	Grievance Mechanism
IFC	International Finance Corporation
LMP	Labor Management Plan
MoEUCC	Ministry of Environment, Urbanization and Climate Change
NGO	Non-Governmental Organizations
OHS	Occupational Health and Safety
PAP	Project Affected People
PIU	Project Implementation Unit
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
TurkStat	Turkish Statistical Institute
WB	World Bank
YIMER	Foreigners Communication Centre

EXECUTIVE SUMMARY

Atatürk (Gazi) Bridge constitutes a vital component of the Istanbul Province Risk Reduction Plan (IRAP) and is designed to enhance the structural resilience of one of Istanbul's most critical transportation routes in anticipation of a potential major earthquake. The targeted bridge serves as a key connector between the Fatih and Beyoğlu districts and carries an average daily traffic volume of approximately 100,000 vehicles, making it essential for both public and private transportation.

The subproject aims to ensure the uninterrupted functionality of this critical emergency transportation route during and after disaster scenarios, particularly seismic events.

Core Objectives:

- **Seismic Strengthening:** Reinforce the bridge structure to mitigate seismic risks and maintain its operational integrity as an emergency transportation corridor.
- **Service Life Extension:** Conduct repair and renovation works to prolong the bridge's usable life.
- **Operational and Navigational Improvements:** Eliminate difficulties in bridge opening and closing operations for maritime vessels, thereby improving access to the Haliç Shipyard and enhancing maritime connectivity for tourism-related facilities in the Golden Horn region.

Since the Subproject is the renovation of the existing bridge, land acquisition is not required. While determining the impact area, the compliance of environmental impacts with Subproject standards has been checked. Since environmental impacts are expected to have an effect of approximately 65 meters, a buffer zone was determined according to this distance. The neighbourhoods affected by the Subproject were taken as basis in the social impact area.

Approximately 75 workers will be employed during the construction phase, while 7 personnel will be required for maintenance in the operational phase. A designated temporary worker area (without accommodation) will be established to meet daily needs such as meals and hygiene facilities during the construction phase. Stakeholders were identified through consultations, surveys, and official records, including local communities, government agencies, businesses, NGOs, maritime operators, and emergency response teams. As part of the stakeholder engagement activities, field visits were conducted on 6 March 2025, including face-to-face discussions with mobile fishermen and Dosthane Café representatives, followed by targeted interviews with representatives of the Küçükustafapaşa Fisheries Cooperative, the imam of Sokullu Mehmet Paşa Mosque (who also operates the public toilet) café partners and local headmen of affected neighborhoods on June 2025, in line with ESS10-compliant stakeholder engagement activities.

Directly affected PAPs include users of bridge, residents of Arap Cami, Bedrettin, Cibali, Emekyemez, Sarıdemir, and Yavuz Sinan neighborhoods; mobile fishermen using the bridge area; users and operators of the Dosthane Café; users and operators of the public toilet business affiliated with the Sokullu Mehmet Pasha Mosque; and members of the Küçükustafapaşa Fisheries Cooperative. Vulnerable groups such as elderly, persons with disabilities, and low-income households were also identified during the stakeholder identification activities and were given special consideration in the SEP and ESMP.

In addition, indirectly affected groups include residents, commuters, and businesses that do not use the bridge directly but are expected to be negatively impacted by partial traffic restrictions and circulation changes during the construction phase.

Beyond these neighborhoods, the Subproject's impact extends across Istanbul, influencing citywide traffic flow due to the interconnected nature of the transportation network. While Fatih and Beyoğlu will experience the most direct effects, the entire city will feel the broader mobility changes.

This document has been prepared to ensure transparent communication with stakeholders, minimize negative social impacts, and enhance the positive effects of the Unkapamı (Atatürk) Bridge Reinforcement Project. The plan outlines methods for consultation with internal and external stakeholders, addressing their concerns and gathering feedback to guide project decisions. It includes stakeholder analysis, consultation tools, planned engagement activities, a grievance redress mechanism, and a communication strategy.

The SEP also includes monitoring and reporting mechanisms to track stakeholder interactions and evaluate the effectiveness of engagement efforts. Additionally, the plan contains sample consultation and grievance forms to ensure an inclusive and structured approach to stakeholder communication.

The SEP has been developed in line with the requirements of ESS10 of the World Bank's Environmental and Social Framework, the Environmental and Social Management System (ESMS) of ILBANK and Turkish legislation. It will be continuously updated throughout the project to reflect stakeholder feedback and project developments, ensuring the long-term safety, functionality, and sustainability of the bridge. The SEP has been prepared in coordination with the ESMP and reflects stakeholder risks and engagement actions identified therein to ensure consistency and complementarity.

1. INTRODUCTION/PROJECT DESCRIPTION

The Climate and Disaster Resilient Cities (CDRC) Project (hereinafter referred to as “the Project”) aims to enhance resilience to climate and disaster risks and build capacity to manage those impacts in Türkiye. The Project Development Objectives are to increase access to seismic and climate resilient housing, municipal infrastructure and services in Project provinces in Türkiye, and to respond promptly and effectively in the event of an Eligible Crisis or Emergency.

The CDRC Project is financed by the World Bank (WB). It includes five components as listed below. İller Bankası A.Ş. (ILBANK) will be the Financial Intermediary (FI) for Component 3, and the utilities of Project metropolitan municipalities will be sub-borrowers. This Component will support ILBANK to on-lend loans (in Euro) with longer maturities and lower interest rates than the comparable domestic market to eligible utilities of Project metropolitan municipalities to undertake infrastructure investments that increase resilience against the impacts of climate-related and/or other disaster hazards.

The components of the Project are:

- Component 1: Institutional Strengthening to Enable Conditions for Urban Resilience (MoEUCC)
- Component 2: Expanding Access to Resilient Housing (MoEUCC)
- Component 3: Investments in Climate and Disaster Resilient Municipal Infrastructure (ILBANK)
- Component 4: Project Management, Monitoring, and Evaluation (MoEUCC for 4a and ILBANK for 4b)
- Component 5: Contingent Emergency Response Component

Istanbul Metropolitan Municipality (hereinafter referred to as “the Sub-borrower”) has applied to ILBANK for sub-financing of the Unkapanı (Atatürk) Bridge Reinforcement Project (hereinafter referred to as “the Subproject”), which is in Haliç, Fatih, İstanbul, Türkiye.

The Unkapanı (Atatürk) Bridge Reinforcement Project aims to strengthen the bridge’s structural integrity and seismic resilience, ensuring its continued role as a vital transportation and evacuation route in Istanbul. Due to ageing infrastructure and geotechnical risks, the bridge has suffered structural deterioration and settlement issues. The Subproject includes seismic retrofitting, structural repairs, and the reconstruction of approach structures on deep foundations to enhance safety and extend the bridge’s service life.

1.1. Objectives

The Unkapanı (Atatürk) Bridge Reinforcement Project aims to improve the structural integrity and seismic resilience of the bridge, ensuring its continued function as a key transportation link and evacuation route in Istanbul. The bridge, which serves nearly 100,000 vehicles daily, is one of the three main traffic axes of the region. In the event of a major earthquake, if the bridge sustains damage, the Fatih - Beyoğlu passage will be obstructed, leading to increased congestion on alternative routes and hindering emergency transportation.

The Subproject involves comprehensive structural repairs, seismic retrofitting, and the reconstruction of approach structures with deep foundation systems to enhance earthquake resistance. The rehabilitation works will be carried out within the existing bridge area, ensuring minimal disruption to traffic. In addition to improving vehicle and pedestrian safety, the Subproject will restore the bridge’s opening and closing functionality, eliminating operational difficulties for marine vessels, Golden Horn Shipyard, and tourism facilities within the Golden Horn area. These improvements will secure the

bridge's long-term functionality, support disaster preparedness, and maintain uninterrupted transportation for both road and maritime traffic in Istanbul.

1.2. Components

The Unkapanı (Atatürk) Bridge Reinforcement Project is designed to enhance the structural integrity, long-term functionality, and overall safety of the bridge for both vehicular and pedestrian traffic. Through a series of reinforcements, modernizations, and upgrades, the Subproject aims to align the bridge with contemporary engineering standards while maintaining its operational efficiency.

Given Istanbul's high seismic risk, the Subproject includes comprehensive seismic reinforcement measures to ensure the bridge remains operational during and after an earthquake. This involves strengthening load-bearing elements, retrofitting expansion joints to accommodate seismic movements, and reinforcing foundations to mitigate liquefaction risks. These improvements will enhance the bridge's resilience, enabling it to support emergency evacuation and disaster response operations when needed.

A key focus is the strengthening of bridge piers, which have been affected by environmental conditions and aging. Their foundations will be analyzed, and appropriate retrofitting will be carried out to prevent settlement and structural deformation, ensuring the bridge can continue to withstand heavy traffic loads and seismic activity.

Additionally, expansion joints and support bearings will be either repaired or replaced, as they are critical for managing structural movement and thermal expansion. Wear and misalignment over time have caused operational challenges, particularly during seasonal temperature changes. Their rehabilitation will restore structural flexibility and efficiency, preventing unnecessary strain on the bridge.

The bridge deck slab will also be assessed for potential renewal. Decades of traffic loads, weather exposure, and material fatigue have contributed to surface wear, and necessary improvements will be made to ensure durability and safe usage in the long term.

To address climate-related challenges, the bridge's stormwater drainage system will be reviewed and optimized. Improved water discharge solutions will be implemented to prevent water accumulation and surface degradation, reducing long-term maintenance needs and enhancing road safety.

The pontoon and floating system, which facilitates the bridge's opening mechanism, will undergo critical structural reinforcements. These upgrades will enhance buoyancy and stability, while the anchoring system will be reinforced to prevent uncontrolled movement, particularly during adverse weather conditions.

Furthermore, significant upgrades will be made to the mechanical and electrical systems to improve operational efficiency and reliability. The bridge's opening and closing mechanism will be modernized, with buffers, hook lock systems, and longitudinal slides being renewed to restore seamless maritime traffic operations. The electrical infrastructure, including outdated wiring, switchboards, and motorized components, will also be overhauled to ensure smooth and safe bridge movement.

By integrating these enhancements, the Subproject will not only prolong the lifespan of the bridge but also improve its resilience, safety, and operational functionality, securing its role as a vital transportation link in Istanbul for years to come.

1.3. Location

The Subproject will be realized within the existing bridge structure area. The Unkapanı (Atatürk) Bridge is located in the Golden Horn region of the Bosphorus and is a transportation axis connecting the Beyoğlu and Fatih districts. The bridge is an important crossing point for both vehicle and pedestrian traffic. The Unkapanı (Atatürk) Bridge Reinforcement will be implemented on-site, covering the existing bridge. It is a reinforcement project planned to have the least impact on daily traffic flow.



Figure 1.1 Location of Unkapanı (Atatürk) Bridge

1.4. Area of Influence

Unkapanı (Atatürk) Bridge is a 477-meter-long and 25-meter-wide bridge connecting the Fatih and Beyoğlu districts. Since the Subproject is the renovation of the existing bridge, land acquisition is not required. While determining the impact area, the compliance of environmental impacts with Subproject standards has been checked. Since environmental impacts are expected to have an effect of approximately 65 meters, a buffer zone was determined according to this distance. The neighbourhoods affected by the Subproject were taken as basis in the social impact area.

The bridge, located in Fatih and Beyoğlu, directly affects six neighborhoods—three in each district. The Direct Social Impact Area of the Subproject encompasses the Cibali, Sarıdemir, Bedrettin, and Arap Cami neighborhoods due to the direct impact from planned interventions around the bridge piers, as well as the Yavuz Sinan and Emekyemez neighborhoods owing to their proximity to key intersections connecting the bridge piers to the transportation network.

Beyond these neighborhoods, the Subproject’s impact extends across Istanbul, influencing citywide traffic flow due to the interconnected nature of the transportation network. While Fatih and Beyoğlu will experience the most direct effects, the entire city will feel the broader mobility changes.



Figure 1.2 Social Area of Influence

2. OBJECTIVE/ DESCRIPTION OF SEP

This SEP's objective is to establish a structured approach to stakeholder engagement, ensuring public information disclosure and consultation throughout the entire project cycle. It outlines how stakeholders will be engaged in the Subproject and provides a mechanism for raising concerns, providing feedback, or submitting complaints regarding project activities.

The SEP aims to guide the Sub-borrower to:

- Build and maintain a constructive relationship with all stakeholders, particularly affected communities.
- Incorporate stakeholders' views into the project design and ensure environmental and social performance considerations.
- Promote effective and inclusive engagement with all stakeholders and affected parties throughout the project lifecycle.
- Ensure timely, understandable, and accessible disclosure of project-related environmental and social risks and impacts.
- Provide inclusive and accessible channels for affected communities to raise issues and grievances, ensuring appropriate response and management.

This SEP includes (i) stakeholder identification and analysis, (ii) stakeholder engagement program, (iii) resources and responsibilities for implementing stakeholder engagement activities, (iv) grievance mechanism and (v) monitoring and reporting. Istanbul Metropolitan Municipality is committed to implementing this SEP throughout all phases of the Project. The SEP has been developed in line with the requirements of ESS10 of the World Bank's Environmental and Social Framework, the Environmental and Social Management System (ESMS) of ILBANK and Turkish legislation. SEP is a living document, and it will be regularly monitored, reviewed and updated by the Sub-borrower.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1. Methodology

Since the main finance source of CDRC Project is WB; the Project must comply with the good international practice, including WB ESSs, guidelines, and best practices documents alongside the national legislation. The World Bank’s Environmental and Social Framework (ESF)’s Environmental and Social Standard (ESS)10, “Stakeholder Engagement and Information Disclosure”, recognizes “the importance of open and transparent engagement between the Borrower and the Project stakeholders as an essential element of good international practice.” (World Bank, 2018, p.1)¹. Specifically, according to ESS10, the process of stakeholder engagement starts with stakeholder identification and analysis.

To identify relevant stakeholders for the Unkapanı (Atatürk) Bridge Reinforcement Project, a combination of desk-based review and field consultations was used. Site visits were conducted by the project team, including a walk-through of the bridge and surrounding neighborhoods. On 6 March 2025, initial stakeholder observations were made through discussions with mobile fishermen and business users (e.g., Dosthane Café). These were followed by a series of structured interviews in June 2025 with local headmen of six neighborhoods, café operators, representatives of the Küçükmustafapaşa Fisheries Cooperative, and the imam of Sokullu Mehmet Paşa Mosque (who also operates the public toilet), in order to gather more precise information on vulnerable groups and community expectations. This mixed-method approach ensured an inclusive identification of affected individuals, groups, and institutions.

3.2. Affected parties and other interested parties

Affected parties of the Subproject include residents and users in Arap Cami, Bedrettin, Cibali, Emekyemez, Sarıdemir, and Yavuz Sinan neighborhoods; fishermen using the bridge for rod fishing and other people using it for recreational purposes; owners, employees and users of the Dosthane Café; the operator of the mobile public toilet; and users of the Küçükmustafapaşa Fisheries Cooperative. Other interested parties include nearby institutions such as Tersane-i Amire Anatolian High School and Medipol University, as well as district-level municipal authorities, emergency response units, and local NGOs focused on heritage protection and social well-being. A detailed list of affected stakeholders and their relevance to the Subproject is provided in Table 3.1.

Table 3.1 Stakeholders and Relevance to the Subproject

Stakeholder Group		Relevance of Stakeholders to the Project	
Affected Parties	Internal Stakeholders	İstanbul Metropolitan Municipality	Sub-borrower
		Supervision Consultant: Supervision Consultant and Employees	Responsible for Supervision during construction and commissioning
		Construction Contract: Construction Contract Firm and Employees	Responsible for construction
		Construction Subcontract: Construction Subcontract Firms and Employees	

¹ **World Bank.** (2018). *Environmental & Social Framework for IPF Operations: ESS10 - Stakeholder Engagement and Information Disclosure.* World Bank Group.

Stakeholder Group		Relevance of Stakeholders to the Project	
	Communities (residents and users)	<p>Residents and users of</p> <ul style="list-style-type: none"> ○ Arap Cami Neighbourhood ○ Bedrettin Neighbourhood ○ Cibali Neighbourhood ○ Emekyemez Neighbourhood ○ Sarıdemir Neighbourhood ○ Yavuz Sinan Neighbourhood <p>Users of bridge</p> <p>Sensitive receptors within the Subproject impact area</p> <ul style="list-style-type: none"> ○ Tersane-i Amire Anatolian High School ○ Medipol University <p>Users of Sokullu Mehmet Paşa Mosque</p> <p>Users of the public toilet users</p>	Potential noise and dust emission during the construction phase
	Public Utilities, Business and Employees	<p>Dosthane Café -Owner/ Employees</p> <p>Imam of Sokullu Mehmet Paşa Mosque - Operator of the public toilet</p> <p>District Mufti Office (Local Directorate of Religious Affairs)</p> <p>General Directorate of Foundations (Property Owner of Dosthane Café)</p> <p>Fishermen using the bridge for rod fishing and other people using it for recreational purposes</p> <p>Küçükmustafapaşa Fisheries Cooperative (operator of the Fener Ayakapı Fishing Shelter)</p>	<p>Potential noise and dust emissions,</p> <p>Potential for economic losses,</p> <p>Potential accessibility difficulties during the construction phase.</p>
Other Interested Parties	Project Development and Finance Partners	World Bank	Responsible for Funding and Technical Assistance
		ILBANK	Responsible for Financial Coordination & Fund Management
		İstanbul Metropolitan Municipality	Responsible for Contracting Authority & Project Execution
	Central and Local Authorities	<ul style="list-style-type: none"> • Istanbul Provincial Governorate • District Governorate of Beyoğlu • District Governorate of Fatih 	Responsible for public healthcare, environmental and social services
		• İstanbul Provincial Directorate of Environmental Urbanism and Climate Change	The authority consulted for the project preparation and implementation phases
		<ul style="list-style-type: none"> • İstanbul Provincial Directorate of Health • Beyoğlu District Directorate of Health • Fatih District Directorate of Health 	Responsible for public health
		Istanbul Provincial Traffic Branch Directorate	Responsible for traffic safety and security

Stakeholder Group		Relevance of Stakeholders to the Project
	Istanbul Metropolitan Municipality Earthquake Risk Management and Urban Development Department Earthquake and Ground Investigation Branch Directorate	Responsible for detailed analysis of the area in terms of soil structure, liquefaction risk, flooding and engineering measures
	<ul style="list-style-type: none"> • İstanbul Metropolitan Municipality • Beyoğlu Municipality • Fatih Municipality 	Responsible for public services
	<ul style="list-style-type: none"> • Istanbul Metropolitan Municipality Department of Transportation 	Responsible for Traffic, Transportation and Accessibility
	Non-Governmental Organizations	<ul style="list-style-type: none"> • TMMOB Chamber of Civil Engineers İstanbul Branch • TMMOB Chamber of City Planners İstanbul Branch • TMMOB Chamber of Architects İstanbul Metropolitan Branch • TMMOB Chamber of Environmental Engineers
Media/ Electronic Media	International, national and local press (newspaper, television, radio etc.) Social media accounts of municipalities and public institutions & organizations.	Information disclosure

3.3. Disadvantaged/ vulnerable individuals or groups

Within the Subproject, vulnerable or disadvantaged groups may include but are not limited to the following:

- Individuals over 65 years of age living alone;
- Physically or mentally handicapped;
- People who have a chronic illness or are bedridden;
- Women heads of households;
- Poor people who live on state or association aid;
- Persons who are economically dependent on unique natural resources;
- Peasants who do not own land and work daily on other people's land;
- Refugees.

