

**The State Institution for Development of Drinking Water Supply  
and Wastewater Disposal of the Water Resources Service  
under the Ministry of Water Resources, Agriculture and Processing Industry  
of the Kyrgyz Republic**

**STAKEHOLDER ENGAGEMENT PLAN**

**Water Supply and Sanitation Universal Access Program – Phase 1 Project**

**(P500620)**

September 2024

## Contents

1. INTRODUCTION.....	5
1.1. Project Description .....	6
1.2. Project Components.....	7
1.3. Geographical scope of the Project.....	9
1.4. Project Beneficiaries.....	10
2. STAKEHOLDER ENGAGEMENT PLAN.....	12
2.1. SEP Goal .....	12
2.2. SEP structure and scope.....	12
3. LEGAL FRAMEWORK.....	14
3.1. Key relevant legal provisions of the Kyrgyz Republic .....	14
3.2. World Bank Environmental and Social Standard on stakeholder engagement .....	15
4. STAKEHOLDER ENGAGEMENT ACTIVITIES CONDUCTED DURING PROJECT PREPARATION .....	17
4.1. Meetings and consultations with the World Bank .....	17
4.2. Meetings and consultations with key stakeholders .....	17
4.3. Public consultations.....	19
5. STAKEHOLDER IDENTIFICATION AND ANALYSIS.....	20
5.1. Identifying Project Stakeholders.....	20
5.1.1. Project Affected Parties .....	20
5.1.2. Other Interested Parties .....	22
5.1.3. Vulnerable individuals or groups.....	25
5.2. Impact Assessment and Risk Management .....	25
6. STAKEHOLDER ENGAGEMENT PROGRAM.....	29
6.1. Project implementation mechanism.....	29
6.2. Stakeholder engagement roles and responsibilities.....	34
6.3. Stakeholder engagement methods.....	35
6.3.1. Public consultations.....	35
6.3.2. Public Relations and social media .....	35
6.3.3. Communication materials .....	35
6.3.4. Strengthening the capacity of Stakeholders.....	35
6.3.5. Grievance mechanism.....	35
6.3.6. Press tours for representatives of the Mass media and online publications at local and national levels .....	35
6.3.7. Information boards .....	36
6.4. Strategy to consider the views of vulnerable groups .....	36

6.5. Information disclosure.....	36
6.6. Estimated budget.....	39
7. GRIEVANCE REDRESS MECHANISM.....	40
7.1. Key objectives of GRM .....	40
7.2. Grievance review and resolution process.....	40
7.3. Handling sensitive grievances .....	43
7.4. World Bank Grievance Redress Service.....	44
8. MONITORING AND REPORTING .....	46
8.1. Reporting on stakeholder engagement activities.....	46
8.2. Semi-annual and annual reports of the PIU SIDDWSWD.....	47
8.3. Semi-Annual Environmental and Social Compliance Reports for the World Bank .....	47
9. ANNEXES .....	48
ANNEX 1. Scanned version of documents of the Public Hearings in a separate file .....	48
ANNEX 2. Sample grievance form .....	48

## Abbreviations

AIIB	Asian Infrastructure Investment Bank
AO	Aiyi Okmotu (Local-self-government body)
DED	Design and Estimate Documentation
DWMD	District water management department
ESS	Environmental and Social Standard
ESF	Environmental and Social Framework
ESA	Environmental and Social Assessment
ESMP	Environmental and Social Management Plan
ESMF	Environmental and Social Management Framework
ESCP	Environmental and Social Commitment Plan
GRM	Grievance Redress Mechanism
KR	Kyrgyz Republic
LMP	Labor Management Procedures
LSG	Local Self-Government
M&E	Monitoring and Evaluation
MWE	Municipal Water Enterprise
MNRETS KR	Ministry of Natural Resources, Ecology and Technical Supervision
MWRAPI KR	Ministry of Water Resources, Agriculture and Processing Industry of the KR
MES	Ministry of Emergency Situations
MF	Ministry of Finance
MEC	Ministry of Economy and Commerce
OHS	Occupational Health and Safety
PAP	Project Affected Person
PIU	Project Implementation Unit
RPF	Resettlement Policy Framework
RAP	Resettlement Action Plan
SEP	Stakeholder Engagement Plan
SIDDWSWD	State Institution for Development of Drinking Water Supply and Wastewater Disposal
TA	Technical Assistance
WB	World Bank
WSS	Water Supply and Sanitation
VWC	Village Water Committee under the subproject
WRS	Water Resources Service

## 1. INTRODUCTION

The Kyrgyz Republic closely cooperates with international financial institutions on a long-term basis for alleviation of poverty and facilitation of the sustainable development and economic growth in the Kyrgyz Republic.

Ensuring the population's access to safe drinking water and sanitation services is one of the priority areas of state policy of the Kyrgyz Republic.

The Cabinet of Ministers of the Kyrgyz Republic strives to ensure universal access to at least basic water supply and sanitation services by 2030 in accordance with the country's National Sustainable Development Strategy for the years 2018–2040. To achieve this goal, the Cabinet of Ministers of the Kyrgyz Republic receives investments from the World Bank according to the new Partnership Framework Program with the Kyrgyz Republic for fiscal years 2024–2028.

Achieving universal access to water supply and sanitation (hereinafter - WSS) will have transformational effects on the country, given that reliable and affordable access to safe water is an essential precondition for a healthy population and productive economy. These WSS investments will particularly benefit the country's rural population, which relies on unimproved water sources and is exposed to a high risk of contamination and recurrent water, sanitation, and hygiene (hereinafter - WASH) related diseases.

The proposed “Water Supply and Sanitation Universal Access Program” Program is aimed at accelerating the achievement of universal access to improved water supply and sanitation services in seven oblasts of the country and is an integral part of the program structure that supports the vision of the Cabinet of Ministers of the Kyrgyz Republic as set out in the “Program for the Development of Drinking Water Supply and Sanitation until 2026” and its planned follow-up program.

The proposed Program is expected to support the Cabinet of Ministers of the Kyrgyz Republic for a period of ten years or more in funding the necessary WSS infrastructure, technical assistance and service delivery models to progressively cover unserved communities with improved WSS services, modernize and expand to efficient, reliable and sustainable WSS services.