Information regarding the presence of disadvantaged and vulnerable groups within the Subproject area was obtained through interviews conducted with local headmen in June 2025. The categorization of vulnerable and disadvantaged groups was developed in alignment with the definitions provided under ESS10. Efforts were made to reach out to all six neighborhoods in the AoI; however, the headmen of Emekyemez and Arap Cami neighborhoods either could not be reached or declined to provide data. It was confirmed that there are no child-headed households, refugees or individuals dependent on unique natural resources within the Subproject area. The only categories identified through consultations were poor households, female-headed households, and individuals with physical disabilities. The site-specific information gathered is presented in the table below.

Table 3.2 Summary of Vulnerable Groups in the Subproject Area

District	Neighborhood	Population, 2024	Number of Poor Households	Female-headed Households	Physically Disabled People
Beyoğlu	Bedrettin	576	100	50	2
	Emekyemez	177	*	*	*
	Arap Cami	97	*	*	*
	Total	850	100	50	2
Fatih	Cibali	6,979	740	32	10-11
	Sarıdemir	1	0	0	0
	Yavuz Sinan	251	50	0	5-10
	Total	7,231	790	32	15-21

Source: *StraSpace Headmen Interviews. (2025) and Turkish Statistical Institute (TÜİK). (2025). MEDAS – Address Based Population Registration System (ABPRS) Database. Turkish Statistical Institute. <https://biruni.tuik.gov.tr/medas/?kn=95&locale=tr>*
 * No Data

According to headmen interviews conducted in June 2025, several insights were obtained regarding the presence of disadvantaged or vulnerable individuals and households within the Subproject area. In Bedrettin (population: 576), the headman reported that approximately 100 households belong to poor groups, including 50 female-headed households and 2 physically disabled individuals. In Yavuz Sinan (population: 251), an estimated 50 households were identified as poor, while 5–10 residents have physical disabilities. Cibali (population: 6,979) showed the highest vulnerability levels: around 740 residents were reported to receive aid due to poverty, 32 households are headed by women, and 10–11 physically disabled individuals were recorded, all of whom are provided with electric wheelchairs by the municipality.

In Sarıdemir (population: officially 1 according to TÜİK, though the headman claimed 10–15 residents), no disadvantaged or vulnerable individuals were identified. The headmen of Emekyemez and Arap Cami neighborhoods either could not be reached or declined to provide data. Across all neighborhoods, no cases of child-headed households or refugees were reported. Thus, the primary disadvantaged groups identified in the Subproject area include poor households, female-headed households, and people with physical disabilities. During the stakeholder engagement process, special attention will be given to vulnerable groups and comprehensive announcements as well as outreach activities will be carried out. Using plain, easily understandable language in Turkish, conducting neighbourhood announcements, and creating a diversity of announcement channels enabled vulnerable groups to be reached. Information provided to vulnerable groups (e.g., persons with disabilities or those who are illiterate) will be adapted to address their specific accessibility needs.

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement done during project preparation

During the project preparation phase, specifically during the feasibility study report², the Istanbul Metropolitan Municipality – Department of Survey and Projects – Section of Infrastructure Projects initiated a formal engagement process with various public institutions to collect necessary data, opinions and to support technically sound and legally compliant project design. In this context, official information requests and correspondence were conducted with more than 30 institutions and municipal departments to obtain data and expert opinions related to cultural heritage, zoning and planning, infrastructure, transportation systems, disaster risks, environmental sensitivities, and public utilities within the project area. Most institutions confirmed that there were no ongoing projects in the Subproject area within their jurisdiction. Others provided technical comments, or shared relevant datasets.

During the Subproject preparation phase, consultations and official correspondence were conducted with the following institutions and units to obtain the necessary data and approvals:

Table 4.1 List of Institution and Municipal Units Consulted During Subproject Preparation

Institution/Unit	Function
Istanbul Metropolitan Municipality (IMM)	
Department of Cultural Assets – Section of Cultural Assets Projects	Management of cultural asset projects
Department of Cultural Assets – Section of Cultural Heritage Conservation	Conservation of cultural heritage assets
Department of Earthquake Risk Management and Urban Improvement – Section of Earthquake and Soil Investigation	To collaborate with public institutions, universities, or scientific organizations on ground movements, earthquakes, and disaster risk studies.
Department of Earthquake Risk Management and Urban Improvement – Section of Urban Transformation Planning	Planning urban transformation projects
Department of Information Technologies – Section of Electronic Systems	Management of electronic and technological systems
Department of Parks and Gardens – Section of Urban Ecological Systems	Management of urban ecological initiatives
Department of Parks and Gardens – Section of European Side Parks and Gardens	Maintenance and management of landscape planning and landscaping works on the European side
Department of Rail Systems – Section of Rail System Projects	Management of rail system projects
Department of Real Estate Management – Section of Expropriation	Land acquisition and expropriation management
Department of Real Estate Management – Section of Real Estate	Management of municipal real estate properties
Department of Real Estate Management – Section of Advertising Management	Regulation of public and commercial advertisements
Department of Road Maintenance and Infrastructure Coordination – Section of European Side Maintenance and Repair	Maintenance and repair of roads on the European side
Department of Survey and Projects – Section of Urban Design	Urban design and landscape planning
Department of Survey and Projects – Section of Superstructure Projects	Management of superstructure development projects
Department of Technical Works – Section of Infrastructure Investments	Planning and executing infrastructure investments
Department of Transportation – Section of Public Transportation Services	Management of public transit services
Department of Transportation – Section of Traffic Coordination	Coordination of transportation projects and initiatives
Department of Transportation – Section of Traffic Projects	Implementation of transport-related projects

² Istanbul Metropolitan Municipality. (2025). Istanbul Ataturk (Gazi) Bridge Reinforcement Project Feasibility Study Report. Istanbul Metropolitan Municipality.

Institution/Unit	Function
Department of Transportation – Section of Traffic Planning	Planning of urban and regional transport networks
Department of Transportation – Section of Traffic	Traffic regulation and coordination
Department of Zoning and Urban Development – Section of Planning	Subdivision of urban and strategic planning
Department of Zoning and Urban Development – Section of Urban Planning	Urban and regional planning of Istanbul
IMM Subsidiary Institutions	
Directorate General of Istanbul Electric Tram and Tunnel Company (İETT)	Public transportation management and operations
Directorate General of Istanbul Water and Sewerage Administration (İSKİ) – Department of Environmental Protection and Control	Water supply and wastewater management
District Municipalities	
Beyoğlu Municipality – Directorate of Planning and Projects	Local municipal services in Beyoğlu district
Fatih Municipality – Directorate of Planning and Projects	Local municipal services in Fatih district
Ministries, Regional Directorates, Provincial Directorates	
Istanbul Governorship – Provincial Directorates of Environment, Urbanization and Climate Change	Evaluation of environmental compliance and implementation of EIA procedures at the provincial level.
Directorate General of Cultural Assets and Museums – Istanbul No. 2 Regional Council for the Conservation of Cultural Heritage	Evaluation and approval of interventions and conservation plans for registered cultural heritage sites within its jurisdiction
Directorate General of Cultural Assets and Museums – Istanbul No. 4 Regional Council for the Conservation of Cultural Heritage	Evaluation and approval of interventions and conservation plans for registered cultural heritage sites within its jurisdiction
Istanbul Governorship – Provincial Police Branch	Law enforcement and public safety
Petroleum Pipeline Corporation (BOTAŞ) - Natural Gas Transmission Regional Branch II	Management and operation of petroleum pipelines
Turkish Electricity Transmission Corporation (TEİAŞ) – Regional Branch I – Construction and Real Estate Branch	Electricity transmission and grid management
Infrastructure Service Providers	
Boğaziçi Electricity Distribution Company (BEDAŞ) – Investment Branch	Electricity distribution management
Istanbul Gas Distribution Company (İGDAŞ)	Natural gas distribution management
Türk Telekomünikasyon Inc.	Telecommunication and Internet services

The stakeholders consulted during the Feasibility Study Report included both internal departments of Istanbul Metropolitan Municipality (IMM), such as directorates responsible for planning, infrastructure, transportation, and urban design, and external institutions, including district municipalities, utility providers, national infrastructure agencies, and security authorities.

According to the feasibility report, consultation meetings focused on informing stakeholders about the Subproject scope, anticipated impacts, and mitigation measures. Public briefing sessions were held to address potential disruptions and traffic management strategies, while technical workshops assessed environmental and social compliance. Stakeholders provided feedback on minimizing disturbances and ensuring continued access to critical infrastructure.

As part of the Subproject preparation phase, extensive institutional engagement was undertaken to ensure that the subproject design is technically sound, environmentally compliant, and aligned with spatial planning regulations. In this context, official letters were sent to more than 30 relevant public institutions, municipal directorates, and service providers. The aim was to collect technical data, assess overlapping projects, and obtain expert opinions related to zoning, cultural heritage, infrastructure, traffic, natural gas, telecommunications, and disaster risks.

Responses received revealed no conflicting infrastructure or planned development within the project area, while several institutions provided guiding opinions and conditional approvals. Notably, conservation authorities emphasized compliance with heritage protection legislation; utility providers detailed requirements for coordination and protection of existing lines; and planning departments

clarified the status of zoning plans and environmental sensitivity zones. Table 4.2 summarizes the key institutional inputs received between November and December 2024.

Table 4.2 Summary of the Official Responses from Institutions During the Feasibility Study Report³

Institution Name	Date/ Reference No.	Content
Istanbul Metropolitan Municipality (IMM)		
Department of Cultural Assets – Section of Cultural Assets Projects	04.12.2024 2142746	The Section stated that there is no ongoing project in the Unkapanı (Atatürk) Bridge and its surrounding area under its responsibility. However, the site lies within or near registered conservation areas, and the presence of any cultural assets within or around the project area must be clarified. All works must comply with Laws No. 2863, 5216, and 3194, and relevant conservation board decisions.
Department of Cultural Assets – Section of Cultural Heritage Conservation	05.12.2024 2250549	The Section shared that the area lies within the scope of the Istanbul Cultural Heritage Inventory Project and confirmed the presence of registered cultural assets requiring protection within the Unkapanı (Atatürk) Bridge surroundings. Specifically, a registered fountain and the Kürekçi Gate located near Bedrettin Neighborhood were identified. All interventions must comply with Laws No. 2863, 5216, and 3194, and the provisions of the Regulation on Spatial Plans published in the Official Gazette dated 14.06.2014.
Department of Earthquake Risk Management and Urban Improvement – Section of Earthquake and Soil Investigation	08.11.2024 2068553	The geotechnical survey and report to be prepared prior to implementation must comply with the “Principles of Soil and Foundation Survey Practices” and the “Excavation Safety and Precautionary Measures.” If necessary, implementation and precautionary projects covering adjacent parcels should also be developed.
Department of Earthquake Risk Management and Urban Improvement – Section of Urban Transformation Planning	14.11.2024 2106118	There is no planning or urban transformation project currently carried out by the Section in the Unkapanı (Atatürk) Bridge and its surrounding area. However, the site must be designed to account for disaster risks and to ensure accessibility during emergencies.
Department of Information Technologies – Section of Electronic Systems	11.11.2024 2075421	There is no planned communication infrastructure within the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Parks and Gardens – Section of Urban Ecological Systems	20.11.2024 2143328	There are no existing or planned projects by the Section within or around the Unkapanı (Atatürk) Bridge and its surrounding area. During the construction process, waste must be temporarily stored and disposed of in accordance with regulations; leakage and harm to living organisms must be prevented, and excavation or dredging works must be carried out without damaging the marine ecosystem.
Department of Parks and Gardens – Section of European Side Parks and Gardens	22.11.2024 2068880	The request has been deemed appropriate, provided that occupational health and safety (OHS) measures are taken, the area is restored to its original condition after the works are completed, and coordination is ensured. There are no existing or planned projects by the Section within or around the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Rail Systems – Section of Rail System Projects	21.11.2024 2144369	There is no rail system line, either in the planning or study phase, that intersects with the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Real Estate Management – Section of Expropriation	06.11.2024 2040596	There is no ongoing expropriation project being carried out by the Section within the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Real Estate Management – Section of Real Estate	07.11.2024 2052723	There are no allocation, lease, or encroachment (ecrimisil) files related to the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Real Estate Management – Section of Advertising Management	12.11.2024 2072923	There are no advertisement or promotion applications by the Section within the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Road Maintenance and Infrastructure Coordination – Section of	07.11.2024 2060765	The Section stated that there are no existing or planned road maintenance works within or around the Unkapanı (Atatürk) Bridge and its surrounding area, and also shared information on the existing

³ Istanbul Metropolitan Municipality. (2025). Istanbul Atatürk (Gazi) Bridge Reinforcement Project Feasibility Study Report. Istanbul Metropolitan Municipality.

Institution Name	Date/ Reference No.	Content
European Side Maintenance and Repair		stormwater drainage line in the vicinity.
Department of Road Maintenance and Infrastructure Coordination – Section of European Side Maintenance and Repair	14.11.2024 2089542	The Section stated that there are no existing or planned road maintenance works within or around the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Survey and Projects – Section of Urban Design	07.11.2024 2053818	There is no work carried out by the Section within the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Survey and Projects – Section of Superstructure Projects	13.11.2024 2100899	There is no existing or planned project within or around the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Technical Works – Section of Infrastructure Investments	13.11.2024 2103530	The Section is planning to carry out the “Strengthening, Maintenance and Repair Construction of Atatürk Bridge” project within the Unkapanı (Atatürk) Bridge and its surrounding area.
Department of Transportation – Section of Public Transportation Services	11.11.2024 2075523	Several taxi-shared minibus routes pass near the Unkapanı (Atatürk) Bridge and its surrounding area; however, there are no minibus routes or designated taxi stands within or immediately around the site. According to the available data, a total of 53 vehicles operate on the following routes: Bakırköy–Taksim (D11), Yenibosna–Taksim (D15), Cevizlibağ–Taksim (D41), Kocamustafapaşa–Taksim (D44), and Eminönü–Nişantaşı (D46).
Department of Transportation – Section of Traffic Coordination	19.11.2024 2147972	There are no existing or approved projects within or around the Unkapanı (Atatürk) Bridge and its surrounding area based on current UTK or UKOME decisions.
Department of Transportation – Section of Traffic Coordination	19.11.2024 2150602	The Ulaşım Koordinasyon Merkezi (UKOME) and its affiliated Ulaşım ve Trafik Düzenleme Komisyonu (UTK) decisions indicate that the Unkapanı (Atatürk) Bridge and its surrounding area fall within the scope of several previously approved urban design and transportation projects. These include the Aksaray–Unkapanı–Atatürk Boulevard Urban Design Project and other street-level transportation revisions throughout the Fatih and Beyoğlu districts. According to commission approvals dated between 2020 and 2024, geometric revisions, transit circulation arrangements, and design approvals for key arteries such as Atatürk Boulevard, Ragıp Gümüşpala Avenue, and Aksaray Junction are currently in effect. All works to be implemented must comply with these approved plans, and coordination should be ensured with the Section of Transportation Coordination.
Department of Transportation – Section of Traffic Projects	20.11.2024 2141081	The Section has provided data obtained from the previously completed “Inventory and Assessment of Road Engineering Structures Throughout Istanbul” study. The data include evaluations of structural elements located near the Unkapanı (Atatürk) Bridge and its surrounding area, such as bridge substructures, culverts, and retaining walls. Information was shared regarding their construction type, structural condition, and any observable damage. According to the findings, most structures are in serviceable condition, although some exhibit surface-level deformations. During field implementation, these structures should be preserved, and any structurally sensitive points must be carefully considered.
Department of Transportation – Section of Traffic Planning	22.11.2024 2169428	Within and around the Unkapanı (Atatürk) Bridge and its surrounding area, there is an existing shared bicycle path along the Fatih–Balat–Eyüp–Silaharağa–Kağıthane corridor, a dedicated bicycle path in Karaköy, and the Eminönü–Alibeyköy Haliç Bicycle Path Project, which was approved by the UTK decision dated 28.06.2018.
Department of Transportation – Section of Traffic	28.11.2024 2198393	The Unkapanı (Atatürk) Bridge and its surrounding area include 8 traffic signs, 1 detector, 1 EDS unit, 1 camera, and 2 signalization points. Space must be allocated for these systems, they should be integrated into the project design, and the Section’s personnel must be informed before and during implementation.
Department of Zoning and Urban Development – Section of Planning	15.11.2024 2121542	The portion of the Unkapanı (Atatürk) Bridge and its surrounding area within the Beyoğlu district falls under the Urban Conservation Area (Kentsel Sit), a designated Renewal Area, and the boundaries of the

Institution Name	Date/ Reference No.	Content
		1/5,000-scale Conservation-Oriented Master Zoning Plan for the Beyoğlu Perşembe Pazarı area, approved on 14.01.2011. The section within the Fatih district is also designated as a Renewal Area—specifically, the “Küçük Mustafa Paşa and Haraççı Kara Mehmet Mahallesi Renewal Area”—and falls within the 1/5,000-scale Historic Peninsula Conservation-Oriented Master Zoning Plan, approved on 30.12.2011. In addition, the area seaward of the Coastal Boundary Line lies within the Marmara Sea and Islands Special Environmental Protection Area (SEPA), as established by Presidential Decision No. 4758 dated 04.11.2021 (Official Gazette No. 31650, dated 05.11.2021), and falls under the authority of the Ministry of Environment, Urbanization and Climate Change.
Department of Zoning and Urban Development – Section of Urban Planning	18.11.2024 2107118	The portion of the Unkapanı (Atatürk) Bridge and its surrounding area within the Fatih district is located on the 1st Degree Urban–Regional Road and Street Tram Axis, as defined in the conservation-oriented zoning plan; however, this axis has been annulled by a recent plan amendment. The portion within the Beyoğlu district remains on the 1st Degree Urban–Regional Road in the same type of plan. The project must be evaluated in accordance with Laws No. 3194 and 2863, as well as other relevant legislation.
Department of Zoning and Urban Development – Section of Planning	02.12.2024 2231448	In addition to the planning status outlined in the letter dated 15.11.2024 (no. 2121542), the letter dated 02.12.2024 states that part of the Unkapanı (Atatürk) Bridge and its surrounding area was previously designated as the Haliç Urban Design Area and later reclassified as a Conservation Site, during which transitional building regulations were applied. Although this section is covered by the 1/5,000-scale conservation-oriented master zoning plan, a corresponding 1/1,000-scale implementation plan has not been prepared. Additionally, it is noted that the portion of the area within the Fatih district is also covered by the 1/1,000-scale plan approved on 04.10.2012, in addition to the Historic Peninsula plan.
IMM Subsidiary Institutions		
Directorate General of Istanbul Electric Tram and Tunnel Company (İETT)	151156	İETT has shared data on bus routes, vehicle and trip counts, and daily passenger volumes in the vicinity of the Unkapanı (Atatürk) Bridge and its surrounding area.
Directorate General of Istanbul Water and Sewerage Administration (İSKİ) – Department of Environmental Protection and Control	16.12.2024 1398174	Existing and planned infrastructure facilities belonging to İSKİ within and around the Unkapanı (Atatürk) Bridge and its surrounding area must be taken into account. Pipeline routes should be preserved as zoning roads or green spaces, and any necessary relocations require İSKİ’s approval and associated payments. Protection distances, manhole safety, and access to potable water, wastewater, and stormwater lines must be ensured. The Hamidiye Water Channels and historic fountains must be preserved, and the opinion of the Conservation Board must be obtained. Before implementation, coordination with İSKİ should be established, observer personnel should be requested, and as-built project documents must be submitted. This opinion constitutes a technical infrastructure evaluation and does not replace a formal zoning opinion.
District Municipalities		
Beyoğlu Municipality – Directorate of Planning and Projects	165647	The portion of the Unkapanı (Atatürk) Bridge and its surrounding area within the Beyoğlu district is designated as a “1st Degree Urban and Regional Road” in the 1/1,000-scale Beyoğlu Urban Conservation Area Master Plan, which was approved on 21.12.2010.
Fatih Municipality – Directorate of Planning and Projects	20.11.2024 1999/24732	The Directorate has provided a 1/1,000-scale conservation-oriented implementation zoning plan covering the Unkapanı (Atatürk) Bridge and its surrounding area. The plan was shared as a base layer for upcoming project activities and includes general land use information, parcel boundaries, and development conditions.
Ministry of Environment, Urbanization and Climate Change		
Istanbul Governorship – Provincial Directorates of Environment, Urbanization and	19.11.2024 10967943	The Directorate confirmed that the site is environmentally sensitive due to proximity to the coastline and cultural assets. It was stated that the project falls under the scope of the EIA Regulation, and all activities

Institution Name	Date/ Reference No.	Content
Climate Change		must comply with Law No. 2872 and other applicable environmental legislation.
Ministry of Culture and Tourism		
Directorate General of Cultural Assets and Museums – Istanbul No. 2 Regional Council for the Conservation of Cultural Heritage	5949290	Since the Unkapanı (Atatürk) Bridge and its surrounding area is adjacent to a registered mosque and shipyard, any constructional or physical interventions require permission from the Regional Council for the Protection of Cultural Heritage.
Directorate General of Cultural Assets and Museums – Istanbul No. 4 Regional Council for the Conservation of Cultural Heritage	5983807	According to the Directorate’s archives, there is no record of a registered cultural property at the location of the bridge piers.
Ministry of Energy and Natural Resources		
Petroleum Pipeline Corporation (BOTAŞ) - Natural Gas Transmission Regional Branch II	21.11.2024 42672	There are no pipelines belonging to the Institution within the Unkapanı (Atatürk) Bridge and its surrounding area.
Turkish Electricity Transmission Corporation (TEİAŞ) – Regional Branch I – Construction and Real Estate Branch	2788645	There are no existing or planned facilities belonging to the Institution within the Unkapanı (Atatürk) Bridge and its surrounding area.
Infrastructure Service Providers		
Boğaziçi Electricity Distribution Company (BEDAŞ) – Investment Branch	1990682	The existing electricity network in the Unkapanı (Atatürk) Bridge and its surrounding area must be preserved for the continuity and safety of energy supply. If the lines are exposed, relocated, or at risk of damage, the company must be notified in advance and the relevant technical procedures must be followed. During field implementation, coordination with the relevant operations branches is mandatory.
Istanbul Gas Distribution Company (İGDAŞ)	391252	Existing natural gas infrastructure and superstructure elements have been identified within the Unkapanı (Atatürk) Bridge and its surrounding area. While there is no planned project by the institution, contacting the Natural Gas Emergency Line (187) and requesting an inspection supervisor prior to implementation is critical to ensure the safety of life and property.
Türk Telekomünikasyon Inc.	30.11.2024 348989	In the Unkapanı (Atatürk) Bridge and its surrounding area, if underground or above-ground infrastructure cannot be preserved, a formal relocation request must be submitted to the institution. Any damage that may occur during the works could negatively impact service efficiency and result in financial liability. Therefore, all necessary safety measures must be taken, and if needed, the relevant Directorate of Telecommunications should be contacted. In the event of any damage to the facilities, the cost will be charged to the responsible party.
Provincial Authority and Security		
Istanbul Governorship – Provincial Police Branch	07.11.2024	Two City Security Management System (KGYS) units have been identified within the Unkapanı (Atatürk) Bridge and its surrounding area. In case of any relocation or infrastructure-related adjustments, all associated costs shall be covered by the project implementer. Before the commencement of construction activities or in the event of any issues, the responsible branch must be contacted to ensure proper coordination.

Relevant data, technical inputs and institutional opinions, necessary permissions were obtained from these units through formal correspondence to ensure the smooth execution of the Subproject activities. Formal correspondences are provided in Annex G.

During the preparation phase of ESMP and SEP, several stakeholder engagement activities were carried out to promote transparency, inclusivity, and early community involvement. These activities included both formal and informal consultations with key stakeholder groups through on-site visits

and phone communications in March and June 2025. Engagements were held with local businesses and users such as the owners of Dosthane Café, fishermen using the bridge for rod fishing, recreational users, representatives of the Küçükmustafapaşa Fisheries Cooperative, and the imam of Sokullu Mehmet Paşa Mosque, who also operates the public toilets. Discussions at the site focused on potential access disruptions during construction and the continuity or relocation of economic activities. These interactions were largely informal and conducted face-to-face during field visits.

Additionally, neighborhood headmen representing the affected areas were consulted via both in-person site visits and individual phone calls. They were briefed on the Subproject’s objectives, planned construction activities, and timeline. Their input was sought to reflect community concerns and to establish a mechanism for regular updates during the implementation phase.

Table 4.3 summarizes the key stakeholder engagement activities carried out during preparation of ESMS and SEP.

Table 4.3 Summary of the Stakeholder Engagement Activities During the Preparation

Stakeholder Group	Representative	Date	Location	Scope
Local Businesses and Users	<ul style="list-style-type: none"> Dosthane Café owners, Fishermen using the bridge for rod fishing and other people using it for recreational purposes Representatives of the Küçükmustafapaşa Fisheries Cooperative, Imam of Sokullu Mehmet Paşa Mosque (public toilet operator) 	March and June 2025	On-site visit and Phone calls	<ul style="list-style-type: none"> Site-level discussion on potential access disruptions during construction; feedback on relocation or continuity of economic activity Informal face-to-face meetings during site visit
Neighborhood Headmen	<ul style="list-style-type: none"> Headmen of affected neighborhood 	March and June 2025	On-site visit and Phone calls	<ul style="list-style-type: none"> General briefing on project purpose, expected works, and timeline; collected opinions and requests for ongoing updates during implementation Individual calls with local headmen
Affected and Interested Stakeholders (Public Participation Meeting)	<ul style="list-style-type: none"> Representatives of central government institutions and ministries Istanbul Metropolitan Municipality Neighbourhood headmen (muhtars) Civil society organisations and associations Fishermen’s cooperatives and marine users Local community members and other interested parties 	22 January 2026	Artİstanbul Feshane, Eyüpsultan	<ul style="list-style-type: none"> Public disclosure of project scope, objectives, technical design, construction activities, and schedule Presentation of potential environmental and social impacts, mitigation measures, and grievance mechanism Open question-and-answer session to collect stakeholder views, concerns, and recommendations

As part of the engagement activities, a field visit was conducted on March 6, 2025, during which a meeting was held with a local café business to provide information about the Subproject. Additionally, a follow-up phone consultation took place on March and June, 2025, where further details about the business and neighborhoods were gathered, and a summary of the Subproject was reiterated.

During the site visit conducted on March 6, 2025, the project team held in-person consultations with two groups of economically vulnerable stakeholders located in the immediate vicinity of the

construction area: a local café business (Dosthane Café) situated adjacent to the bridge, and fishermen using the bridge for rod fishing and other people using it for recreational purposes.

Both groups were informed about the Subproject's general scope, planned construction activities, indicative timeline, and likely temporary impacts on access and environment. The café representative expressed concerns about the expected decrease in pedestrian traffic and customer loss during the construction period due to noise, visual disturbance, and limited pedestrian access.

Similarly, fishermen using the bridge for rod fishing observed during the site visit stated that the planned location of the contractor's site camp and associated fences may temporarily restrict access to their usual fishing spots, particularly on the northern shoreline of the bridge. While the activity appears to take place regularly, field observations and discussions suggest that fishing is generally practiced as a leisure-time activity rather than as a primary source of livelihood. Although it is difficult to fully confirm individual income sources, no indications of economic dependence were identified during engagement. Nonetheless, to avoid any unforeseen adverse impacts, the Subproject team will ensure that the fishermen are informed in advance about temporary restrictions and guided toward nearby alternative fishing locations. These efforts aim to minimize disruption and maintain access to recreational fishing opportunities throughout the construction period.

In addition to the field visit conducted in March 2025, follow-up phone consultations were held in March and June 2025 with neighborhood headmen from the affected neighborhoods. These consultations focused on understanding the profile of local vulnerable groups, particularly individuals regularly using the bridge for economic activities or transit purposes. Headmen provided useful insights into elderly residents, seasonal or mobile vendors, and unemployed youth who may face temporary access challenges during construction.

Furthermore, direct interviews were successfully conducted in June 2025 with representatives of the Küçükmustafapaşa Fisheries Cooperative and the imam of Sokullu Mehmet Paşa Mosque, who also operates the nearby public toilet. Both parties confirmed that their respective operations were either no longer active or planned to cease due to unrelated reasons such as infrastructure issues or lack of usage. The Küçükmustafapaşa Fisheries Cooperative is located at a considerable distance from the temporary construction area and thus will not be physically affected by Subproject activities. According to the representative of the Küçükmustafapaşa Fisheries Cooperative, the boats occasionally seen near the bridge belong to individual citizens and are not affiliated with the cooperative. Since public notification will be carried out in advance of the works, no adverse impacts are expected on these individuals either. It was further clarified that these boats are used for recreational or tourism-related purposes by individuals, and since the shoreline is generally not congested, the temporary closure of a small area (sufficient for 3–4 boats) is not expected to cause any significant disruption.

Regarding Dosthane Café, which is in direct proximity to the temporary construction area, follow-up communication was made with the café operator. During these engagements, several questions were asked regarding the café's operational structure and income sources, and indicative verbal responses were received. However, based on a preliminary assessment, the information provided was found to be partially inconsistent and insufficient to confirm economic dependence. Therefore, a more detailed verification process will be required before starting construction, including the review of official documents such as POS terminal records, utility bills, and tax registration data. These documents will help support a more accurate assessment for the Livelihood Restoration Plan (LRP) and ensure alignment with eligibility and assistance criteria.

As part of the project preparation process, a stakeholder engagement meeting was organised to inform stakeholders about the Unkapanı Atatürk Bridge Reinforcement Subproject and to collect their views, concerns, and suggestions.

The meeting was held on 22 January 2026, at 13:00, at Artİstanbul Feshane, located in, Eyüpsultan / Istanbul.

In order to ensure broad, inclusive, and transparent participation, the meeting was announced in advance through multiple communication channels. Public invitations, including information on the meeting venue, date, and time, were published on the official website of the Istanbul Metropolitan Municipality in both Turkish and English prior to the meeting. In addition, public announcements were published in local and national newspapers on 11 January 2026, including Açık Mert Korkusuz and Hürses. In addition, IMM staff distributed informational brochures to local residents. Copies of the web announcements and newspaper notices are provided in Annex-J (Stakeholder Engagement Meeting – Announcement Materials).

Furthermore, to support transparency and facilitate access to project information, key environmental and social documents, including the Stakeholder Engagement Plan and the Environmental and Social Management Plan (ESMP), were disclosed on the project web page prior to the meeting.

A total of 86 participants attended the stakeholder engagement meeting. Participants represented a broad range of stakeholder groups, including central government institutions, Istanbul Metropolitan Municipality, neighbourhood headmen (muhtars), civil society organisations and associations, fishermen’s cooperatives, and local community members. This diverse participation ensured that views from different stakeholder groups potentially affected by or interested in the project were adequately represented. The detailed list of meeting participants is provided in Annex-I (Stakeholder Engagement Meeting – Attendance List).

During the meeting, the project team delivered a presentation covering the project scope, objectives, technical characteristics, anticipated construction activities, potential environmental and social impacts, proposed mitigation measures, and the grievance mechanism. The information presentation is provided in Annex-K.

Following the presentation, an open question-and-answer session was held, enabling participants to raise concerns, express views, and request clarification on project-related issues. Photographs taken during the presentation are presented in Annex-L.

The questions raised by stakeholders mainly focused on potential impacts on amateur fishermen, seismic performance and earthquake resilience of the bridge, protection and monitoring of nearby cultural heritage assets, the construction schedule and implementation timeline, marine traffic management and navigational safety, and environmental management measures, including waste management.

All questions and comments raised during the meeting were addressed by the project team and documented in detail. The complete set of questions and responses is provided in Annex-H (Stakeholder Engagement Meeting – Questions and Responses). The outcomes of the Stakeholder Engagement Meeting have been taken into consideration in the preparation of the Stakeholder Engagement Plan and will continue to inform stakeholder engagement activities throughout the project implementation phase.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

A variety of engagement methods will be employed to meet the diverse needs of stakeholders, ensuring inclusive and effective participation throughout the Subproject's lifecycle. A range of tools will be used to engage stakeholders, ensuring that established communication mechanisms continue

alongside new methods as needed to facilitate efficient and effective engagement. The frequency of stakeholder meetings during the construction phase will be determined based on the project's progress, implementation needs, and the evolving concerns of affected stakeholders. As construction activities may vary in their intensity, location, and potential impact over time, it is not feasible to prescribe a rigid meeting schedule within the SEP at this stage. A flexible, need-based approach allows for timely and targeted engagement, which is more effective and responsive compared to a fixed meeting calendar. Engagement activities, including individual meetings with local headmen and affected people or businesses, will be conducted as needed by the Community Liaison Officer (CLO) during the construction phase. CLO will be appointed to ensure continuous communication with stakeholders and coordination of engagement activities. The Subproject will employ the following stakeholder interaction approaches:

- **Formal/informal face-to-face meetings:** These will serve as the primary consultation method throughout the Subproject's duration. Stakeholders will be informed about meetings via phone calls, WhatsApp messages, SMS, brochures, posters, or emails. Notification of meetings and information-sharing activities will be provided at least fourteen (14) days in advance.
- **Focus group meetings:** These meetings will be utilized to support negotiations and create an environment where stakeholders can openly express their opinions.
- **One-on-one meetings:** This method will be used to offer a more comfortable setting for stakeholders, particularly for vulnerable or disadvantaged individuals.
- **Digital communication tools:** The official website of the İstanbul Metropolitan Municipality (<https://ibb.istanbul/gundem/duyurular/>) will serve as a public platform for announcements, documents, reports, and updates. Key Subproject documents, including the Environmental and Social Management Plan (ESMP), and Stakeholder Engagement Plan (SEP), will be published in both English and Turkish. The grievance mechanism's details will also be made publicly available through the project website. Additionally, Subproject updates will be shared through social media, WhatsApp messages, SMS, brochures, posters, emails, and "İstanbul Senin" mobile application available for mobile devices with iOS and Android operating systems (<https://istanbulsenin.istanbul/hakkimizda/#download>).
- **Written materials:** Brochures, leaflets, and posters will provide stakeholders with essential Subproject information, including environmental and social standards, the grievance mechanism, and stakeholder engagement tools. These materials will be available in Turkish.
- **Grievance mechanism:** In compliance with the World Bank's Environmental and Social Standard 10 (ESS10), a grievance mechanism will be implemented to allow stakeholders to submit concerns or complaints. The mechanism will be widely publicized to ensure accessibility for all stakeholders.
- **Media promotions:** Subproject-related updates and contact information will be disseminated through local newspapers and social media platforms.

All notifications or complaints received from stakeholders -whether through formal or informal face-to-face meetings or digital channels- will be recorded and addressed through the grievance mechanism. A sample grievance log to be used for this purpose is provided in Annex A.

A public consultation meeting will be held to discuss the draft Environmental and Social Management Plan (ESMP). Meeting times and locations will be scheduled in consultation with stakeholders to maximize participation. If necessary, shuttle services will be provided to facilitate stakeholder attendance, or Subproject representatives will conduct on-site meetings at stakeholder locations. Additional stakeholder consultations will be conducted under the following circumstances:

- If a recurring grievance arises concerning a specific issue,
- If there is a significant change in the Subproject,
- If a considerable impact is foreseen by the relevant authorities,

- If there is an increase in intensive construction activities.

Additionally, the timing and frequency of engagement activities will be carefully planned to maximize stakeholder involvement while avoiding disruption to their daily activities and preventing "consultation fatigue." Each engagement activity will be communicated in a timely, culturally appropriate, and inclusive manner, ensuring equal access for all relevant stakeholders. This approach aims to foster increased participation and meaningful feedback throughout the Subproject's lifecycle.