The MPA is structured as a 10-year engagement through three IPF operations/phases to achieve the PrDO. The Project Development Objective (PDO) for each phase and PrDO target the same topics, and the phases are progressive; each phase maintains a similar structure and builds towards the achievement of the overall PrDO. The structure of the MPA is uninterrupted to ensure that the Program's activities continue without a gap in the rollout of the key activities. The total Program's estimated cost is US\$400 million, with a proposed IDA financing envelope of US\$200 million. This includes (i) a *four-year Phase 1 (2024-2029)* of focused investment covering unserved and underserved rural settlements while piloting the aggregated district-level service delivery structure and enhancing the capacity using PBGs, few and simpler sanitation interventions, complemented by extensive analysis and design of more complex sanitation solutions, including paving the way for potential private sector engagement; (ii) a *three-year Phase 2 (2028-2031)* to scale-up the investments, shifting to water supply infrastructure upgrade and expansion, priority sewerage investments and scale-up the service delivery models, with a focus on operational and financial efficiency, and climate adaptation; and (iii) a *three-year Phase 3 (2030-2033)* to scale-up sanitation investments, and consolidate the water supply improvements, with a strong emphasis on knowledge exchange and appropriation of the policies, plans, and tools developed under the previous two phases.

Each stage includes targeted activities to strengthen the policy and institutional capacity of the sector such as: (i) a clear division of functions (policy, operation and regulation); (ii) autonomy,

accountability and efficiency in service delivery; (iii) principles of cost recovery and financial sustainability; and (iv) environmental and climate change resilience.

It is important to note the importance of the Program and that it has a clear anti-poverty focus, including specific design elements aimed at providing benefits to the poorest and most vulnerable households, and contributes to reducing gender inequality in rural communities by improving access to safe drinking water, which allows women to participate in other economic activities.

In general, this Program includes the activities envisaged in the Program for the Development of Drinking Water Supply and Wastewater Disposal Systems of populated areas of the Kyrgyz Republic until 2026, approved by the Resolution of the Government of the Kyrgyz Republic No. 330 dated June 12, 2020.

There are 1,905 settlements in the republic, of which 32 are cities and 1,873 villages. According to the specified Program for the development of water supply and sanitation systems in populated areas of the Kyrgyz Republic until 2026, 715 villages have been identified where new construction of a water supply system is required and 448 villages in which it is necessary to rehabilitate water pipelines.

The State Institution for Development of Drinking Water Supply and Wastewater Disposal (hereinafter-SIDDWSWD) of the Water Resources Service under the Ministry of Water Resources, Agriculture and Processing Industry of the Cabinet of Ministers of the Kyrgyz Republic is a state executive body that implements the state policy in the sector of water supply and wastewater disposal.

SIDDWSWD under the WRS MWRAPI acts as the executing agency of the project, which has sufficient potential for its implementation. The implementation of the Program will be carried out by the Project Implementation Unit (hereinafter - PIU<sup>1</sup>) under the SIDDWSWD, which employs qualified, experienced specialists and experts. WRS of the MWRAPI will be supported through the PIU, which will be entrusted with fiduciary functions (disbursement, financial management, procurement, environmental and social standards, monitoring and evaluation). Also, during the implementation of the Program, the necessary additional qualified specialists and consultants will be involved to the PIU team at the central and regional levels.

The implementation mechanism for each stage of this overall Program will be carried out in accordance with the requirements and environmental and social standards of the World Bank, which will be set out in the Environmental and Social Commitment Plan (ESCP) as part of the Financing Agreement.

### **1.1. Project Description**

**1. Phase 1 (US\$200 million, of which US\$82.5 million IDA financing)** will cover the first batch of the Program's WSS infrastructure investments in unserved and underserved settlements in the least served regions and districts within those regions without ongoing or planned investments. Phase 1 will finance the construction and upgrade of water supply systems, and priority household and social institutions' sanitation infrastructure (containment). The WSS interventions will build on experience and lessons learned under the ongoing World-Bank financed Sustainable Rural Water Supply and Sanitation Development Project (SRWSSDP, P154778) and Climate Resilient Water Services Project (CRWSP, P173734) by putting a stronger emphasis on incentivizing service improvements in parallel with infrastructure development to ensure the sustainability of these investments. Thus, Phase 1 will include a PBG-structured capacity-building program for four DWSSPs to enable them to independently expand and enhance the quality of services within their district. The PBGs will complement ongoing capacity-building programs that target national-level institutions. The project will also finance improvements to existing fecal sludge management (FSM) services led by both private

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<sup>1</sup> The PIU will be restructured into a Project Coordination Unit (PCU).

and municipal operators and the design of sanitation interventions to be implemented in the subsequent phases. Further, Phase 1 envisages the establishment of a learning program to document lessons and inform the program implementation. The preparatory work for this phase is financed under the CRWSP, which includes funding for the design of future investments.

2. **Phase 2 (US\$100 million, of which US\$50 million IDA financing)** will scale up the PBG capacity building program to other DWSSPs and upgrade and expand the existing water supply systems in both rural and urban settlements. Under this phase, FSM and household sanitation will be scaled up and complemented by priority sewerage investments, using the designs and knowledge developed in Phase 1. Further, private sector engagement for wastewater treatment and re-use will be pursued in partnership with the International Finance Corporation (IFC), targeting the settlements around Issyk-Kul Lake, a vital region for the country's tourism industry currently threatened by untreated wastewater discharges. By the end of this phase, it is expected that all the settlements in the country will have access to (at least) improved water services. The PBGs will be expanded, considering the lessons learned from Phase 1, including adjustments to enhance its implementation efficiency. Phase 2 is planned to begin implementation in 2028, four years after Phase 1 starts; to allow sufficient time to incorporate lessons learned during Phase 1 and attract additional co-financiers.