4.3. Stakeholder Engagement Plan

The list and categorization of identified stakeholders, including vulnerable and disadvantaged groups, are provided in Section 3 of this SEP. Efforts will focus on proactive engagement regarding community health and safety, aiming to mitigate risks as effectively as possible. Additionally, a rapid response system will be in place to address stakeholder concerns, incorporate feedback, and resolve any issues efficiently.

During the construction phase, several information-sharing activities will be carried out to ensure transparency and effective communication with stakeholders:

- **Brochure Distribution:** Informational brochures will be delivered to local businesses (such as Dosthane Café) and headmen offices of the 6 neighborhoods within the Subproject area (Arap Cami, Bedrettin, Cibali, Emekyemez, Sarıdemir and Yavuz Sinan), while general project information will be displayed on signage placed along main pedestrian corridors. These brochures will include details on the construction timeline, the grievance mechanism, and the contact information of the Social Expert.
- **On-Site Information Boards:** Information boards will be placed at the entrances to construction sites, providing citizens with details about ongoing construction activities and the grievance mechanism.
- **Regular Website Updates:** Updates on the construction phase will be made available to the public on the İstanbul Metropolitan Municipality website (<https://www.ibb.istanbul/>) every two weeks.
- **Contractor Communication:** The contractor's representative will maintain regular contact with neighbourhood mukhtars near the Subproject area, as outlined in the stakeholder engagement plan.
- **Health and Safety Measures:** Safety signs and notices will be installed at Subproject locations, including main pedestrian corridors, entrance of construction sites, and surrounding areas to protect public health and safety.
- **Permit and Institutional Coordination:** All necessary permits will be secured in accordance with Subproject requirements, and relevant authorities will be informed as needed.

These measures aim to ensure that stakeholders are well-informed and that concerns related to construction activities are promptly addressed.

During the operation phase, public communication efforts will focus on providing information related to both technical and social aspects of the Atatürk (Gazi) Bridge. Key topics will include emergency safety measures and the grievance mechanism, ensuring that stakeholders remain informed and have accessible channels for feedback and concerns. This will also include communication on planned routine and non-routine maintenance works that may temporarily affect public access or safety, such as scheduled inspections, cleaning, resurfacing, or unplanned emergency interventions (e.g., structural repairs or temporary closures due to safety risks). These updates will be shared in a timely and accessible manner to minimize disruption and ensure that stakeholders remain informed throughout the operation phase.

A variety of engagement techniques will be utilised to facilitate two-way communication, allowing stakeholders to receive relevant information while also sharing their input. The selection of communication tools and consultation methods will be tailored to different stakeholder groups, considering their specific needs, concerns, and level of influence in the Subproject.

Further details on the consultation and information-sharing approach are outlined in Table 4.4, which presents the overall consultation and information disclosure strategy.

Table 4.4. Stakeholder Engagement Plan

Subproject Stage	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Pre-construction/ ESMP and SEP Preparation stage	<ul style="list-style-type: none"> • Consultations on draft ESMP and SEP at the stakeholder consultation meeting • Subproject ESS • Grievance mechanism • Community health and safety • Environmental and social risks and mitigation measures • Updates about the Subproject 	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.), <p>The document will be disclosed on the İstanbul Metropolitan Municipality website (https://www.ibb.istanbul/)</p>	All stakeholders	<p>PIU is responsible for informing stakeholders about</p> <ul style="list-style-type: none"> • Subproject ESS • Grievance mechanism • Community health and safety • Environmental and social risks and mitigation measures • Updates about the Subproject • Arranging meeting and disclose document • Monitoring implementation and guidance <p>E&S Consultant is responsible for defining E&S risks and mitigation measures.</p>
Pre-construction/ After the approval of the ESMP and SEP by the ILBANK/WB	Disclosure of ESMP and SEP	<ul style="list-style-type: none"> • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.), <p>The document will be disclosed on the İstanbul Metropolitan Municipality website (https://www.ibb.istanbul/)</p>	All stakeholders	<p>PIU is responsible for overall Subproject coordination and for monitoring implementation and guidance</p> <p>E&S Consultant is responsible for giving information on ESMP and SEP</p>
Pre-construction Two months before the start of construction.	Targeted consultation and information about project scope, timeline, and potential impacts and mitigation measures	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.) 	Operator of Dosthane Café, the owners and/or operators of the boats fishermen using the bridge for rod fishing, recreational users, representatives and members of the Küçükmustafapaşa Fisheries Cooperative, the imam and users of Sokullu Mehmet Paşa Mosque	PIU is responsible for informing stakeholders about the overall operation of the Subproject
Construction/ Two (2) days before possible traffic impact, whenever necessary during the construction	Traffic safety	<ul style="list-style-type: none"> • Digital communication tools. • “İstanbul Senin” mobile application 	<ul style="list-style-type: none"> • Internal Stakeholders, • Communities (residents and businesses), • Business and Employees, • Local Authorities. 	<p>Contractor is responsible for informing about possible traffic impact, executing tasks to related traffic safety</p> <p>Supervision Consultant is responsible for monitoring and ensuring the traffic safety measure implemented by the Contractor</p>

Subproject Stage	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Construction and Operation/ Whenever necessary during the construction and operation	Updates on Subproject activities and progress	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.), • Media promotions. 	All stakeholders	PIU is responsible for preparing regular updates on Subproject activities and progress Contractor and Supervision Consultant are responsible for informing about updates on Subproject activities and progress
Operation/ Regularly throughout the operating period	Learning the expectations/ needs/ grievances of the Associations / Non-Governmental Organizations	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.). 	NGOs mentioned in Table 3.1	PIU is responsible for learning the expectations/ needs/ grievances of the Associations/ Non-Governmental Organizations
Before operation/ Two months before the start of construction.	Informing about operation	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.). 	<ul style="list-style-type: none"> • Operator of Dosthane Caf�, • The owners and/or operators of the boats • Fishermen using the bridge for rod fishing, recreational users, • Representatives and members of the K��c�kmustafapa�a Fisheries Cooperative, • The imam and users of Sokullu Mehmet Pa�a Mosque 	PIU is responsible for informing stakeholders about the overall operation of the Subproject
Operation/ Before operation/	Informing about operation	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.). 	<ul style="list-style-type: none"> • Internal stakeholders, • Communities (residents and businesses), • Business and employees, • Central and local authorities, • Vulnerable/ disadvantaged groups 	PIU is responsible for informing stakeholders about the overall operation of the Subproject
Operation/ Before routine maintenance	Informing about routine maintenance	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.). • 	<ul style="list-style-type: none"> • Internal stakeholders, • Communities (residents and businesses), • Business and employees, • Central and local authorities, • Vulnerable/ disadvantaged groups 	PIU is responsible for informing stakeholders about the overall routine maintenance of the Subproject

Subproject Stage	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Operation/ Before non-routine maintenance	Informing about non-routine maintenance	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.). 	<ul style="list-style-type: none"> • Internal stakeholders, • Communities (residents and businesses), • Business and employees, • Central and local authorities, • Vulnerable/ disadvantaged groups 	PIU is responsible for informing stakeholders about the overall non-routine maintenance of the Subproject
Operation/ Before operation/ regularly throughout the operating period.	Safety in emergencies	<ul style="list-style-type: none"> • Formal/ informal face-to-face meetings, • Digital communication tools, • “İstanbul Senin” mobile application • Written materials (poster, email, noticeboard announcements, etc.). 	<ul style="list-style-type: none"> • Internal stakeholders, • Communities (residents and businesses), • Business and employees, • Central and local authorities, • Vulnerable/ disadvantaged groups 	PIU is responsible for <ul style="list-style-type: none"> • Developing and implementing overall Emergency Plans • Implementing specific safety measures related to emergency on-site • Monitoring the implementation of safety measures during emergencies

Consultations will be conducted continuously throughout the Subproject, ensuring that stakeholder engagement remains active and inclusive. The consultation methods used will be adapted based on the preferences and needs of stakeholders, ensuring effective participation.

Special attention will be given to vulnerable and disadvantaged individuals residing in the affected neighborhoods within the Subproject area. Based on the headmen interviews, the Subproject area includes approximately 890 poor households, 82 female-headed households, and an estimated 17 to 23 individuals with physical disabilities. Their participation will be supported through neighborhood-level announcements, use of plain, easily understandable language in Turkish and accessible venues. Information provided to vulnerable groups (e.g., persons with disabilities or those who are illiterate) will be adapted to address their specific accessibility needs. If they require assistance to participate, the Istanbul Metropolitan Municipality will provide support through its social service units.

To better understand the specific needs and preferred consultation methods of affected stakeholders, the Social Expert/Community Liaison Officer (CLO) in PIU will directly reach out via phone, e-mail, or SMS.

Additionally, all available consultation methods and communication channels will be publicly announced on the Istanbul Metropolitan Municipality website, ensuring transparency and accessibility for all stakeholders.

4.4. Reporting back to stakeholders

Stakeholders will receive regular updates every six months on the Subproject's environmental and social performance, the execution of the stakeholder engagement plan, the operation of the Grievance Mechanism, and overall Subproject progress.

Updates will be shared through a semi-annual report prepared by the PIU, which will be responsible for collecting stakeholder feedback (including grievances) and documenting how concerns have been addressed. The report will summarize engagement activities, outcomes and responses and will be accessible via the Istanbul Metropolitan Municipality website (<https://www.ibb.istanbul/>).

In addition, feedback received during the Stakeholder Engagement Meeting held during the project preparation phase has been formally documented and disclosed. The questions raised by stakeholders and the responses provided by the project team are included in Annex-H (Stakeholder Engagement Meeting – Questions and Responses), while the list of meeting participants is provided in Annex-I (Stakeholder Engagement Meeting – Attendance List). Information on how the meeting was announced and disclosed to the public is included in Annex-J (Stakeholder Engagement Meeting – Announcement Materials).

Outcomes of the Stakeholder Engagement Meeting have been taken into consideration in the finalisation of the Stakeholder Engagement Plan and relevant environmental and social management measures. Where applicable, issues raised by stakeholders will continue to be tracked during implementation through the Grievance Mechanism and follow-up engagement activities. Stakeholders will be informed of any significant project updates, changes, or mitigation measures through ongoing disclosure and reporting mechanisms.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Project Implementation Unit (PIU)

The Project Implementation Unit (PIU) has been established to oversee the planning, execution, and monitoring of stakeholder engagement activities throughout the Unkapanı (Atatürk) Bridge Reinforcement Project. The PIU operates under the relevant governmental authority and ensures that the Subproject complies with both national and international stakeholder engagement standards.

The PIU consists of representatives from various departments, including project management, environmental and social impact assessment, public relations, and technical engineering teams. The key responsibilities of the PIU include:

- Overseeing and coordinating stakeholder engagement activities to ensure timely and effective communication with all relevant parties.
- Ensuring that all stakeholders, including local communities, businesses, and governmental institutions, are well-informed about the Subproject's objectives, potential impacts, and progress.
- Addressing concerns and feedback from stakeholders in a timely and transparent manner.
- Organizing public meetings, consultations, and grievance mechanisms to enhance stakeholder participation.
- Monitoring the effectiveness of stakeholder engagement efforts and making necessary improvements as needed.
- Preparing reports on stakeholder engagement activities and submitting them to relevant authorities.

Sub-borrower will establish a Project Implementation Unit (PIU) within this subproject. This PIU will consist of personnel selected from various directorates, departments, and units within Sub-borrower. The personnel participating in the PIU will be appointed to positions such as social specialist, project manager, and other relevant roles. Section 5.2 (Roles and Responsibilities) of the ESMP specifies that the Project Implementation Unit (PIU) to be established under the Sub-borrower will include dedicated environmental, social, and occupational health and safety (OHS) staff. The Social Specialist assigned within the PIU will be responsible for the daily coordination and implementation of the SEP and Grievance Mechanism (GM), including documentation, stakeholder communication, and follow-up on grievances. A Community Liaison Officer (CLO) will be appointed by the IBB to serve as the main interface with affected communities. The CLO will support the implementation of the GM at the site level by receiving grievances and by documenting community feedback and concerns.

During the establishment process of the PIU, selected personnel from key units within İstanbul Metropolitan Municipality will actively participate. These units include the Financial Services Department Financing Directorate, Department of Construction Works, Directorate of Parks and Gardens, Metro İstanbul AŞ Tramway Operations, Environmental Protection and Control Department, Real Estate Management Department, Environmental Protection Directorate, Municipal Police Department, Cultural Assets Department, Transportation Department, Conservation Implementation and Inspection Directorate, Marine Services Department, Human Resources Department, İSKİ, İETT, and the Department of Press, Publication and Public Relations.

This structure will ensure the effective and coordinated implementation of the project by forming a team with expertise in social issues, technical knowledge, and project management.

A budget will be allocated to the PIU to ensure the effective implementation of stakeholder engagement activities, including organizing meetings, conducting surveys, and maintaining grievance mechanisms.

5.2. Resources

The PIU will be responsible for managing all stakeholder engagement activities throughout the Subproject. Expenses related to these activities, including meetings, distribution of informational materials, and digital communication efforts, will be financed through the budget designated by PIU. All engagement initiatives will be carried out utilizing PIU’s internal human resources.

5.3. Management functions and responsibilities

The organizational chart presented in Figure 5.1 outlines the roles and responsibilities for the Subproject, which is financed by the World Bank (WB). ILBANK, serving as the Financial Intermediary, manages the Subproject's financial aspects. Istanbul Metropolitan Municipality (IMM), referred to as the "Sub-borrower," is responsible for applying to ILBANK for sub-financing of the Subproject. The contractor will be responsible for carrying out the construction activities in accordance with national regulations and the environmental and social requirements of the World Bank’s Environmental and Social Framework (ESF) and ILBANK’s Environmental and Social Management System (ESMS). A Supervision Consultant will be engaged to oversee the performance of the contractor and ensure compliance with E&S requirements, including during the Defects Liability Period (DLP), on behalf of the Istanbul Metropolitan Municipality. Additionally, an Environmental and Social (E&S) Consultant will support the Sub-borrower in preparing and implementing the required E&S instruments (e.g., ESMP, SEP) in line with WB ESF and ILBANK ESMS.

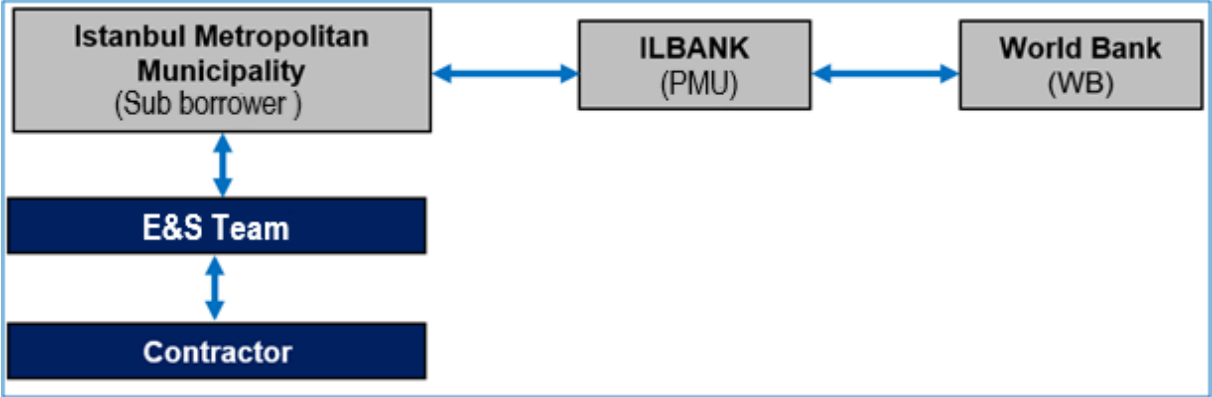


Figure 5.1. Organizational Structure of the Subproject

The entities responsible for carrying out stakeholder engagement activities are the PIU, the Supervision Consultant and the Contractor. Sub-borrower will conduct monitoring and evaluation of the SEP. The stakeholder engagement activities will be documented through progress reports. Roles and responsibilities in the Subproject are given in Table 5.1.

Table 5.1 Roles and Responsibilities

Responsible Entity	Responsibilities	Activities
ILBANK	<ul style="list-style-type: none"> • Serves as the financial intermediary, distributing World Bank loans to implementing entities. • Supervises Subproject financial coordination between the WB, Sub-borrower. 	Monitoring Stakeholder Engagement Plan (SEP) by reviewing progress reports.
İstanbul Metropolitan Municipality PIU/ Social Expert	<ul style="list-style-type: none"> • Ensuring that relevant stakeholders have a clear understanding of stakeholder engagement. • Carrying out the implementation of the Stakeholder Engagement Plan. • Managing communication and reporting with the World Bank regarding SEP implementation. • Analysing grievance records to identify major compliance issues or persistent challenges related to stakeholder engagement and Subproject activities and proposing corrective actions. • Effectively managing the grievance mechanism outlined in the SEP, including grievance analysis and the effectiveness of resolutions. • Overseeing and coordinating grievance mechanism focal points at the Sub-borrower and contractor levels. • Conducting social and environmental monitoring activities. 	<p>Implementing and monitoring the Stakeholder Engagement Plan.</p> <p>Providing reports to ILBANK on SEP implementation activities.</p> <p>Performing site inspections to assess the SEP requirements.</p>
Supervision Consultant	<ul style="list-style-type: none"> • Overseeing contractors' grievance recording and resolution processes and reporting the outcomes to Sub-borrower and PIU through monthly progress reports. • Coordinating with the PIU GM Focal Point to ensure proper follow-up on grievances. 	Monitoring contractors' grievance recording and resolution processes and ensuring proper reporting.
Contractor	<ul style="list-style-type: none"> • Informing the Sub-borrower PIU about any issues concerning their stakeholder engagement. • Keeping PIU informed about environmental and social matters, such as noise, vibration, water quality monitoring, and community health and safety. • Establishing and implementing a grievance mechanism for both the Subproject's environmental and social performance and workforce, including subcontractors, in alignment with PIU's GM requirements before Subproject commencement. 	<p>Informing the Sub-borrower PIU</p> <p>Developing and implementing a grievance mechanism.</p>

6. GRIEVANCE MECHANISM

The primary aim of the grievance mechanism is to facilitate the prompt, effective, and fair resolution of complaints and concerns, ensuring the satisfaction of all parties involved. The mechanism is designed to:

- Enable the identification and unbiased, timely, and efficient resolution of Subproject-related issues.
- Enhance accountability to beneficiaries, including stakeholders affected by the Subproject.
- Offer stakeholders a structured platform to provide feedback and voice their concerns.

6.1. Grievance Mechanism at National Level

The intake channels for the existing national-level GMs are provided below:

Presidency's Communication Centre (CIMER):

The Presidency's Communication Centre (CIMER) serves as a centralized complaint system for Turkish citizens, legal entities, and foreigners, accepting applications exclusively in Turkish.

Through CIMER, applicants can directly submit their requests to the relevant authorities. Submitted grievances are typically resolved within 30 days. If no response is received within this period, applicants have the option to resubmit their complaint to CIMER or escalate it to the Ombudsman Institution (www.ombudsman.gov.tr).

- **CIMER Website:** www.cimer.gov.tr
- **CIMER Call Centre:** 150
- **CIMER Phone Number:** +90 312 525 55 55
- **CIMER Fax Number:** +90 0312 473 64 94
- **Address for Official Letter:** Republic of Türkiye, Directorate of Communications Kızılırmak neighbourhood Mevlana Bulvarı No:144 ÇANKAYA/ANKARA

The Foreigners Communication Centre (YIMER):

The Foreigners Communication Center (YIMER) offers a centralized complaint system specifically for foreigners. It will be accessible to Subproject stakeholders as an alternative and widely recognized platform for submitting Subproject-related grievances and feedback directly to state authorities.

- **YIMER Website:** www.yimer.gov.tr
- **YIMER Call Centre:** 157
- **YIMER Phone Number:** +90 312 5157 11 22
- **YIMER Fax Number:** +90 0312 920 06 09
- **Address for Official Letter:** Republic of Türkiye General Directorate of Migration Management, Çamlıca neighbourhood 122. St. No: 4 Yenimahalle/ANKARA

ILBANK GM

- **Website:** <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararası>
- **Phone Number:** 0(312) 508 79 79
- **Address for Official Letter:** Emniyet neighbourhood Hipodrom street No:9/21 Yenimahalle/ANKARA
- **E-mail:** bilgiuidb@ilbank.gov.tr

6.2. Subproject Level Grievance Mechanism

External stakeholders can submit grievances or comments through the following channels:

- **Grievance/comment boxes and forms** (Annex-B), which will be placed in accessible public locations such as sub project area, neighborhood headmen offices.
- **Face-to-face meetings or visits**, where Subproject personnel (e.g., site chiefs, managers, CLOs in PIU) will be available to receive feedback.
- **Telephone**, with designated contact numbers for the CLO in PIU.
- **E-mail**, with an official email address for grievance/comment submission to be provided to local communities in due course.
- **Website**, where the CLO's in PIU contact details will also be made available for stakeholders.
- **İstanbul Senin Mobile Application**, enable easily communicate with the Istanbul Metropolitan Municipality (IMM) through live support.

IMM has different units that may receive Subproject-related grievances through various channels such as Alo 153, İstanbul Senin Mobile Application, the official website, and e-mail. All such units will be required to forward any Subproject-related grievances they receive to the PIU. The IMM Solution Center (<https://cozummerkezi.ibb.istanbul/>) will be responsible for ensuring that complaints received by any IMM unit and relevant to the Subproject are properly redirected to the PIU for centralized management. These units will coordinate with the PIU, which is responsible for collecting, consolidating, and managing all grievances in a centralized database. This coordination ensures that all feedback—regardless of the channel through which it is received—is addressed consistently and in line with the SEP and ESS10 requirements.

Sub-borrower Level GM

Sub-borrower (İstanbul Metropolitan Municipality) accepts citizens' requests and complaints via Alo 153 Solution Centre, official website, e-mail and social media. Applications are directed to relevant units, reviewed and the applicant is contacted about the result. Sub-borrower aims to increase service quality and ensure citizen satisfaction with this system.

- **Website:** <https://ibb.istanbul/ibb/iletisim/>
- **Call Centre:** 153
- **Phone Number:** +90 (212) 455 1300
- **Address for Official Letter:** Istanbul Metropolitan Municipality Mayorship Kemalpaşa neighbourhood 15 Temmuz Şehitleri street No:5 34134 Fatih / İSTANBUL
- **E-mail:** cozummerkezi@ibb.gov.tr
- **KEP Account:** ibb@hs01.kep.tr

İletişim

- Belediye Hakkında +
- Büyükşehir Belediye Başkanı +
- Büyükşehir Belediye Meclisi +
- Yönetim Şeması
- Daire Başkanlıkları
- Şube Müdürlükleri
- Bağlı Kuruluşlar ve İştirakler
- İhaleler +
- İmar Planları
- Bütçe ve Yatırımlar
- Faaliyet Raporları
- Mobil Uygulamalar
- Basın Materyalleri
- İletişim**

Saraçhane Belediye Sarayı Bakırköy Ek Hizmet Binası Kasımpaşa Ek Hizmet Binası Kartal Ek Hizmet Binası



İstanbul Büyükşehir Belediye Başkanlığı Kemalpaşa Mh. 15 Temmuz Şehitleri Cd. No:5

34134 Fatih / İSTANBUL

Telefon: +90 (212) 455 1300

E-Posta: cozummerkezi@ibb.gov.tr

Vergi No: 4810024824

Vergi Dairesi: Hocaapaşa

[Alo 153 Çözüm Merkezi](https://www.153.gov.tr)

Figure 6.1: İstanbul Metropolitan Municipality Webpage ⁴

İstanbul Metropolitan Municipality Department of Transportation

The İstanbul Metropolitan Municipality Department of Transportation receives complaints and requests through the Alo 153 Solution Centre and the official İBB website. Additionally, it can be contacted directly via its designated communication channels for specific inquiries.

- **Website:** <https://ibb.istanbul/ulasim-dairesi-baskanligi/#iletisim>
- **Phone Number:** +90 (212) 449 47 44
- **Fax Number:** +90 (212) 449 41 56
- **Address for Official Letter:** İstanbul Metropolitan Municipality Mayorship, Osmaniye neighbourhood Çobançeşme Koşuyolu Bulvarı No:5 34568 Bakırköy/İSTANBUL
- **E-mail:** ulasimdbsk@ibb.gov.tr

İstanbul Metropolitan Municipality Maritime Services Branch Directorate

⁴ <https://ibb.istanbul/ibb/iletisim/>

The İstanbul Metropolitan Municipality Maritime Services Branch Directorate handles public requests and complaints via Alo 153 and the İBB website. It also provides separate contact details for direct communication regarding maritime services.

- **Website:** <https://ibb.istanbul/deniz-hizmetleri-sube-mudurlugu/#iletisim>
- **Phone Number:** +90 (212) 312 64 95
- **Fax Number:** +90 (212) 455 43 72
- **Address for Official Letter:** Hacıahmet neighbourhood Muhsin Yazıcıoğlu Cd. No:1 34440 Beyoğlu / İSTANBUL
- **E-mail:** denizhizmetleri@ibb.gov.tr

İstanbul Metropolitan Municipality İETT General Directorate

The İstanbul Metropolitan Municipality İETT General Directorate manages public transportation services and accepts complaints through Alo 153. Unlike other municipal departments, İETT also has its official website where citizens can submit requests and access service information.

- **Website:** <https://iETT.istanbul/icerik/iletisim>
- **Call Centre:** 153
- **Phone Number:** +90 (212) 372 22 22
- **Fax Number:** +90 (212) 372 38 46
- **Address for Official Letter:** Şahkulu neighbourhood Erkan-ı Harp St. No:2 Tünel 34421 Beyoğlu/İstanbul
- **E-mail:** iett@iETT.gov.tr
- **KEP Account:** iett@hs01.kep.tr

The procedural steps of the grievance mechanism are given in Table 6.1.

Table 6.1 Procedural Steps of Grievance Mechanism

Step	Description of Process	Time Frame	Responsibility
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • telephone • E-mail • Letter to Grievance focal points at affected neighborhood headmen offices • Complaint form to be lodged via any of the above channels • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box 	-	CLO
Sorting, processing	Any complaint received is forwarded to PIU, Logged in the Grievance Log, and categorized according to the following complaint types: <p>Level 1 Complaint: Simple, isolated issues that can be addressed immediately and/or are already being handled by responsible staff.</p> <p>Level 2 Complaint: Single-instance grievances that do not affect project timelines or ILBANK's reputation.</p> <p>Level 3 Complaint: Repeated, large-scale or high-profile complaints that may endanger the</p>	Upon receipt of a complaint	CLO

Step	Description of Process	Time Frame	Responsibility
	Subproject or pose reputational risks. If the complaint is assessed to be out of the scope of the Grievance Mechanism, a grievant will be notified through the desired communication method and an alternative mode of solution will be suggested.		
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by PIU/ Social Expert through a personal meeting, phone call or letter as appropriate, within a target of 2 working days after submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant.	Within 2 working days of receipt	CLO
Verification, investigation, action	Investigation of the complaint is led by the Project Manager. The Project Manager is notified of Level 1, 2 or 3 grievances The PIU, as appropriate, supports the Project Manager in deciding who should deal with the grievance and determines whether additional support for the response is necessary. A proposed resolution is formulated by PIU and communicated to the complainant by PIU/ Social Expert	Within 10 working days of receipt	The Complaint Committee composed of PMU, contactor and supervision consultant.
Monitoring and evaluation	Data on complaints are collected in a database and reported to İLBANK every three months	Quarterly	PMU
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by social expert through phone calls or face-to-face interviews.	15 working days after the implementation of the resolution	Social expert

Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse including the right of petition, right to information and appeal to the ombudsperson (constitution, article 74) and right to constitutional complaint (constitution, article 148).

In addition to the project's GM for its internal and external stakeholders, ESS 2 requires the establishment of a Workers' Grievance Mechanism (WGM) for the Subproject workers. The Subproject workers will use the WGM to convey their concerns or suggestions regarding their working conditions and workplace. The Worker Grievance Mechanism is defined as the mechanism that receives complaints from Subproject employees (including both direct and indirect employees).

The workers grievance mechanism covers the grievances of all employees working for the subproject, including subcontractors and temporary workers engaged under the subproject. Internal grievance channels include an ethical hotline, dedicated e-mail address and grievance boxes that will be located at accessible points of the construction site for all employees and subcontractors. CLO, in coordination with PMU, will be the main body responsible for the implementation of the workers grievance mechanism.

The following principles will be applied to all grievance channels to ensure the successful implementation and management of the internal grievance mechanism:

- Confidentiality: All grievances can be submitted anonymously to protect the informant's confidentiality and rights.

- **Classification and Prioritization:** Grievances will be classified and prioritized depending on their subject when registered in the grievance log. High priority grievances (e.g., health and safety risks) will be resolved within 7 days. Medium priority grievances will be resolved within 15 days, and low priority grievances will be addressed within 30 days.
- **Feedback:** Once grievances are resolved and corrective actions are taken, the complainant will be informed directly. If the grievance concerns broader issues relevant to all site staff, the resolution and corrective actions will also be communicated via notice boards at the construction site.

7. MONITORING AND REPORTING

7.1. Summary of how SEP implementation will be monitored and reported

The Sub-borrower will carry out monitoring activities throughout the entire Subproject lifecycle. Additionally, the Stakeholder Engagement Plan (SEP) will be updated in case of significant changes in the Subproject scope. This ensures the effective management of environmental and social impacts.

Monitoring Activities and Reporting

Monitoring activities will be conducted regularly. The PIU will monitor monthly and submit environmental and social compliance reports to the ILBANK. ILBANK will conduct supervision monitoring as needed and submit quarterly progress reports to the World Bank.

Monitoring reports will assess the Subproject's environmental, social, and occupational health and safety (OHS) risks and impacts. Additionally, grievances and their resolution processes will be included in the reports.

The quarterly reports will also include a record of stakeholder engagement activities conducted during the reporting period, along with a summary table of all grievances received and resolved within the specified timeframe.

Table 7.1. Reporting Process Requirements and Distribution of Roles

Responsible Party	Roles & Responsibility
PIU	<ul style="list-style-type: none"> Oversees and coordinates stakeholder engagement activities. Ensures compliance with environmental and social standards. Manages communication with stakeholders and grievance mechanisms. Monitors and reports on stakeholder engagement progress.
Construction Supervision Consultant	<ul style="list-style-type: none"> Supervises construction activities and contractor performance. Ensures compliance with environmental and safety regulations. Reports grievances and social concerns to PIU. Monitors traffic and public safety measures during construction.
Contractor	<ul style="list-style-type: none"> Responsible for executing construction works as per Subproject specifications. Implements grievance mechanisms for Subproject workers and affected communities. Ensures compliance with health, safety, and environmental (HSE) guidelines. Coordinates with supervision consultants and local authorities to mitigate Subproject impacts.

7.2. Reporting back to stakeholder groups

The Stakeholder Engagement Plan (SEP) will be periodically reviewed and updated as needed throughout the Subproject's implementation. Responsible staff will compile 18-month summaries and internal reports on public grievances, inquiries, and related incidents, along with the status of corrective and preventive actions. These reports will be submitted to the Subproject's senior management for review.

The summaries will serve as a tool for evaluating the volume and nature of complaints and information requests, as well as the Project's responsiveness and efficiency in addressing them. Additionally, information on public engagement activities conducted throughout the year may be shared with stakeholders through various channels, including roundtable meetings, information notes distributed via social media, and updates on İstanbul Metropolitan Municipality's website.

8. Contact Information for The Stakeholders

[İsmail Emir ALTINTAŞ] – Community Liaison Officer (PIU)

- Email: [ismailemir.altintas@ibb.gov.tr]
- Phone: [0212 449 99 00 - 9931]
- Address: [Istanbul Metropolitan Municipality, Hacıahmet Neighborhood, Muhsin Yazıcıoğlu Street, No: 1 34440 Beyoğlu/İstanbul]

Annex-A Sample Grievance Log

Complaint No	Date Received	Type of Complaint	Complaint Channell	Complaint Category	Location	Complaint Description	Planned Action	Outcome	Status	Date Closed

Annex-B Sample Grievance Submission Form

Form Completed by:		Date and Time:		
Subject of Meeting:		İstanbul Metropolitan Municipality		
1. PARTICULARS OF THE COMPLAINANT				
Name-Last Name:		Grievance Communicated by:		
TR ID No:		Telephone / Toll-Free Number		
Telephone:		Face-to-Face Meeting		
Address:		Website / E-mail		
E-mail:		Other (Describe)		
Type of Stakeholder				
Governmental Body <input type="checkbox"/>	PEB <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Professional Chamber <input type="checkbox"/>	NGO <input type="checkbox"/>
Focus Groups <input type="checkbox"/>	Union of Industries <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. DETAILED INFORMATION ON THE GRIEVANCE				
Description of the grievance:				
The solution method requested by the complainant				
<i>Recorded by</i>		<i>Complainant</i>		
<i>Name-Last Name</i>		<i>Name-Last Name</i>		
<i>Signature</i>		<i>Signature</i>		

Annex-C Sample Grievance Closure Form

İstanbul Metropolitan Municipality	
1. DETERMINATION OF THE CORRECTIVE ACTION	
1	
2	
3	
4	
5	
Responsible Departments	
2. GRIEVANCE CLOSURE	
<i>This section will be completed and signed by the complainant if the grievance provided in the Grievance Log Form is remediated.</i>	

Grievance Closer's Full Name

Signature:

Grievance Closure Date:

...../...../.....

Complainant's Full Name

Signature:

Annex-D Sample Key Informant Interview Form (For Single Stakeholder Interviews)

Form Completed by:		Date and Time:		
Subject of Meeting:		İstanbul Metropolitan Municipality		
1. MEETING DETAILS				
Interviewed Entity:		Mode of Communication		
Name-Last Name of the Interviewee:		Telephone / Toll Free Number		
Telephone:		Face-to-Face Meeting		
Address:		Website / E-mail		
E-mail:		Other (Describe)		
Type of Stakeholder				
Governmental Body <input type="checkbox"/>	PEB <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Professional Chamber <input type="checkbox"/>	NGO <input type="checkbox"/>
Focus Groups <input type="checkbox"/>	Union of Industries <input type="checkbox"/>	Labor Union <input type="checkbox"/>	Media <input type="checkbox"/>	University <input type="checkbox"/>
2. MEETING DETAILS				
Project-related questions:				
Project-related concerns/feedback:				
Responses to the views provided above:				
<i>Recorded by</i>		<i>Complainant</i>		
<i>Name/Last Name:</i>		<i>Name/Last Name:</i>		
<i>Signature:</i>		<i>Signature</i>		

Annex-E Sample Consultation Form (For Stakeholder Participation Meeting(s))

Subject of the Meeting			
Meeting Place			
Date and Time		Prepared by	

Number	Subject	Discussed Issues/Decisions
1		
2		
3		
4		
5		

Meeting Photos:

Participant List:

Documents Shared Ahead of the Meeting:

Annex-F Sample Stakeholder Consultation Log Template

No	Date of Meeting	Type of Meeting	Stakeholder Name	Location	Scope of Meeting	Key Feedback/ Concern	Conducted By	Number of Participants

Annex-G The Official Letters

Ministry of Environment, Urbanization and Climate Change - Istanbul Governorship – Provincial Directorates of Environment, Urbanization and Climate Change



T.C.
İSTANBUL VALİLİĞİ
Çevre, Şehircilik ve İklim Değişikliği İl Müdürlüğü



Sayı : E-71280893-220.03-10967943

19.11.2024

Konu : ÇED / Görüş (İstanbul Büyükşehir Belediye Başkanlığı- Atatürk Köprüsü)

İSTANBUL BÜYÜKŞEHİR BELEDİYE BAŞKANLIĞINA
(Etüd ve Projeler Dairesi Başkanlığı – Altyapı Projeler Şube Müdürlüğü)

İlgi : a) 24.10.2024 tarih ve 10895163 sayılı kayıtlı KEP başvuru ile 31.10.2024 tarih ve 10937225 sayılı kayıtlı başvuru.
b) 12.11.2024 tarih ve E-20241770 sayılı (Referans No:206479) e-ÇED başvuru.

İstanbul İli, Beyoğlu ile Fatih İlçelerini birbirine bağlayan Haliç geçişi bölgesinde İSTANBUL BÜYÜKŞEHİR BELEDİYE BAŞKANLIĞI tarafından yapılması planlanan "Fatih-Beyoğlu İlçeleri Atatürk Köprüsü Bakım Onarım ve Kenar Ayak Yenileme Projesi" faaliyetinin, faaliyet konusu itibariyle, Çevresel Etki Değerlendirmesi (ÇED) Yönetmeliği kapsamında olup olmadığı konusunun Valiliğimiz İl Çevre, Şehircilik ve İklim Değişikliği Müdürlüğü tarafından değerlendirilmesi istenmektedir.