3. **Phase 3 (US\$100 million, of which US\$50 million IDA financing)** will prioritize scaling up sanitation improvements across the country and developing a large-scale investment package to promote safely managed sanitation, targeting the full-service chain and potential waste-to-resource opportunities. Under this Phase, the program will support additional last-mile water supply infrastructure with targeted upgrades and expansion. In addition, this Phase will include consolidating the service delivery model, with a greater focus on investment management capacity for the DWSSPs, innovation, further efficiency improvement, and private sector engagement in water supply. Further, under this Phase, priority will be given to knowledge exchange within regional and DWSSPs to ensure widespread appropriation of the policies, plans, and tools developed under the WASUAP. Phase 3 is expected to start implementation in 2030.

## 1.2. Project Components

**Component 1 – Water Supply Investments** will finance the construction and upgrade of water supply systems in 109 rural villages and small towns in Chui, Issyk-Kul, and Osh regions, benefitting around **373,000** people. The Project will prioritize the use of gravity systems, energy-efficient pumping equipment, and solar energy, where feasible, to minimize GHG emissions. Water source development will target groundwater exploitation to minimize the impacts of climate change, and network construction will utilize materials resistant to high-temperature variations. All water intakes will include source protection and reforestation interventions to prevent contamination and enable water conservation and aquifer recharge. The system design will follow a participatory approach, with consultations involving disabled people, building on local knowledge and historical data. Additional village water supply system upgrades to ensure universality and service improvements will be covered through ADB financing in Naryn Region (US\$ 30 million serving 36,000 people) and IsDB financing in Jalalabad Region.<sup>2</sup> Specifically, the Project will finance:

1. **Subcomponent 1.1 – Water Supply Access to the Unserved** will finance the design and construction of climate-resilient water supply systems in 36 currently unserved settlements (around 66,000 beneficiaries). Specifically, the Project will finance resilient water source development and storage, water treatment infrastructure to ensure high drinking water quality,

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<sup>2</sup> Ongoing feasibility study to determine the number of beneficiaries and financing needs, possibly joining in program Phase 2.

robust transmission and distribution networks capable of withstanding extreme weather conditions, reservoirs to increase water availability and metered household connections to ensure sustainable water use. All water connections will be metered to ensure sustainable water use.

**Subcomponent 1.2 – Water Supply Upgrades** will finance the design, rehabilitation, and upgrade of water supply systems in 73 villages and district centers in Aksu, Alai, Kara-Kulja, Kara Suu, Panfilov, Sokuluk, and Uzgen districts (around 307,000 beneficiaries). The upgrades will prioritize investments with demonstrated impacts on service reliability, financial viability, and climate resilience. Specifically, the Project will finance investments focused on source and storage increase, network hydraulic improvements, and expansion to secure water supply in the face of climate variability, ensure efficient water management, and reduce vulnerability to climate impacts.

**Component 2 – Sanitation Development** will finance priority sanitation improvements focused on the containment element of the service chain and FSM services, and the technical assistance (TA) to design more complex sewerage improvements.

**Sub-component 2.1 – Onsite sanitation improvements** will finance the (i) construction, rehabilitation/retrofitting of decentralized sanitation systems, including toilet upgrades for vulnerable households and selected public institutions (schools, kindergartens, hospitals, and rural health centers) in all 109 target settlements, thereby enhancing community resilience to climate-related health risks and contributing to climate change mitigation by promoting more efficient water use and reducing energy consumption associated with centralized sanitation systems; (ii) TA, equipment and works for FSM services improvement, including the guidelines for fecal sludge collection, transport, treatment, and re-use, which contributes to climate adaptation by enhancing the resilience of sanitation infrastructure to climate impacts and reducing the risk of contamination during extreme weather events and to climate mitigation by preventing the release of methane from untreated waste; and (iii) the implementation of a sanitation marketing and behavioral change strategy to incentivize the adoption and use of improved WASH and behaviors that are essential for climate resilience and mitigating the pressures on water resources.

**Sub-component 2.2 – TA for the design of sewerage improvements** will support TA for the engineering design of sewerage systems in priority settlements, aiming to reduce environmental pollution and enhance the resilience of sewerage infrastructure to the impacts of climate change, such as increased flooding, sea-level rise, and extreme weather events. The Project will prioritize the development of solutions for settlements with multi-story buildings, whose sanitation systems are currently a source of environmental pollution, including groundwater contamination. The Project will also finance the technical assessments required to attract private sector engagement in wastewater treatment along the Issyk-Kul Lake and address vulnerabilities in existing sewerage systems exacerbated by climate change. This TA is also expected to leverage innovative and sustainable private sector solutions for wastewater treatment and contribute to climate mitigation through improved wastewater management practices and climate adaptation by reinforcing the resilience of the lake's ecosystem and the livelihoods dependent on it.

**Component 3—Performance-based Service Improvement Program** will (i) provide PBGs for DWSSPs to finance WSS service improvements and enhance the sustainability of WSS services, and (ii) finance the professional and vocational development program (PVDP).

**Sub-component 3.1 – Service Delivery Improvements** will finance PBGs for four DWSSPs (out of the ten planned for Phase 1) and will cover the start-up activities and operational and



structural investments that are critical to enabling the operational and financial efficiency of the DWSSPs, and the resilience of water supply systems against climate variability. Funding for the PBGs will cover activities from the DWSSPs' institutional and service development plans and will focus on increasing service management capacity, innovative solutions for service expansion and climate resilience, asset management and operations, digital solutions for customer services, tariff-setting procedures, financial management, and service monitoring and reporting.

**Sub-Component 3.2 - Professional and Vocational Development Program** . The Project will finance the implementation of a certificate-oriented, long-term capacity development program in response to the need to create a pipeline of water sector professionals with the required skills to plan and manage efficient and sustainable water services, including in the design and implementation of adaptive WSS infrastructure and services. By equipping professionals in the water sector with the knowledge and skills to implement energy-efficient technologies and practices that reduce greenhouse gas emissions, the program will also support climate change mitigation. Training institutions will be selected on a competitive basis, taking into account the technical robustness of the proposed training program, demonstrated training methods, and effectiveness of the monitoring and evaluation (M&E) systems that demonstrate the impact of the training.

**Component 4 – MPA Program Structuring and Management and institutional development support** will finance technical assistance and institutional capacity building for the establishment of a program management framework and WSS infrastructure development capacity. Specifically, the component will finance (i) TA and training for the development of the program management tools, including standard E&S instruments, implementation manuals and protocols, to enhance coordination and Program implantation efficiency, and a M&E; (ii) TA for the preparation of investment packages, engineering design, and E&S instruments for future interventions planned for the subsequent phases of the MPA; (iii) Incremental operating costs, TA and equipment for program management; (iv) TA, equipment and services to support a knowledge development program and communications strategy for the MPA aiming to build awareness and understanding among stakeholders about the importance of accelerated WSS access, service delivery sustainability and climate resilience; (v) TA for the preparation of service contract agreements between the operator and asset owner and the PBG independent verification; and (vi) TA for targeted policy regulations, particularly focused on the implementation of the new tariff framework.

**Component 5. Contingency Emergency Response.** This component will provide preparedness and rapid response measures to address disaster, emergency and/or catastrophic events in accordance with the applicable CERC Manual. Following an eligible crisis or emergency event, the Borrower may request the World Bank to reallocate project funds to support emergency response. This component would draw from the uncommitted grant resources under the project from other project components to cover emergency response.

### **1.3. Geographical scope of the Project**

Currently, according to the SIDDWSWD data, there are 346 villages that require investments for capital construction and rehabilitation of water supply systems (which have not yet been included in any project), of which 18 villages are the administrative centers of districts that are not yet covered by projects and are priorities for financing. Based on the allocated funding from the WB for the proposed Project, the SIDDWSWD includes 109 villages in Chui, Issyk-Kul and Osh oblasts according to the following selection criteria:

1. Lack of access to safe drinking water:

- lack of a water supply system; the population receives water from ditches, springs and canals;
  - the water supply system was built before 1980 and fell into disrepair, rehabilitation has not been carried out in recent years, water is supplied for less than 3 hours;
  - there is a centralized water supply system, but not the entire population receives water; it is supplied less than 24 hours a day or less frequently.
2. Willingness and consent of the population:
    - willingness to connect to a new water supply system and pay for connection;
    - willingness to pay for drinking water supply services according to the established tariff.
  3. Economic feasibility (the cost of constructing a water supply system should be about \$350 per capita).
  4. Availability of potential to ensure further sustainability of the water supply system.

The proposed list of villages, which includes 109 villages in Chui, Issyk-Kul and Osh oblasts, is formed based on the following factors:

- compliance with village selection criteria;
- the possibility of combining several villages for the purpose of bundling during design and construction, as well as creating a single operator of water services or transferring them to regional branches of the state-owned enterprise to ensure their further sustainability.

Below the planned project zones for Phase 1:

- Chui oblast – Panfilov and Sokuluk raions;
- Osh oblast – Alai, Kara-Kulja, Kara Suu and Uzgen raions;
- Issyk-Kul oblast – Ak-Suu raion.

#### **1.4. Project Beneficiaries**

Within the framework of this Project, the necessary activities will be carried out for the construction of new and/or rehabilitation of existing water supply systems in selected villages of the Kyrgyz Republic. Recipients of benefits from the implementation of this Project, according to the level of benefit received, are divided into the following categories, as direct and indirect:

##### **Direct beneficiaries:**

- about 373 000 residents living in 109 villages of Chui, Issyk-Kul and Osh oblasts will be provided with access to piped and safe drinking water with connection through water meters;
- around 300 social institutions will be connected to the water supply system;
- around 100 000 people (mostly children) will directly benefit from investments aimed at the construction and modernization of sanitation facilities, as well as related information and educational activities to improve health hygiene and change behavioral skills in educational institutions;
- about 40 local service providers such as village water enterprises (MWE) will strengthen the material and technical base for further sustainable operation of the water supply system. In addition, relevant capacity-building activities will be organized in the field of management and development of WSS services at the local level;
- The Project's investments will focus on improving 7 DWMDs planning and management capabilities and operations, including innovative solutions to improve climate resilience, asset and operational management, customer service, tariff setting procedures, financial management, monitoring and reporting.

It should be noted that direct beneficiaries living in the target areas include low-income households, women, persons with various disabilities and youth. Improved water service delivery is expected to bring a range of benefits to these social groups. These include: realizing

the human rights to water and sanitation, reducing waterborne illnesses and public health risks, and improving environmental quality (including reducing odors from unsafely managed toilets and untreated wastewater).

**Indirect beneficiaries:**

Beneficiaries of the Project will also be government bodies at the republican and local levels, namely:

- The State Institution for Development of Drinking Water Supply and Wastewater Disposal of the Water Resources Service under the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic;
- Local authorities (Aiyl Okmotu) in the participating project areas. Ultimately, consumers in the Project areas will benefit from quality service delivery that will benefit from institutional support and capacity building activities;
- The Department of Disease Prevention and State Sanitary and Epidemiological Surveillance under the Ministry of Health of the Kyrgyz Republic and its district divisions will benefit from the Project in the form of laboratory equipment necessary for conducting laboratory research/analysis and monitoring the quality of drinking water. Also, the Department's database for monitoring water quality and diseases associated with drinking water quality is expected to be updated.

## **2. STAKEHOLDER ENGAGEMENT PLAN**

The Project takes into account the importance of open and transparent communication between the PIU SIDDWSWD and stakeholders as an important element of effective cooperation during the project implementation period. It is important to note that effective interaction with stakeholders contributes to increasing the socio-environmental sustainability of the project, their positive perception and making a significant contribution to the successful development and implementation of the project.

Engagement with project stakeholders is an inclusive process that will be implemented throughout the project life cycle, and will contribute to the creation of strong, constructive and open relationships that are important for the successful management of socio-environmental risks of the project.

This Stakeholder Engagement Plan (SEP) is one of the main documents for the management and implementation of the Project. Along with measures to minimize the impact of the Project, open social interaction is part of the Project's holistic approach to maintaining positive relationships with the local community and other stakeholders of this Project. During the implementation of the Project, stakeholders will be involved, such as government organizations, local governments, residents, the public and other parties affected by this project.

Generally, this framework provides an appropriate approach to consultation and disclosure and sets out how to engage with stakeholders throughout the project life cycle.