Müdürlüğümüz teknik elemanlarının dosyasında yaptıkları inceleme sonucunda; söz konusu adreste, İstanbul Büyükşehir Belediye Başkanlığı, Etüd ve Projeler Dairesi Başkanlığı, Altyapı Projeler Şube Müdürlüğü tarafından Fatih-Beyoğlu İlçeleri Atatürk Köprüsü bakım onarım ve kenar ayak yenileme projesinin yapılmasının planlandığı, söz konusu projenin Atatürk Bulvarı güzergahı üzerinde Fatih ve Beyoğlu ilçelerini birbirine bağlayan Haliç geçişi bölgesinde olduğu, Sokullu Mehmet Paşa Cami yapıya 6.8 metre, tarihi çeşmeye ise 10.9 metre uzaklıkta olduğu, bakım, onarım ve kenar ayak yenileme projesi kapsamında; sırasıyla kenar ayak yapılarının üstyapıları ile birlikte yenilenmesi, duba çalışmaları, derz hasar onarımları ve çelik yapı koruması, köprü mekanik açılıp kapanma sistem revizyonları, betonarme tabliye onarımları çalışmalarının yapılacağı, 12.11.2024 tarihinde İl Müdürlüğümüze sunulan taahhütnamede de belirtildiği üzere; İstanbul İli, Beyoğlu ve Fatih İlçeleri, 11.325 m² yüzölçümlü alanda hizmet veren Unkapanı (Atatürk) Köprüsü ile ilgili Başkanlığınızca planlanan proje çalışmalarında; mevcut dubalı köprü sisteminin korunacağını, deniz dolgusunun yapılmayacağını, mevcut kıyı yapısının bozulmayacağını ve deniz içerisinde sondaj yapılmayacağını, köprü üzerinde yer alan yapı elemanlarında onarım yapılacağını, mevcut köprü kenar ayaklarında yürürlükte bulunan Türkiye Köprü Deprem Yönetmeliği'ne göre güçlendirme proje çalışmalarının yapılacağı hususları beyan ve taahhüt edilmiştir.

Bu bağlamda; Fatih-Beyoğlu İlçeleri Atatürk Köprüsü bakım onarım ve kenar ayak yenileme projesi faaliyeti, 29.07.2022 tarih ve 31907 sayılı Resmî Gazete'de yayımlanarak yürürlüğe giren ÇED Yönetmeliği'nin Ek-1 ve Ek-2 listelerinde bulunmadığından dolayı, anılan Yönetmelik kapsamı dışında değerlendirilmiştir.

Ancak, bahse konu faaliyet ile ilgili olarak, 2872 sayılı Çevre Kanunu ile 5491 sayılı Çevre Kanununda Değişiklik Yapılmasına Dair Kanuna istinaden çıkarılan Yönetmeliklerin ilgili hükümlerine uyulması ve diğer mer'i mevzuat çerçevesinde öngörülen gerekli izinlerin alınması,

Bu belge, güvenli elektronik imza ile imzalanmıştır.
Doğrulama Kodu: BBE0A582-D08E-475E-8425-68A56A8A5880 Doğrulama Adresi: <https://www.turkiye.gov.tr>
ÇED Şube Müdürlüğü Barbaros Mh. Begonya Sk. No:9A 34746 Ataşehir/İSTANBUL Bilgi için: Birsen ÇAKMAK
Tel: 0216 687 4400 Faks: 0216 687 4406 Çevre Yüksek Mühendisi
Web: <https://istanbul.csb.gov.tr/> e-posta: istanbul@csb.gov.tr
KEP: istanbulcevrevesehirclik@hs01.kep.tr



ekolojik dengenin bozulmamasına, çevrenin korunmasına ve geliştirilmesine yönelik tedbirlere riayet edilmesi gerekmektedir. Aksi takdirde 2872 sayılı Çevre Kanunu ve Çevresel Etki Değerlendirmesi (ÇED) Yönetmeliği kapsamında gerekli idari yaptırımların uygulanacağı hususunda;
Bilgilerinizi ve gereğini rica ederim.

Mehmet Sabri KAPLAN
İl Müdürü a.
İl Müdür Yardımcısı

Bu belge, güvenli elektronik imza ile imzalanmıştır.

Doğrulama Kodu: BBE0A582-D08E-475E-8425-68A36A8A5880

Doğrulama Adresi: <https://www.turkiye.gov.tr>

ÇED Şube Müdürlüğü Barbaros Mh. Begonya Sk. No:9A 34746 Ataşehir/İSTANBUL

Tel: 0216 687 4400 Faks: 0216 687 4406

Web: <https://istanbul.csb.gov.tr/> e-posta: istanbul@csb.gov.tr

KEP: istanbulcevresel@hs01.kep.tr

Bilgi için: Birsen ÇAKMAK
Çevre Yüksek Mühendisi





T.C.
İSTANBUL BÜYÜKŞEHİR BELEDİYE BAŞKANLIĞI
Emlak Yönetimi Dairesi Başkanlığı
Kamulaştırma Şube Müdürlüğü



Sayı : E-97400625-752.02-2024.2040596
Konu : Proje Alanı İle İlgili Bilgi

06.11.2024

ALTYAPI PROJELER ŞUBE MÜDÜRLÜĞÜNE

İlgi :04.11.2024 tarihli 1990682 sayılı yazınız.

İlgi yazınız ile Beyoğlu ve Fatih İlçeleri, F21C25A3D, F21C25D2A ile F21C25D1B pafta sınırları içerisinde kalan, ekte hava fotoğrafı üzerinde işaretlenen alanda “Unkapamı (Atatürk) Köprüsü Kenar Ayaklarının Gözle Muayenesinin Yapılarak Hasar Tespit Raporu Düzenlenmesi” çalışmasına altlık oluşturmak amacıyla, kamulaştırma yapılan veya planlanan alanların olup olmadığı, varsa söz konusu projeye ilgili görüşlerimiz ile birlikte ilgili alanların sayısal ortamda tarafınıza iletilmesi talep edilmektedir.

Müdürlüğümüz arşivinde yapılan incelemede, ilgi yazınız ekindeki hava fotoğrafı üzerine işaretlenen alanda, Müdürlüğümüzce yürütülen güncel bir kamulaştırma projesi bulunmamaktadır.

Bilgi ve gereğini arz ederim.

Fatih ÖZÇELİK
Şube Müdürü

Bu belge, güvenli elektronik imza ile imzalanmıştır.

Belge Doğrulama Kodu : 9917a560-a7e4-4aee-9425-a62233b353bc Belge Doğrulama Adresi : <https://www.turkiye.gov.tr/ibb-ebys>
Osmaniye Mahallesi Çobançeşme Koşuyolu Bulvarı No: 5 Bakırköy İstanbul Bilgi için: Şaziye Fulva SEFER
Telefon No: 2124553242 Faks No: 2124554379 Raportör
e-Posta: fulva.sefer@ibb.gov.tr İnternet Adresi: <https://www.ibb.istanbul> Telefon No:
Kep Adresi: ibb@hs01.kep.tr



Annex-H Stakeholder Engagement Meeting – Questions and Responses

Question 1 – Hüseyin Öztürk (Head of Yavuz Sinan Neighbourhood)

Our neighbourhood is located within the primary area of influence of the project. Have any measures been considered for amateur fishermen, who are strongly associated with Istanbul and frequently appear in promotional images of the bridge?

Response:

A detailed assessment has been conducted on this matter. Groups that may experience loss of income or whose activities may be affected during the construction phase were analysed. Amateur fishing activities were assessed as recreational (hobby-based) activities. Alternative amateur fishing locations within walking distance were identified. It is planned to inform amateur fishermen in advance and guide them towards these alternative locations during the construction period.

Question 2 – Ergün Cebeci (Istanbul Metropolitan Municipality, Department of Disaster Affairs)

What type of seismic resilience analyses have been conducted for the bridge? What level of earthquake intensity has the bridge been designed to withstand? Has tsunami impact been assessed?

Response:

The bridge has existing pile foundations approximately 18 metres in length, constructed between 1936 and 1939, located at the abutments on the Unkapanı and Azapkapı sides. Within the scope of the project, comprehensive geotechnical investigations were carried out. Competent soil layers were identified at approximately 60 metres depth on the Unkapanı side and 30 metres on the Azapkapı side.

The original geometric characteristics of the bridge were analysed. Both the assessment of the existing bridge and the new design were carried out in accordance with the 2020 Turkish Bridge Earthquake Code. The bridge was designed based on DD-1 (50% probability of exceedance in 50 years) and DD-2 (2% probability of exceedance in 50 years) earthquake scenarios. Continuous operation is targeted under the DD-2 scenario, while service continuity with limited damage is envisaged under the DD-1 scenario.

Regarding tsunami impacts, the bridge is located within the inner waters of the Golden Horn and is not exposed to open sea conditions as in the Bosphorus. Modelling studies indicate a maximum water level increase of approximately 50 cm within the Golden Horn, which is expected to return to normal levels within 1–2 hours. As the bridge is a movable (chain-supported, floating) structure, it has been designed to accommodate sea level fluctuations.

Question 3 – Songül Öztunç (Head of Tom Tom Neighbourhood)

It was stated that the construction period will last 18 months. When is the construction expected to start?

Response:

The project design has been completed, and preparations for the construction tender are ongoing. Due to the World Bank financing process, the implementation schedule is subject to required approvals. It is aimed to complete the tender process and commence construction within the next year.

Question 4 – Verkin Arioba Kasapoğlu (Head of Arapcami Neighbourhood)

Sokullu Mehmet Paşa Mosque is a highly significant structure as a work of Mimar Sinan. What measures will be taken to protect the mosque during construction? Will neighbourhood representatives be involved in the process?

Response:

Previous assessments identified the Sokullu Mehmet Paşa Mosque as a heritage structure that has experienced certain settlement movements, similar to surrounding buildings. The project includes monitoring of the mosque as well as nearby historic elements such as fountains and walls throughout the construction period. Regular monitoring and inspections will be conducted. Coordination will be ensured with all relevant institutions, including conservation boards, the Provincial Directorate of Environment, Urbanisation and Climate Change, and neighbourhood representatives. Muhtars will be kept informed throughout the process, and this meeting forms part of that information-sharing process.

Question 5 – Istanbul City Council

We appreciate the efforts made to engage city councils during the planning of the Public Participation Meeting. How does this project fit within the Climate- and Disaster-Resilient Cities Project? Additionally, considering the construction year of the bridge, has any assessment been conducted regarding asbestos risks and disposal?

Response:

This project is being implemented as a sub-project under the nationwide Disaster-Resilient Cities Program, jointly financed by İLBANK and the World Bank. Other bridge and structural improvement projects across Istanbul are being carried out separately by the relevant departments. This project is the only World Bank-financed project currently implemented in Istanbul.

Waste management measures have been identified within the scope of the project. Based on the assessments conducted, no asbestos-containing materials were identified within the structure; therefore, asbestos-related removal or disposal measures are not envisaged under the project.

Question 6 – Hasan Mısır (Istanbul Metropolitan Municipality, Directorate of Marine Services)

The bridge is opened for marine traffic approximately once every 10 weeks during summer and twice during winter. Will marine traffic be completely suspended during the 18-month construction period?

Response:

No permanent restriction on marine traffic is envisaged during the construction period. Only short-term and limited interruptions may occur in relation to works on the opening and closing mechanism, as one side of the structure will be dismantled. Apart from this, marine traffic will not be affected. Although the bridge needs to remain operable for mechanical equipment replacement, regular opening during construction will not be required.

Question 7 – Nihat Önder (Head of Küçük Mustafa Paşa Fisheries Cooperative / Operator of Cibali Fishing Shelter)

It is stated that amateur fishermen cause visual pollution and damage the bridge. Will any measures be taken in this regard?

Response:

Although amateur fishing is considered a recreational activity, any potential economic impacts will be assessed where applicable. Information will be provided to amateur fishermen, and they will be directed to alternative fishing areas during the construction period. Issues related to visual pollution or damage to the bridge (e.g. saltwater disposal, fire use) are considered independent of this project; nevertheless, awareness-raising and information activities will be carried out on these matters.


Question 8 – Törehan Özdemir (Provincial Directorate of Environment, Urbanisation and Climate Change)

Which earthquake scenarios were considered in the seismic performance analyses conducted for the bridge?

Response:

Seismic performance analyses were conducted in accordance with the 2020 Turkish Bridge Earthquake Code, based on DD-1 and DD-2A earthquake levels. Accordingly, earthquake scenarios with a 50-year probability of exceedance of 30% (approximately 144-year return period) and 2% (approximately 2475-year return period) were considered. The bridge is designed to remain in continuous operation under the DD-2A scenario and to continue service with limited damage under the DD-1 scenario. Limited damage refers to potential impacts on secondary elements such as expansion joints and seismic damping components rather than on primary load-bearing structural elements.

Annex-I Stakeholder Engagement Meeting – Attendance List

TÜRKİYE İKLİM VE AFETE DAYANIKLI ŞEHİRLER (İADŞ) PROJESİ					
ATATÜRK (GAZİ) KÖPRÜSÜ GÜÇLENDİRME ALT PROJESİ HALKIN KATILIM TOPLANTISI					
22 Ocak 2026					
					
Ad - Soyad	Kurum / Şirket	Telefon No	E-Mail	İmza	
1 Tayyibe ULGEN	İBB Altyapı Projeler Şb. Md.				
2 Selin Özcan Coşkun	İHI				
3 Tunc Getanbayra	İHI				
4 Cemal COŞKUN	Teknik Müh.				
5 Seymanur YILDIRIM	Teknik mühendislik				
6 İllü Özeren	Encon Danışmanlık				
7 Hüseyin GİĞEK	Encon Danışmanlık				
8 Bülent Emir ALTINTAŞ	İBB Altyapı Projeler Şb. Md.				
9 Ayşe Cıracaklı Bilgiç	İBB Altyapı Projeler Şb. Md.				
10 Tamer BAŞ	Halkla İlişkiler Müdürlüğü				
11 Dursun Bayraktar	Kültürel Etütler				
12 Muhammed Ali NEKİ	İBB Halkla İlişkiler Birimi				
13 YASİN CİVAN	İBB Halkla İlişkiler				
14 Ridvan ÖZTÜRK	İBB Halkla İlişkiler Müd.				
15 Kadir AL	İBB Halkla İlişkiler Müd.				
16 Nihat BÖKE	Türkiye G. y. Özgürlük V.				
17 Ömer Faruk YILMAZ	İBB Altyapı Projeler				
18 Elif KURT YILDIRIM	Altyapı Projeler Şb. Md.				

Ad - Soyad	Kurum / Şirket	Telefon No	E-Mail	İmza	
19 Taylan Cem AYTEKİN	İBB Altyapı Projeler Müdürlüğü				
20 Durak Özorekci	"				
21 Ayşe Gül Kaya Sarı	İBANK A.Ş. İST. BÖLGE				
22 Selin AĞIÇ	Altas Altyapı				
23 Ergin BAŞAR	İBB Altyapı Projeler Md.				
24 Elif TURAN TİMUR	İBB Altyapı Projeler Md.				
25 Utkan Çarbaklıoğlu	Teknik mühendislik				
26 Volkan Süllü	Prizma Mühendislik				
27 Öge TOŞ	Finansman Şube Müdürlüğü				
28 Özen GETİNKAYA	Finansman Şube Müdürlüğü				
29 Burhan Bayraktar	CİBALI MALT - MUHTARİ				
30 Hüseyin GÜLERÖZALU	İBB Altyapı Projeler Md.				
31 Nihat Dindar	Kırsal Müdahale Projesi Sü. İr. D. İ. B. B. A. Ş. İ. K. M. H. M. H. K. K.				
32 A. E. ÖZTÜRK	"				
33 Botanik Hacımurtalıoğlu	İBB Kentel Dönüşüm Uygulama				
34 İbrahim AÇIK	Yol Yapım Bölüm Önc. Denetim				
35 Hason MISIR	İBB Deniz Hizmetleri Md.				
36 Betül DOĞANAY	İBB Üst Yapılar P. S. M.				
37 Ergin Çelbeci	Afet İleri ve Risk Yönetim D.B.				
38 Merve Yılmaz	Afet Sorun Araştırma Md.				
39 Yakup Emre AKDİN	TEKNİK MÜHENDİSLİK				
40 Fatih SARICI	Yol Bakım				
41 Numan Özal DOĞAN	Beşoğlu Beldeyişleri Fen İşleri Md.				
42 Volkan A. Karapınar	Beşoğlu Arap Camii				

Ad - Soyad	Kurum / Şirket	Telefon No	E-Mail	İmza
43 Yahya Bayraktar	BEDETTİM MALLI MÜD.			
44 Bayram Taşlıoğlu	İstanbul & S.B. KENTELERİ			
45 Fatih Arzuhan	Ankara, Mülkiyet ve İmarat Müd. Yard.			
46 Nihan YÜCEL	Şif. Kadir. D.B.			
47 Metin Ulvecik	Altyapı Projeler Müdürlüğü			
48 Tüjçe Göktay	"			
49 H. Zeynep AYDIN	Altyapı Projeler Md.			
50 Ridwan KAYA	TUTAN Mdr. Yard.			
51 İsmail KURTULUZ ROEM MAZ	Marmara İktisadiyatlar Birliği			
52 Serdar Atasalvar	Altyapı Proj. Müdürlüğü			
53 T. Dilek Parlakgözü	GS47 Koordinatörü			
54 Aysel Ekici	Halkla İlişkiler Müdürlüğü			
55 Sebnaz Uludağ	Regül. Serv. Pln. Md.			
56 Tugay SİRMAN	Kentel. Temin. Müdürlüğü			
57 Emre Alpınar	Ulaştırma Md. Yard.			
58 İbrahim AKOY	Ulaştırma Projeleri Müd. Yard.			
59 Çağrı AKÇAY	Halkla İlişkiler Müdürlüğü			
60 Hatice NUR DAĞ	Kentel. Temin. Md.			
61 Burak Bayraktar	Teknik Mühendislik			
62 Alpem GENÇ	İBB			
63 Ertuğrul AYALAY	İDD			
64 MERT BAĞÇETEPE	İBB Halkla İlişkiler Müd.			
65				
66				

Ad - Soyad	Kurum / Şirket	Telefon No	E-Mail	İmza
67 Serra mandacı	İBB - Finansman Şb. Md.			
68 Gamze GÖL	İBB - Finansman Şb. Md.			
69 BEMİN TİMOCIN	Kültür, Turizm ve Gençlik Hizmetleri Müd.			
70 Arifler ASLAN	İBB - Deniz Hizmetleri Müdürlüğü			
71 Ular SUNAR	İBB Altyapı Projeler Müdürlüğü			
72 Gülşah CELEK	İBB - Regül. Serv. Pln. Md.			
73 Berna Kantarcıoğlu	İBB - Ulaştırma Projeler Md.			
74 Törehan ÖZDEMİR	Genel Sekreterlik ve İktisadi İşleri Dairesi Başkanlığı			
75 Emel BAŞ	Teknik Mühendislik			
76 A. Esat TANSEV	"			
77 Can KABADAYI	"			
78 Hüseyin ÖZTÜRK	Fatih Yavuz Sınan Mah. Mülkiyet			
79 Songül ÖZLÜNG	Trafik Müdürlüğü			
80 Nevral Gündoğan	İBB Mülkiyet İşleri Dairesi Başkanlığı			
81 Sersan YÜZER	İBB Ulaştırma Proj. Şb. Md.			
82 Serkan İBREMİŞ	İBB Trafik Şube Müdürlüğü			
83 Ahmet Eren KOCALI	TBB Trafik Şube Müd.			
84 Emre Kaan BOYUN	İBB / Altyapı Proj. Şb. Md.			
85 Reyhan FIKRİFİDAN	İBB Altyapı Projeler Şube Md.			
86 Mustafa Metin ULKAR	İBB Altyapı Projeler Md.			
87 İlknur Yücel	İBB Ulaştırma Şb. Md.			
88 Osman Can AKMAN	Değerlendirme			
89				
90				

Annex-J Stakeholder Engagement Meeting – Announcement Materials

Public announcements published in local newspapers on 11 January 2026, including Açık Mert Korkusuz and Hürses.

**T.C. İSTANBUL BÜYÜKŞEHİR BELEDİYE
BAŞKANLIĞI FİNANSMAN ŞUBE MÜDÜRLÜĞÜ
TÜRKİYE İKLİM VE AFETE DAYANIKLI ŞEHİRLER
(İADŞ) PROJESİ ATATÜRK(GAZİ) KÖPRÜSÜ
GÜÇLENDİRME ALT PROJESİ HALKIN KATILIM
TOPLANTISINA DAVET**

Dünya Bankası tarafından finanse edilerek İller Bankası A.Ş. (İLBANK) aracılığıyla yürütülen "İklim ve Afete Dayanıklı Şehirler (İADŞ) Projesi" kapsamında İstanbul Büyükşehir Belediyesi tarafından "Atatürk (Gazi) Köprüsü Güçlendirilmesi Projesi" yapılması planlanmaktadır. Söz konusu alt proje için aşağıda belirtilen tarih ve saatte halkı bilgilendirmek, görüş ve önerilerini almak için "Halkın Katılımı Toplantısı" yapılacaktır.

Alt proje kapsamında çevresel ve sosyal etkiler oluşabileceğinden, bu etkilerin yönetimi amacıyla alt proje 'ye özel Çevresel ve Sosyal Yönetim Planı (ÇSYP) ile Paydaş Katılım Planı (PKP) hazırlanmıştır. Söz konusu planlar, İstanbul Büyükşehir Belediyesi'nin internet sitesinde kamuoyunun erişimine sunulmuştur.

Halkımıza saygı ile duyurulur.

Toplantı Yeri ve Adresi: Art İstanbul Feshane, Nişanca Mah. Yavedut Cad. Eyüpsultan/İstanbul

Toplantı Tarihi: 22.01.2026
Toplantı Saati: 13.00

Alt Proje Sahibi: İstanbul Büyükşehir Belediyesi
Tel: +90 (212) 455 1300, ALO 153 Çözüm Merkezi

Çevresel ve Sosyal Etki Değerlendirme Raporunu Hazırlayan Kuruluş: ENCON Çevre Danışmanlık Ltd. Şti.
Tel: (0312) 447 71 23



Resmi İlanlar www.ilan.gov.tr'de. (Basın: 2379268)

13° 12' 30" EN

Hizmetler Kurumsal Gündem İstanbul

Size nasıl yardımcı olabiliriz?

Haberler
Duyurular
Etkinlikler
Yayınlar
İcraatlar

Türkiye İklim Ve Afete Dayanıklı Şehirler (İADŞ) Projesi Atatürk(Gazi) Köprüsü Güçlendirme Alt Projesi Halkın Katılım Toplantısına Davet

09.01.2026

Dünya Bankası tarafından finanse edilerek İller Bankası A.Ş. (İLBANK) aracılığıyla yürütülen "İklim ve Afete Dayanıklı Şehirler (İADŞ) Projesi" kapsamında İstanbul Büyükşehir Belediyesi tarafından "Atatürk (Gazi) Köprüsü Güçlendirilmesi Projesi" yapılması planlanmaktadır. Söz konusu alt proje için aşağıda belirtilen tarih ve saatte halkı bilgilendirmek, görüş ve önerilerini almak için "Halkın Katılımı Toplantısı" yapılacaktır.

153 Çözüm Merkezi
Askıda Fatura
Hava Durumu

ALT proje kapsamında çevresel ve sosyal etkiler oluşabileceğinden, bu etkilerin yönetimi amacıyla alt proje'ye özel Çevresel ve Sosyal Yönetim Planı (ÇSYP) ile Paydaş Katılım Planı (PKP) hazırlanmıştır. Söz konusu planlar, İstanbul Büyükşehir Belediyesi'nin internet sitesinde kamuoyunun erişimine sunulmuştur.

Halkımıza saygı ile duyurulur.

Toplantı Yeri ve Adresi: ArtIstanbul Feshane, Nişanca Mah. Yavudut Cad. Eyüpsultan/İstanbul

Toplantı Tarihi: 22.01.2026

Toplantı Saati: 13:00

ALT Proje Sahibi: İstanbul Büyükşehir Belediyesi

Tel: +90 (212) 455 1300, ALO 153 Çözüm Merkezi

Çevresel ve Sosyal Etki Değerlendirme Raporunu Hazırlayan Kuruluş: ENCON Çevre Danışmanlık Ltd. Şti.

Tel: (0312) 447 71 23


Planlara aşağıdaki linklerden ulaşılabilir:

[Paydaş Katılım Planı](#)

[Stakeholder Engagement Plan](#)

[Çevresel ve Sosyal Yönetim Planı](#)

[Environmental and Social Management Plan](#)



ALT PROJE TANIMI

İklim ve Afete Dayanıklı Şehirler (İADŞ) Projesi'nin alt projesi olan İstanbul İli Atatürk (Gazi) Köprüsü Güçlendirme Projesi, söz konusu köprü'nün güçlendirme ve ömrünü tamamlayan yapı elemanlarının yenileme çalışmalarını kapsamaktadır.

Projede gerçekleştirilecek başlıca faaliyetler:

- Sismik güçlendirme
- Derin temel sistemleri ile kenar ayak yapılarının yenilenmesi
- Genleşme derzleri ve köprü drenaj sistemlerinin iyileştirilmesi
- Köprü tabliyesi onarımları
- Yağmur suyu drenaj sisteminin yenilenmesi
- Elektrik ve mekanik sistemlerin modernizasyonu
- Açılır-kapanır köprü mekanizmasının rehabilitasyonu

⁵ <https://ibb.istanbul/gundem/duyurular/tuerkiye-iklim-ve-afete-dayanikli-sehirler-iads-projesi-atatuerk-gazi-koepruesue-gueclendirme-alt-projesi-halkin-katilim-toplantisina-davet/>

PROJENİN HEDEFİ

Atatürk (Gazî) Köprüsü, İstanbul'un en önemli ulaşım ve acil durum tahliye

gözetimlerinden biridir. **Projenin hedefi:**

- Köprü'nün deprem performansını artırmak,
- Yapısal ömrünü uzatmak,
- Deniz araçlarının geçişine yönelik köprü'nün açılma-kapanma mekanizmasını iyileştirmek,
- Trafik ve yaya güvenliğini artırmak.

Bu çalışmalar, köprü'nün yoğun trafik yükünü ve afet anlarındaki kritik rolünü güvence altına almayı amaçlamaktadır.

ALT PROJE FİNANSMANI

İklim ve Afete Dayanıklı Şehirler Projesi (İADS) kapsamında finanse edilen alt proje, Dünya Bankası (DB) kredisi ve İller Bankası A.Ş. aracılığı ile İstanbul Büyükşehir Belediyesi tarafından yürütülecektir.

İklim ve Afete Dayanıklı Şehirler Projesi (İADS), Türkiye'de seçilen illerde, iklim ve afetlere dirençli konut ve altyapı müdahaleleri ile ilgili zorlukların üstesinden gelinmesinde Türkiye Cumhuriyeti Hükümetini desteklemeyi, şehirleri daha dayanıklı, daha sürdürülebilir ve yaşanabilir hale getirmeyi amaçlamaktadır.



İSTANBUL BÜYÜKŞEHİR BELEDİYESİ

PAYDAŞ KATILIMININ AMACI

- Proje sürecinde şeffaflık bilgilendirme sağlamak
- Vatandaşların görüşlerini, endişelerini ve önerilerini almak
- Olası sosyal ve çevresel etkileri birlikte değerlendirmek
- Şikayet ve talepler için erişilebilir iletişim kanalları sunmak

Bu toplantı projeden etkilenen toplum ile proje ekibi arasında güçlü ve sürekli bir iletişim sağlamayı hedeflemektedir.

TOPLANTIDA ELE ALINACAK KONULAR

- Proje tanıtımı ve teknik çalışmalar
- Planlanan zaman çizelgesi
- Trafik ve erişim etkileri
- Mahalleler ve işletmeler üzerindeki olası etkiler
- Hassas gruplara yönelik önlemler
- Şikayet mekanizması işleyişi
- Sorular ve görüşlerin alınması

ÇEVRESEL VE SOSYAL ETKİLER

Atatürk (Gazî) Köprüsü yapım sürecinde, proje alanı ve yakın çevresinde yer alan yerleşimlerin sosyal ve çevresel koşulları üzerinde geçici ve sınırlı etkiler oluşması öngörülmektedir. Bu etkiler, ağırlıklı olarak inşaat faaliyetlerine bağlı olarak erişim, gürültü, toz ve günlük kullanım alışkanlıklarında meydana gelebilecek değişikliklerle ilişkilidir.

Proje kapsamında, köprü ve çevresinde yer alan mahallelerde yaşayanlar ile alanı günlük yaşam, ulaşım ve rekreasyon amaçlı kullanan kişiler dolaylı olarak etkilenebilecektir. Ayrıca kıy alanlarının mevcut kullanım biçimleri ve yerel ekonomik faaliyetler de geçici süreyle etkilenme potansiyeline sahiptir.

Sosyal etkilerin yönetilmesi amacıyla proje için Çevresel ve Sosyal Yönetim Planı (CSYP) ile Paydaş Katılım Planı (PKP) hazırlanmıştır. Bu dokümanlar kapsamında, proje süresince ortaya çıkabilecek olası çevresel ve sosyal risklerin azaltılması, etkilenen kesimlerin bilgilendirilmesi ve geri bildirimlerinin alınması için gerekli mekanizmalar tanımlanmıştır. Hassas grupların korunmasına yönelik olarak, proje uygulama sürecinde hassasiyet gerektiren durumlar dikkate alınacak; erişilebilirlik, güvenlik ve bilgilendirme konularında ilave önlemler hayata geçirilecektir.

ŞİKAYET, GÖRÜŞ VE ÖNERİLER İÇİN İLETİŞİM KANALLARI

Her türlü talep, şikayet ve öneri aşağıdaki kanallardan üzerinden iletilebilir:

İBB (İN BEYOĞLU) Şikayet Kanalları

☎ Alo 153 Çağrı Merkezi

🌐 <https://ibb.istanbul.gov.tr/iletisim/>

✉ ozunmeslek@ibb.gov.tr

📍 İstanbul Şenit

Proje Seviyesinde Şikayet Mekanizması

• Toplum İlişkiler Biriminden Başvuru

• Şikayet kutuları ve formları (muhtarıklar ve proje alanında)

• E-posta (toplantıda ilan edilecek resmi adres)

Ulusal Mekanizmalar

• ÇİMER (150)

• YİMER (157) (yabancılar için)

İBBANK Şikayet Mekanizması

Web Sitesi | Ulaşılabilirlik Bilgi Edinme Başvuru Formu

TOPLANTI YERİ VE SAATI

Tarih : 22 Ocak 2026 Perşembe

Saat : 13:00

Yer : ART İSTANBUL FESHANE



Sizin Görüşünüz Bu Proje İçin Çok Değerli!

Paydaş katılım toplantısında görüşlerinizi paylaşıp projenin daha kapsayıcı, güvenli ve etkili hale gelmesine katkı sağlayabilirsiniz.



İSTANBUL BÜYÜKŞEHİR BELEDİYESİ

- Şikayet mekanizması işleyişi
- Sorular ve görüşlerin alınması

görüşlerinizi paylaşıp projenin daha kapsayıcı, güvenli ve etkili hale gelmesine katkı sağlayabilirsiniz.

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Sosyal etkilerin yönetilmesi amacıyla proje için Çevresel ve Sosyal Yönetim Planı (CSYP) ile Paydaş Katılım Planı (PKP) hazırlanmıştır. Bu dokümanlar kapsamında, proje süresince ortaya çıkabilecek olası çevresel ve sosyal risklerin azaltılması, etkilenen kesimlerin bilgilendirilmesi ve geri bildirimlerinin alınması için gerekli mekanizmalar tanımlanmıştır. Hassas grupların korunmasına yönelik olarak, proje uygulama sürecinde hassasiyet gerektiren durumlar dikkate alınacak; erişilebilirlik, güvenlik ve bilgilendirme konularında ilave önlemler hayata geçirilecektir.



Ercan
İMAMOĞLU
Lütfü Kırdar Belediye Başkanı



Ekim
İmamoğlu

Her
BURADA

English web announcement⁶

The screenshot shows a webpage with a header containing the Istanbul Metropolitan Municipality logo, navigation links (Services, IBB, Archive, Eurobond), and a search bar. The main content area features a large blue header with the title "TÜRKİYE CLIMATE AND DISASTER RESILIENT CITIES (CDRC) PROJECT UNKAPANI (ATATÜRK) BRIDGE REINFORCEMENT SUBPROJECT INVITATION TO THE PUBLIC PARTICIPATION MEETING". Below the title is the date "10.01.2026" and a paragraph of text explaining the project and the meeting. A "SHARE" button is visible on the right side. Below the main text, there are details about the meeting venue and address, date, time, sub-project owner, and contact information for the organization preparing the report. A QR code is displayed in the center of the page, with a smaller one below it. The footer includes a photo of a man, the name "Ethem İMAMOĞLU", social media icons, a "Website" button, and the Istanbul Metropolitan Municipality logo.

Services IBB Archive Eurobond How can we help you?

TÜRKİYE CLIMATE AND DISASTER RESILIENT CITIES (CDRC) PROJECT UNKAPANI (ATATÜRK) BRIDGE REINFORCEMENT SUBPROJECT INVITATION TO THE PUBLIC PARTICIPATION MEETING

10.01.2026

The "Unkapani (Atatürk) Bridge Reinforcement Project" is planned to be implemented by Istanbul Metropolitan Municipality within the scope of the "Climate and Disaster Resilient Cities (CDRC) Project," which is financed by the World Bank and implemented through İller Bankası A.Ş. (İLBANK). For Subject Sub-Project, a "Public Participation Meeting" will be held on the date and time specified below in order to inform the public and receive their opinions and suggestions. As environmental and social impacts may arise within the scope of the sub-project, a Sub-project-specific Environmental and Social Management Plan (ESMP) and a Stakeholder Engagement Plan (SEP) have been prepared for the purpose of managing these impacts. Relevant plans have been made available to the public on the website of the Istanbul Metropolitan Municipality.

Respectfully announced to the public.

Meeting Venue and Address: ArtIstanbul Feshane, Nişanca Neighbourhood, Yavudut Street Eyupsultan/Istanbul

Date of the Meeting: 22.01.2026

Time of the Meeting: 13:00

Sub-project Owner: Istanbul Metropolitan Municipality

Tel: +90 (212) 455 1300, ALO 153 Çözüm Merkezi

Organization Preparing the Environmental and Social Impact Assessment Report: ENCON Çevre Danışmanlık Ltd. Şti.

Tel: +90 (0312) 447 71 23

You can access the plans from the links below:

[Stakeholder Engagement Plan](#)

[Environmental and Social Management Plan](#)

SHARE

↑

Ethem İMAMOĞLU
İstanbul Büyükşehir Belediye Başkanı

Website

16 MİLYON İÇİN ÇALIŞIYORUZ

İSTANBUL BÜYÜKŞEHİR BELEDİYESİ

Social Media Accounts

IBB TV

Cookies Policy Legal Notices TR

⁶ <https://ibb.istanbul/en/archive/news/t-ue-rkiye-climate-and-disaster-resilient-cities-cdrc-project-unkapani-atat-ue-rk-bridge-reinforcement-subproject-invitation-to-the-public-participation-meeting/>

Municipal employees distributed announcement brochures to shopkeepers and residents in the area.

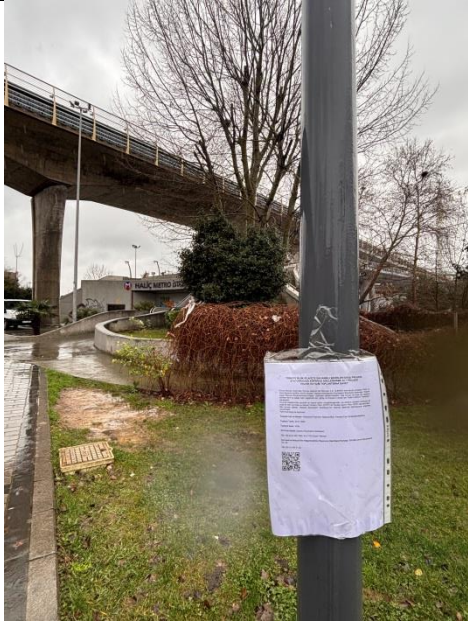




The municipality has posted meeting announcement texts in the immediate vicinity of the Project Area.