### **2.1. SEP Goal**

The main goal of the SEP is to enhance the social and environmental sustainability of the project by building effective and inclusive stakeholder engagement. To achieve this goal, it is necessary to complete the following key tasks during the implementation of this Project:

- apply a systematic approach to stakeholder engagement based on identifying stakeholders and establishing constructive relationships with them, in particular those affected by the Project;
- assessing their level of interest in the Project and ensuring that the views of stakeholders are taken into account in the process of developing the Project and in social and environmental activities;
- ensuring effective and inclusive interaction with Project-affected parties throughout the Project implementation period;
- ensuring timely disclosure of relevant project information on socio-environmental risks and impacts to stakeholders in a clear, accessible and appropriate manner in an acceptable format;
- establishing accessible and inclusive means for Project-affected parties to raise issues and apply complaints, and for the PIU of the SIDDWSWD to adequately respond to and resolve issues and complaints.

### **2.2. SEP structure and scope**

The SEP is developed in accordance with the recommendations and requirements of the World Bank Environmental and Social Standard (ESS) 10 and is part of the environmental and social assessment.

Project stakeholders include individuals or groups who:

- a) affected or likely to be affected by the Project (parties affected by the Project);
- b) may be interested in the Project (other interested parties).

Assessment and stakeholder engagement are focused on the following Project activities:

- increasing access to safe drinking water services in selected communities;

- increasing access to modernized sanitation and hygienic facilities in state social institutions such as general education, preschool and medical institutions, and wastewater systems;
- strengthening institutional capacity for climate resilient management of water supply and sanitation systems at local and national levels.

The SEP contains 8 chapters and is structured as follows:

- Chapter I - a brief overview of the Project and SEP context.
- Chapter II - information on SEP and its structure.
- Chapter III - legal and regulatory framework of the Kyrgyz Republic, ensuring the participation of all stakeholders in implementation of the Project and SEP legitimacy.
- Chapter IV - previous stakeholder engagement activities in Project preparation.
- Chapter V - an institutional stakeholder analysis and institutional analysis applied to the Project.
- Chapter VI - detailed information on planned stakeholder engagement activities, implementation mechanisms and engagement methods, and budget.
- Chapter VII - Project Grievance Mechanism.
- Chapter VIII - Mechanisms for monitoring, documenting and reporting.

In general, the SEP describes the ways in which the Project team will interact with stakeholders, including a mechanism through which people can express concerns, provide feedback, or apply complaints about the project and any activities related to the project.

It is important to note that local community involvement is essential to the success of the project, to ensure smooth collaboration between project staff and the local community, and to minimize and mitigate environmental and social risks associated with proposed project activities.

### 3. LEGAL FRAMEWORK

The public participation in the Kyrgyz Republic is regulated by a number of national laws and international conventions, and principles of international organizations that support the implementation of projects.

#### 3.1. Key relevant legal provisions of the Kyrgyz Republic

The stakeholder engagement activities and information disclosure in Kyrgyz Republic are regulated by the Constitution of the Kyrgyz Republic and following legal acts:

- The Law of the Kyrgyz Republic "On State Guarantees of Equal Rights and Equal Opportunities for Men and Women" №184 (04.08.2008).
- The Law of the Kyrgyz Republic "On the Right to Access Information" №217 (29.12.2023)
- Law of the Kyrgyz Republic "On the Procedure for Considering Citizens' Appeals" №67 (04.05.2007).
- Law of the Kyrgyz Republic "On the accession of the Kyrgyz Republic to the UNECE Convention on Access to Information, Public Participation in Decision-Making, and Access to Justice in Matters Relating to the Environment" №5 (12.01.2001).
- Law of the Kyrgyz Republic "On protection of the Environment" №53 (16.06.1999).
- Law of the Kyrgyz Republic "On Local Self-Government" №101 (15.07.2011).
- Law of the Kyrgyz Republic "On Water Users Associations" №38 (15.03.2002).
- Law of the Kyrgyz Republic "On Non-Profit Organizations" №111 (15.10.1999).
- Law of the Kyrgyz Republic "On the rights and guarantees of persons with disabilities" №38 (03.04.2008).

**The Constitution of the Kyrgyz Republic** guarantees freedom of speech and expression of opinion, establishing that every citizen of the country has the right to free expression and dissemination of thoughts, ideas and opinions, to freedom of literary, artistic, scientific and technical creativity, press freedom, transfer and dissemination of information, adoption of laws restricting freedom of speech and press is not allowed. No one may be discriminated against on the basis of gender, race, language, disability, ethnicity, religion, age, political or other opinion, education, origin, property or other status, or other circumstances. In the Kyrgyz Republic, men and women have equal rights and freedoms and equal opportunities for their realization.

**The Law of the Kyrgyz Republic «On State Guarantees of Equal Rights and Equal Opportunities for Men and Women»** establishes state guarantees for the provision of equal rights and opportunities to persons of different gender in the political, social, economic, cultural and other areas of human life; designed to protect men and women from discrimination based on sex; aims to establish progressive democratic relations between men and women.

**The Law of the Kyrgyz Republic "On the Right to Access Information"** contains provisions for the implementation and protection of everyone's right to access information held by information holders, including government bodies and local self-government bodies. It aims to achieve maximum informational openness, transparency, and accountability in their activities, including through the form of open data (access to information via the Internet, Open Government). The Law provides for the disclosure of the activities of state bodies, current decisions, and official events, ensuring access to documents, etc.

**The Law of the Kyrgyz Republic "On the Procedure for Considering Citizens 'Appeals"** is in line with the legal regulation of relations, related to exercising the right of everyone to appeal to state bodies and local self-government bodies, which is enshrined in the Constitution of the Kyrgyz Republic, including the procedure for considering citizens' appeals by the state bodies, local self-government bodies and officials.

**In 2001, the Kyrgyz Republic joined the Aarhus Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Matters Relating to the Environment, the UN Economic Commission for Europe, which also contains provisions to ensure that the objectives and environmental considerations of the Project are addressed. To promote protection of the right of every person of living and future generations to inhabit in an environment conducive to their health and well-being, each Party guarantees the rights to access to environmental information, to public participation in decision-making, to access justice in matters relating to the environment, and in accordance with the provisions of this Convention.**

One of the principles of environmental protection, in accordance with **the Law of the Kyrgyz Republic "On environmental protection"**, is the principle of openness, transparency in solving environmental issues in economic and other activities that have environmental consequences, close communication with public organizations and the population, encouragement and incentives aimed to protecting and rational use of natural resources, a combination of national, regional and international interests in the field of environmental protection. The Law also ensures the right of every citizen or institution to have access to information owned by the public authorities about the surrounding environment, that in accordance with the provisions of this Law.