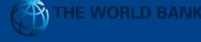




TÜRKİYE İKLİM VE AFETLERE DAYANIKLI ŞEHİRLER (İADŞ) PROJESİ

Atatürk (Gazi) Köprüsü Güçlendirme Alt Projesi

HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU 22 OCAK 2026



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU KAPSAM / GÜNDEM

Atatürk (Gazi) Köprüsü Güçlendirme Projesi

- Proje yürütücüsü kimdir? Proje uygulayıcısı kimdir? Proje finansörü kimdir?
- Projenin beklenen faydaları nelerdir?
- Çevresel ve Sosyal Çalışmalar nelerdir?
 - Olası çevresel ve sosyal etkiler
 - Etki azaltıcı önlemler ve yönetim stratejileri
- Paydaş Katılımı: Sürece nasıl dahil olabilirsiniz?
- Sorular ve Cevaplar (Proje ile ilgili soru, beklenti, görüş ve öneriler)



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU ATATÜRK (GAZİ) KÖPRÜSÜ GÜÇLENDİRME PROJESİ



PROJE YÜRÜTÜCÜSÜ: İLLER BANKASI ANONİM ŞİRKETİ GENEL
MÜDÜRLÜĞÜ (İLBANK)



PROJE UYGULAYICISI: İSTANBUL BÜYÜKŞEHİR
BELEDİYESİ (İBB)



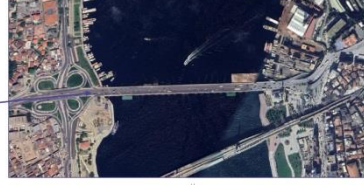
PROJE FİNANSÖRÜ: DÜNYA BANKASI



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

PROJE'NİN TANIMI VE YERİ

- İklim ve Afete Dayanıklı Şehirler (IADŞ) Projesi'nin alt projesi olan İstanbul ili Atatürk (Gazi) Köprüsü Güçlendirme Projesi, söz konusu köprü'nün güçlendirme ve ömrünü tamamlayan yapı elemanlarının yenileme çalışmalarını kapsamaktadır.
- Alt Proje, İstanbul ilinde yer almaktadır. Atatürk (Gazi) Köprüsü, Fatih ve Beyoğlu ilçelerini birbirine bağlayan 453 metre uzunluğunda ve 25 metre genişliğindedir.
- Mevcut köprü'nün güçlendirilmesi olduğundan arazi edinimi gerekmemektedir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

PROJE AMACI VE FAYDALARI

- Alt Proje, olası büyük bir deprem öncesi İstanbul'un kritik ulaşım güzergahlarından biri olan Atatürk (Gazi) Köprüsü'nün dayanıklılığını artırmayı amaçlamaktadır.
- Mevcut köprü, Alt Proje ile güçlendirilmiş olacak, böylece afet sonrası acil ulaşım yollarının açık kalması sağlanacaktır.
- Günlük trafik akışı için daha güvenli bir geçiş sağlanacaktır.
- Köprüde oluşacak yapısal problemler nedeniyle yaşanabilecek ani kapanmalar ve kazaların önüne geçilecektir. Erişim sürekliliği sağlanacaktır.
- Deniz taşıtları için köprü açılış ve kapanışında yaşanan operasyonel zorlukların ortadan kaldırılması, böylece Haliç Tersanesi'ne erişimin iyileştirilmesi ve Haliç bölgesindeki turizm tesisleri için deniz ulaşımı sağlanacaktır.
- Yeni köprü inşası yerine mevcut köprü'nün güçlendirilmesi malzeme, enerji ve karbon emisyonu tasarrufu sağlayacaktır.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

PROJE ÖZELLİKLERİ

Proje'nin sürekliliğini ve devamlılığını sağlamak için çalışmalar 18 ay boyunca aşamalı olarak gerçekleştirilecektir. Tamamen kapatmak yerine, trafiği en aza indirmek için sabah ve akşam yoğun saatlerde belirli şerit değişiklikleri ile şerit bazlı trafik düzenlemeleri uygulanacaktır.

Kara Tarafı İşleri:

- Şantiye Kurulumu
- Ömrünü tamamlamış yapıların yıkımı, kazı ve su tahliyesi
- Zemin iyileştirme ve baret kazık uygulamaları
- Temel üst yapı imalatları
- Çelik tabliye montajı, kaplama, su yalıtımı, korkuluk ve aydınlatma işleri

Deniz Tarafı İşleri:

- Zemin iyileştirme ve baret kazık imalatları
- Kenar ayak temeli inşaatı
- Deniz-kara bağlantılarının yapılması ve kıyı alanlarının iyileştirilmesi
- Açma-kapama mekanizmasına ait elemanlar ile duba ve tonozların bakım, onarım, değişimi
- Ömrünü tamamlamış kablo kanalları, bakım yolları, genleşme derzi ve mesnetlerin yenilenmesi



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

PROJE ÖZELLİKLERİ

- İnşaat sırasında, sabahları Unkapanı'ndan Azapkapı'ya iki şeritli trafik akışı sağlanacak, akşamları ise akış tersine çevrilerek Azapkapı'dan Unkapanı istikametine iki şeritli trafik akışı sağlanacaktır.
- Çalışmalar üç aşamada yürütülecektir: Unkapanı kenar ayağı → Azapkapı kenar ayağı → Orta Bölüm.
- Dolgu sonrası baret temeller inşa edilecek; eski kazıklar kaldırılacaktır.
- Kenar ayak temeli, duvarları ve döşemeleri tamamlanacaktır.
- Ön imalatlı çelik üst yapı yerleştirilecek, kompozit döşeme ve beton dökümü yapılacaktır.
- Dubalar ve tonozlar kontrol edildikten sonra gerekmesi durumunda onarılacaktır.
- Son olarak orta bölümde ömrünü tamamlamış enine destekler, bakım yolları, elektrik tavaları, genleşme derzleri, mesnetler yenilenecektir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

PROJE ÖZELLİKLERİ

- Alt Proje'nin inşaat aşamasında 75, işletme aşamasında ise 7 kişi çalışması planlanmaktadır.
- Alt Proje'nin inşaat aşamasında konaklama için kamp alanı bulunmayacaktır. İstihdam, şehir içinden sağlanacaktır.
- Alt Proje'nin inşaat aşamasının 18 ay sürmesi öngörülmektedir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

ÇEVRESEL VE SOSYAL ÇALIŞMALAR



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

ET



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

TOPRAK ORTAMI

Olası Etkiler

- İnşaat faaliyetleri sırasında kullanılacak boya, makine ve ekipmanların yakıt ve yağlarının sızması ve dökülmesi nedeniyle olası toprak kirliliği
- Proje kapsamında oluşacak katı veya sıvı atıkların kontrolsüz depolanması veya bertarafı sırasında olası toprak kirliliği
- İnşaat sırasında erozyon riski

Alınacak Önlemler

- Sadece belirlenen çalışma sahaları ve güzergahları kullanılarak kirlenmeye maruz kalacak toprak miktarı asgariye indirilecektir.
- Şantiyede kullanılacak iş makinesi ve araçlar için gerekli olan yakıt, öncelikle en yakın istasyondan sağlanacak; gerekli görülmesi halinde sahada yakıtlar, gerekli sızdırmazlık önlemlerinin alındığı alanlarda depolanacaktır.
- Aşırı yağış ve şiddetli rüzgarlar sırasında faaliyetler geçici olarak durdurulacaktır.
- Sızıntıyı en aza indirmek için yeterli drenaj sistemleri sağlanacaktır.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

SU ORTAMI

Olası Etkiler

- İnşaat ve işletme aşamalarında, çalışanlardan kaynaklı günlük su tüketimi oluşacaktır. Kullanım suyu, İSKİ şebekesinden sağlanacaktır.
- Proje kapsamında denizde tarama faaliyeti gerçekleştirilmeyecektir, ancak yine de denizdeki çalışmalar esnasında denizde bulanıklık oluşma ihtimali vardır.
- Projenin inşaat aşamasında gerekmesi halinde toz bastırma için su kullanılacaktır.

Alınacak Önlemler

- Çalışma alanı çevresine, yüzen çamur perdeleri veya bulanıklık bariyerleri yerleştirilerek yıkıntıların kontrol altına alınması ve Haliç'e çamur yayılmasının önlenmesi sağlanacaktır. Boruların ve pompaların bakım ve onarım işleri geciktirilmeden yapılacaktır.
- İnşaat atıklarının denize dökülmesini engellemek amacıyla koruyucu platform veya ağlar kurulacaktır.
- Toz bastırma faaliyetleri için sulamadan kaynaklı yüzey akışı önlenecektir.
- İnşaat çalışmalarında oluşacak atıksu, su kaynaklarına deşarj edilmeyecektir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME

SUNUMU

HAVA KALİTESİ

Olası Etkiler

- İnşaat aşamasında, kazı çalışmaları, malzeme nakliyesi, hafriyat dökümü, agrega ve kum gibi malzemelerin depolanması ve nakliyesi sırasında toz oluşacaktır.
- İnşaat makine ve ekipmanlarından kaynaklı egzoz emisyonu oluşacaktır.
- İşletme aşamasında, hava emisyonlarının minimum düzeyde olması ve periyodik bakım ve onarım faaliyetleriyle sınırlı kalması beklenmektedir.

Alınacak Önlemler

- Kazı çalışmaları sebebiyle oluşacak tozu önlemek için gerekli olması halinde sulama yapılacaktır.
- Nakliye faaliyetlerinde kullanılacak tüm araçlar, Karayolu Trafik Yönetmeliği'nde belirtilen hız sınırlarına uyacaktır.
- Gerekli hallerde, malzeme depolama alanları gibi çalışma sahalarında toz yayılmasını önlemek için rüzgar bariyerleri yerleştirilecektir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME

SUNUMU

GÜRÜLTÜ VE TİTREŞİM

Olası Etkiler

- İnşaat makinelerinin çalışması ve araç trafiği gürültü oluşturacaktır.
- Köprü ayaklarının güçlendirilmesine yönelik inşaat çalışmalarında özellikle delme, kazık çakma ve nakliye faaliyetleri titreşim oluşturacaktır.
- Suda veya köprü ayaklarının yakınında kazık çakma veya delme gibi titreşim yoğun faaliyetler, bitişik binaları, özellikle tersane tarafındaki duvar ve Azapkapı tarafındaki Sokullu Mehmet Paşa Camii gibi tarihsel açıdan hassas yapıları etkileyebilecek zemin titreşimlerine neden olabilir.

Alınacak Önlemler

- Gerekli olması durumunda gürültü bariyerleri kullanılacaktır.
- Etkileri azaltmak için daha düşük ses düzeyine sahip ekipmanlar seçilecektir.
- İnşaat araçlarının şantiyeye girmeyi beklerken veya şantiyede beklerken motorlarını çalışır durumda tutmalarına izin verilmeyecektir.
- İnşaat aşamasında kullanılacak makine ve ekipmanlar aynı noktada/konumda çalıştırılmayacak, mümkünse şantiyeye homojen bir şekilde dağıtılacaktır.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME

SUNUMU

BİYOLOJİK ÇEŞİTLİLİK

Olası Etkiler

- Denizde sınırlı inşaat faaliyeti gerçekleştirilecektir. Bu faaliyetler, köprü ayak temellerinin yıkılması (yaklaşık 20 gün) ve ardından toplam 50 gün içinde tamamlanacak olan palplanş işlerinden oluşmaktadır.
- Deniz ekosistemi üzerindeki olası etkiler, çalışmaların kısa süreli ve kontrollü olması nedeniyle geçici, lokal ve sınırlıdır. Bunlar arasında şunlar yer almaktadır:
 - Yıkılan iskele temelleri ve palplanşlara bitişik deniz tabanı ve bentik ortama fiziksel rahatsızlık;
 - Makine ve palplanş operasyonlarından kaynaklanan gürültü ve titreşimlerin sucul fauna üzerindeki etkisi;
 - Yıkım ve palplanş çalışmaları sırasında artan bulanıklık ve sedimantasyon;
 - Olası sızıntı olayları, sızıntı kirliliğine neden olabilir.

Alınacak Önlemler

- Çalışmalar mevcut altyapı alanıyla sınırlandırılacak ve bitişik sucul habitatlar üzerindeki rahatsızlık en aza indirilecektir.
- Suyun altında gürültü ve titreşimi en aza indirmek için minimum düzeyde planlanan çalışma süresi planlamasına riayet edilecektir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU ATIK OLUŞUMU

Atık Üretecek Olası Kaynaklar

- İnşaatta çalışacak personel kaynaklı katı atık oluşumu
- Ahşap, kağıt, karton, plastik vb. ambalaj atıkları
- Demir, çelik ve alüminyum parçalar (kirişler, korkuluklar, çiviler vb.)
- Proje'nin inşaat ve işletme aşamalarında oluşabilecek tehlikeli ve özel atıklar, koruyucu kontamine bezler vb materyaller, atık pil ve akümülatörler, atık yağlar vb.
- Eski köprü ayaklarından kaynaklanan yıkım atıkları



Alınacak Önlemler

- Proje kapsamında oluşacak atıklar, atık yönetimi hiyerarşisine göre yönetilecektir.
- Atıklar, çok bekletilmeden bertaraf edilecektir.
- Geri dönüştürülemeyen ve değerlendirilemeyen katı atıklar şantiye sahasındaki çöp konteynirlerinde toplanacak ve belediye tarafından uzaklaştırılacaktır. Atıkların sahada yakılması veya gömülmesi söz konusu olmayacaktır.
- Atık oluşumu, depolanması ve bertarafı ile ilgili kayıtlar tutulacaktır. Geçici depolanan atıklar özelliklerine göre sınıflandırılacaktır.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU TRAFİK

Olası Etkiler

- Köprünün iyileştirme çalışmaları kapsamında 18 ay boyunca çift yönlü 3 şeritli hizmet verecek olması, bu alanlara erişimi zorlaştırabilir.
- Güvenlik amacıyla, inşaat süresince köprüye yaya erişimi geçici olarak askıya alınacaktır. Bu sebeple, yaya güvenliği üzerinde herhangi bir risk oluşmayacaktır.

Alınacak Önlemler

- Alt proje kapsamında Trafik Yönetim Planı hazırlanmış olup inşaat ve işletme aşamalarında bu plana uyulacaktır.
- Trafik, trafik güvenliğini ve trafik akışındaki aksamaları asgariye indirecek şekilde düzenlenecektir.
- Yolların kapatılması gerekiyorsa resmi izinler alınacak ve aksaklığın güzergahı ve süresi önceden belirlenecektir.
- Alternatif güzergahlar belirlenecek ve ulaşım trafiğinin yoğunluğuna göre programlanacaktır.
- Gerekli trafik levhaları ve bariyerler yüklenici tarafından konulacaktır.
- Şikayet mekanizması kurulacak ve işletilecektir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU SOSYO-EKONOMİ

Olası Etkiler

- Projenin inşaat aşamasında toz, gürültü, ulaşımın aksaması gibi hususlar söz konusu olacaktır.
- Proje kapsamında çalıştırılacak iş gücünün; çalışma şartları, haklarının korunması, iş sağlığı ve güvenliği gibi konular üzerinde olası etkileri olacaktır.

Alınacak Önlemler

- Çalışanlar, ulusal iş hukuku kapsamındaki haklarıyla ilgili açık ve anlaşılır bir şekilde bilgilendirilecektir.
- İş Sağlığı ve Güvenliği kapsamında inşaat aşamasında çalışanlara, işletme ve bakım personeline eğitimler verilecektir.
- Çalışanların ve üçüncü tarafların, proje ile ilgili alanlara girişi kontrollü bir şekilde sağlanacaktır.
- Tüm ekipman, uygun çalışma düzeninde çalıştırılacaktır.
- Şikayet mekanizması kurulacak ve işletilecektir.
- Yerel malzemelerin kullanılması ve çeşitli mal ve hizmetlerin yerel kaynaklardan temin edilmesi yoluyla yerel ekonomiye katkıda bulunulmasına özen gösterilecektir. Mümkün olduğunca yerel istihdama öncelik verilecektir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU KÜLTÜREL MİRAS

Olası Etkiler

- Proje alanında Sokullu Mehmet Paşa Camii, tarihi çeşme, tersane duvarı ve Hamidiye Su Yolları bulunmaktadır.
- İnşaat faaliyetlerinin en önemli olası etkisi, bu kültürel miras unsurları üzerindeki titreşim etkisi olacaktır.

Alınacak Önlemler

- Hassas alıcılar (tersane ve caminin yakınındaki duvar) üzerindeki titreşim etkilerini azaltmak için, yüksek titreşim riski taşıyan inşaat ekipmanlarının çalışması sırasında düzenli titreşim izlemesi yapılacaktır ve buna göre titreşim azaltma önlemleri alınacaktır.
- Baret kazık işlemi yapılacak ve bu da titreşim etkisini azaltacaktır. Bu işlem, yüzeyde veya yüzeye yakın yerlerde önemli titreşimler oluşturabilen ve yakındaki yapılara zarar verebilen darbeli kazık çakma işlemine kıyasla daha az titreşim üretir.



HALKIN KATILIMI TOPLANTISI BİLGİLENDİRME SUNUMU

PAYDAŞ KATILIMI SÜRECİ NASIL DAHİL OLABİLİRSİNİZ?

Şikayet Mekanizması kurulacaktır ve herkes tarafından erişilebilir olacaktır.

Proje ile ilgili beklentilerinizi, görüşlerinizi, önerilerinizi ve şikayetlerinizi;

- Paydaş Katılım Toplantıları sırasında,
- İstanbul Büyükşehir Belediyesi internet sitesini kullanarak iletebilirsiniz.

Ayrıca şikayetleriniz için iletişim kanalları şöyledir:

Telefon: +90 (212) 455 1300, ALO 153 Çözüm Merkezi

Adresler:

- İstanbul Büyükşehir Belediye Başkanlığı, Kemalpaşa Mh. 15 Temmuz Şehitleri Cd. No:5 Fatih/İstanbul
- İstanbul Büyükşehir Belediye Başkanlığı Kasımpaşa Ek Hizmet Binası, Hacı Ahmet mahallesi Muhsin Yazıcıoğlu caddesi No:1 Beyoğlu/İstanbul

E-mail: cozummerkezi@ibb.gov.tr

Bu toplantıda sunacağınız görüş, öneri ve şikayetleriniz kayıt altına alınarak nihai raporda ilgili paydaşların (İBB, İLBANK, DB) bilgisine sunulacaktır.



TÜRKİYE İKLİM VE AFETLERE DAYANIKLI ŞEHİRLER (İADŞ) PROJESİ

Atatürk (Gazi) Köprüsü Güçlendirme Alt Projesi

KATILIMINIZ VE İLGİNİZ İÇİN TEŞEKKÜR EDERİZ!
SORULARINIZI, YORUMLARINIZI VE GÖRÜŞLERİNİZİ BEKLİYORUZ.



Annex-L Stakeholder Engagement Meeting – Photographs