The activities of local self-government bodies are regulated by **the Law of the Kyrgyz Republic "On Local Self-Government"**. The law establishes the rules to organize the local government at administrative-territorial level of the Kyrgyz Republic, defines the role of local self-government in exercising public power, ensures organizational and legal foundations of their activities, establishes the competence and principles of relations between bodies.

**The Law of the Kyrgyz Republic "On Water Users Associations"** defines the legal status, organizational basis for establishing and operating of water users' associations (WUA), as non-profit organizations, as to ensure the public interest in operating and maintaining of irrigation systems in rural areas.

**The Law of the Kyrgyz Republic "On Non-Profit Organizations"** states that a non-profit organization is a voluntary self-governing organization created by individuals and/or legal entities based on their community interests to implement spiritual or other non-material needs in the interests of its members and/or the whole society, for whom making a profit is not the main purpose of activity, and the received profit is not distributed among members, founders and officials. A non-profit organization has the right to engage in any activities not prohibited by the legislation.

**The Law of the Kyrgyz Republic "On the rights and guarantees of persons with disabilities"** establishes guarantees of protection and assistance provided to people with disabilities, measures aimed at protecting public health, preventing disability and creating conditions for the integration of people with disabilities into society.

Provides for: social rights and guarantees; political rights and guarantees; health protection and medical and sanitary assistance; labor protection and employment; cultural and educational integration into society; right of access to infrastructure facilities; rehabilitation of persons with disabilities.

### **3.2. World Bank Environmental and Social Standard on stakeholder engagement**

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The ESF includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects,

enhance project acceptance, and make a significant contribution to successful project design and implementation. ESS10 applies to all projects supported by the Bank through Investment Project Financing. The Borrower will engage with stakeholders as an integral part of the project's environmental and social assessment and project design and implementation.

According to the World Bank's ESF, the requirements set out by ESS10 are the following:

- Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in the ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.

A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts need to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100). For more details on the WB Environmental and Social Standards, please follow the below links:

- [www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards](http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards)
- <http://projectsbeta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>.



## 4. STAKEHOLDER ENGAGEMENT ACTIVITIES CONDUCTED DURING PROJECT PREPARATION

### 4.1. Meetings and consultations with the World Bank

At initial stage preparing this Project, the following meetings were held with the World Bank.

**Table 1. List of meetings**

Place	Date	Participants	Key issues
SIDDWSWD	24.11.2023	Representatives: WB SIDDWSWD PIU	WB vision for the implementation of the Water Supply and Sanitation Universal Access Program in the Kyrgyz Republic according to a multi-stage program approach.
PIU	01.12.2023	Representatives: WB PIU	Social and environmental requirements of the project in accordance with WB ESF.
SIDDWSWD	05.12.2023	Representatives: WB SIDDWSWD PIU	Identification and approval of a list of priority villages. Main components of the project. Institutional mechanism.

### 4.2. Meetings and consultations with key stakeholders

In the process of detailed assessment and development of this project, the PIU SIDDWSWD conducted the following activities with stakeholders at the local and national levels:

- official meetings with government authorities at national and local levels;
- initial consultations with stakeholders (including beneficiaries) at the rayon and local levels regarding the needs for access to safe drinking water through the construction and/or rehabilitation of drinking water supply systems in selected areas of the Kyrgyz Republic;
- public consultations on the project activities, environmental and social impacts and instruments to mitigate adverse impacts;
- public hearings with the participation of stakeholders at both local and national levels.

The PIU SIDDWSWD conducted the following activities with key Project stakeholders. The main activities indicated in Table 2 below.

**Table 2. List of stakeholders and key issues for discussion**

Stakeholders	Key issues for discussion
PIU	<ul style="list-style-type: none"> <li>• Strategy for achieving the goals of the Project.</li> <li>• Indicators for measuring achievement of Project goals.</li> <li>• Mechanisms for the implementation of the Project.</li> <li>• Eligible purchases.</li> <li>• Social and environmental risks and impact of the Project.</li> <li>• Implementation of a project for the construction and restoration of drinking water supply systems using modern technologies.</li> </ul>

SIDDWSWD WRS	<ul style="list-style-type: none"> <li>• Investment viability of the Project.</li> <li>• Providing the population of remote regions of the country with safe drinking water.</li> <li>• Construction and restoration of drinking water supply systems using modern technologies.</li> <li>• The Project's contribution to economic development, poverty reduction and overall prosperity of the region.</li> </ul>
MF KR MES KR MNRETS KR	<ul style="list-style-type: none"> <li>• Bringing the Project into line with the National Development Strategy for 2018-2040.</li> <li>• Investment viability of the Project.</li> <li>• Sustainable development issues during the development of the Project.</li> <li>• The Project's contribution to economic development, poverty reduction and overall regional prosperity.</li> </ul>
Plenipotentiary representatives of the President in Chui, Osh and Issyk-Kul oblasts	<ul style="list-style-type: none"> <li>• Economic development of regions.</li> <li>• Economic well-being of the population.</li> <li>• Providing the population with safe drinking water.</li> <li>• Environmental and social requirements, including complaints handling.</li> </ul>
Rayon state administrations	<ul style="list-style-type: none"> <li>• Economic development</li> <li>• Reducing poverty in rural areas.</li> <li>• Providing populated areas with safe drinking water.</li> <li>• Environmental and social requirements, including complaints handling.</li> </ul>
Local government bodies	<ul style="list-style-type: none"> <li>• Providing a favorable environment during the implementation of the water supply project.</li> <li>• Providing the population with safe drinking water.</li> <li>• Environmental and social requirements, including complaints handling.</li> </ul>
District water management department (DWMD)	<ul style="list-style-type: none"> <li>• Water management at the district level.</li> <li>• Sustainability of water supply system.</li> </ul>
Municipal water enterprises	<ul style="list-style-type: none"> <li>• Active participation in the process of construction and/or rehabilitation of drinking water supply systems.</li> <li>• Providing the local population with safe drinking water.</li> <li>• Ensuring the sustainability of water supply systems after completion of construction and/or rehabilitation.</li> </ul>
Local Non-Profit Organizations/Community Based Organizations	<ul style="list-style-type: none"> <li>• Assistance in mobilizing the population during the implementation of the subproject;</li> <li>• Involvement in the processes of discussing issues on providing the local population with safe drinking water and decision-making;</li> <li>• Assistance in disseminating information about the Project's activities among the population of the subproject.</li> </ul>
Local population living in the project area	<ul style="list-style-type: none"> <li>• Implementation of a project for the construction and rehabilitation of drinking water supply systems using modern</li> </ul>

	<p>technologies.</p> <ul style="list-style-type: none"> <li>• Social and environmental risks and impact of the Project.</li> <li>• Environmental and social requirements, including GRM.</li> <li>• Mechanisms for community involvement in decision-making process.</li> <li>• Participation of vulnerable groups (children, elderly people and persons with disabilities) to meet their specific needs.</li> <li>• Process of feedback and communication with the local community during the preparation and implementation of the project.</li> </ul>
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**4.3. Public consultations**

As part of the promotion of the Water Supply and Sanitation Universal Access Program in the Kyrgyz Republic, the following activities were organized and conducted by the PIU among interested stakeholders at the national and local levels:

On February 8, 2024, by the initiative of the Department for Development of Water Supply and Wastewater Disposal (DDWSWD) of the State Agency for Architecture, Construction and Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic, a round table was held with the participation of representatives of the Ministry of Finance of the Kyrgyz Republic, the Ministry of Economy and Commerce of the Kyrgyz Republic, the Gosstroy and representatives of international organizations, including the World Bank, Asian Development Bank, EBRD, Swiss Embassy in the Kyrgyz Republic, etc. During the round table, DDWSWD presented a presentation of the Water Supply and Sanitation Universal Access Program in the Kyrgyz Republic, which became the key event among the representatives of key government bodies and international partners. The discussed issues became priority areas for ensuring the sustainable and universal access to water supply and sanitation in the Kyrgyz Republic.

On April 19, 2024, the SIDDWSWD PIU published draft framework documents on social and environmental standards prepared for the Water Supply and Sanitation Universal Access Program in the Kyrgyz Republic - Phase 1 on the website [www.tunuksuu.kg](http://www.tunuksuu.kg) in order to inform stakeholders and the public about the development goals of this Program and the World Bank's environmental and social standards applicable to this Program.

From May 6 to May 10, 2024, in cooperation with the responsible representatives of the SIDDWSWD in the northern and southern regions of the republic, the public hearings were held with the participation of representatives of 8 district state administrations of Issyk-Kul, Chuy and Osh oblasts, heads of aiyl okmotu, chairmen of aiyl keneshes, deputies of aiyl keneshes, chairmen of elder councils, women and youth, heads of local drinking water supply service providers, representatives of ethnic minorities of settlements included in Phase 1 of the Program. The total number of people participated in the public hearings were 167 people, of which 108 were women. During the public hearings, the PIU team presented participants with a presentation on the Program development objectives in the field of drinking water supply and sanitation in the Kyrgyz Republic, and social and environmental safeguard measures during the construction/rehabilitation of the water supply and sanitation systems in the Chuy, Issyk-Kul and Osh oblast within the framework of the Water Supply and Sanitation Universal Access Program in the Kyrgyz Republic – Phase 1. The public hearings participants raised questions regarding the timeframe of the project, the selection process of settlements, the quality of drinking water, individual household connections, resettlement cases, land acquisition, at whose expense

compensation will be paid, the Subprojects' DED preparation process, to whose balance the object is transferred after completion of the construction, and who will manage the water supply system, etc. The SIDDWSWD PIU specialists provided appropriate answers. The list of key questions and answers during the public hearings is attached in Annex 1 "Minutes of public hearings and photographs." in a separate file.

## **5. STAKEHOLDER IDENTIFICATION AND ANALYSIS**

In accordance with the requirements of ESS10 of the World Bank, the PIU SIDDWSWD at the stage of preparation and implementation of the Project considers and pays special attention to the following broad categories of stakeholders in each project community:

- (i) Project Affected Parties - persons, groups and other entities within the project area of influence that are directly or indirectly, positively or adversely affected (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- (ii) Other Interested Parties - individuals/groups/entities who consider or perceive their interests as being affected by the project and/or who have the potential to influence the project outcomes and the process of its implementation in some way.
- (iii) Vulnerable Groups – persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

### **5.1. Identifying Project Stakeholders**

Project stakeholders are identified as local authorities, official or informal groups and organizations, and individuals whose interests or rights will be affected by the Project, directly or indirectly, positively and negatively, and who may be interested in implementation of the Project and may influence the Project deliverables.

The Project activities will affect a variety of stakeholders ranging from the government bodies, private, research, civil society and the general public sectors. For the purposes of this SEP document, stakeholders who may be directly affected and involved in implementation of the Project are classified as Affected Parties. These include, among others, rural households, water service providers (municipal water enterprises, vodokanals) local village and town administrations (ayil okmotus), women, low-income villagers, vulnerable individuals or groups.

The specific stakeholders for the respective activities will be reviewed during the project implementation to ensure all of them are identified and engaged, with particular attention to different vulnerable groups. Other interested parties include, among others, regional and rayon governments, local businesses (tourism sector), government institutions that may be involved in various ways in the project as well as civil society, international organizations and Mass media.

#### **5.1.1. Project Affected Parties**

This category includes "those who may be affected by the Project due to actual impacts or potential risks to their physical environment, health, safety, cultural practices, well-being or livelihoods. These are the people or households most likely to see changes related to the

environmental and social impacts of the Project. Analysis of affected parties by Project activities, see Table 3.

**Table 3. Description of parties affected by the project**

<b>Affected Party</b>	<b>Description</b>	<b>Involvement</b>	<b>Importance</b>
Residents of project areas	Village population	<ul style="list-style-type: none"> <li>- participate in design decision-making processes by making suggestions, providing feedback, as they are the end users of water, so their needs and preferences should be taken into account when designing the water supply and sanitation system;</li> <li>- participate in monitoring the quality of water supply, providing feedback on the condition and safety of water;</li> <li>- participate in educational programs aimed at raising awareness about the proper use of water and ensuring sanitation and hygiene.</li> </ul>	High
Drinking water users who are not members of the MWE (local level)	Usually newly built households in new residential areas in the Project areas Households.	All households will be connected to the new water supply system through water metering devices and will be included in the MWE database.	Medium
Rural public associations of drinking water consumers (local level)	Public association created in the Project areas	Providing services for the supply of safe drinking water and wastewater collection to individuals and legal entities.	High
Low-income households that do not have access to piped drinking water and sewerage	Households in the Project areas	<ul style="list-style-type: none"> <li>- providing information on water consumption needs and the problems they face;</li> <li>- participation in training and gaining skills in sanitation and hygiene practices that can contribute to improved public health;</li> <li>- improved skills to manage the water supply in their homes to ensure efficient use of resources.</li> </ul>	High

People with disabilities	Vulnerable group in the Project areas	<ul style="list-style-type: none"> <li>- participation in village meetings to discuss issues of access to safe drinking water, connection to the new water supply system;</li> <li>- participation in Project training activities;</li> <li>- connection to WSS through water metering devices;</li> <li>- participation in training to gain skills in sanitary and hygienic practices, which can help improve health and quality of life.</li> </ul>	High
Elderly people (retired people according to Labor Code of the KR)	Vulnerable group in the Project areas	<ul style="list-style-type: none"> <li>- access to safe drinking water;</li> <li>- influence on the creation of favorable and comfortable conditions in the households;</li> <li>- health promotion;</li> <li>- improving the quality of life in rural areas.</li> </ul>	from medium to high
Female headed households	Vulnerable group in the Project areas	<ul style="list-style-type: none"> <li>- ensuring access to safe drinking water;</li> <li>- creation of favorable and comfortable conditions in households;</li> <li>- participation in training to gain skills in sanitary and hygienic practices, which can help improve health and quality of life.</li> <li>- devoting more time to raising children.</li> </ul>	High

### 5.1.2. Other Interested Parties

Other interested parties include individuals/groups/organizations that may not be directly affected by the Project, but who consider or perceive their interests as affected by the Project, and/or who may in any way affect the Project and its implementation process. Other stakeholders include, but are not limited to, regional and rayon administrations, local businesses, government institutions that may be involved in various ways in the project as well as civil society, international organizations, the media, and general public. Details on other stakeholders are in Table 4.

**Table 4. Description of other stakeholders**

Interested party	Level	Description	Role in Project related issues	Importance
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Ministry of Finance (MF)	National	MF is the central state executive body that provides functions for development and implementation of state policy in the field of public financial management, as well as policy in the field of internal audit and public procurement.	The main MF objective is to formulate state policy on public finance management and non-tax payments, improvement of legal regulation in the field of internal audit, accounting and financial reporting of the general government sector, public procurement and management of external and internal public debt of the Kyrgyz Republic.	High
WRS MWRAPI	National	WRS MWRAPI is the administrative department performing functions of an executive authority in the field of drinking water supply and wastewater disposal.	The WRS MWRAPI objective includes the development and implementation of a unified state policy in the field of drinking water supply and sanitation; implement measures for (re)construction and rehabilitation of social objects and drinking water supply and sanitation facilities/ structures, financed from the republican budget, international projects and other sources that are not in contradiction to the legislation of the KR.	High
State Institution for Development of Drinking Water Supply and Wastewater Disposal under WRS (SIDDWSWD)	National	SIDDWSWD executes its activities in development of centralized drinking water supply and sanitation in a residential area.	SIDDWSWD is the implementing agency for public investment projects in the field of drinking water supply and sanitation; - acts as a customer for (re)construction of centralized drinking water supply and sanitation facilities/structures, financed from the republican budget and international projects.	High
Ministry of Natural Resources, Ecology and Technical Supervision (MNRETS)	National	MNRETS KR carries out the development and implementation of state policy and coordination in the areas of environmental protection, ecology and climate,	MNRETS implements state policy in water quality management; conducts state environmental assessment of projects; supervision of compliance with environmental requirements.	Medium

		geology and subsoil use, use and protection of natural resources, including biological resources, subsoil and water resources, with the exception of irrigation and reclamation infrastructure, exercising state control and supervision for compliance with the requirements of environmental, industrial safety, mining safety, subsoil protection, quality of coal and fuel.		
Other relevant ministries and agencies	National	State bodies exercising state control and supervision of compliance with requirements in the field of drinking water supply and sanitation.	The functions of the relevant government agencies include registration and issuance of documents; control over civil works of WSS, social and environmental safety; drinking water quality control, etc.	High
Local self-governments (LSG)	Local	LSGs are representative, executive bodies that ensure the solution of issues of local importance.	The functions of LSG include control over the activities of enterprises, organizations and institutions, other business entities for implementation of environmental protection legislation, the use of lands and natural resources, compliance with the rules and regulations of urban planning and architecture, sanitary standards, environmental measures in the manner prescribed by law.	High



### 5.1.3. Vulnerable individuals or groups

As a special category of stakeholders, SEP also identifies vulnerable groups, that is individuals or groups that may need a special approach while interacting with them, due to their vulnerable status, in order to ensure their equal representation under a consultation process, and decision-making related to the Project. Under the Project, these may be groups that, due to various reasons (for example, disability), find it especially difficult to access information and convey their opinion about the Project and its impact. As described in the Table 3 above, a vulnerable group includes following category of individuals:

- low-income households;
- people with disabilities;
- elderly people;
- female headed households.

More detailed assessment for subprojects will be carried out at an early stage of the Project implementation and stakeholder engagement activities will be adapted to the needs of social groups who may be excluded on the basis of belief, ethnicity, gender, social status or any other issues. Discussions with vulnerable/disadvantaged groups affected by the project are aimed at providing opportunities for a baseline study, on the ground, of the potential social impacts of the Project activities in selected subprojects. Focus group discussions will be organized for vulnerable groups, taking into account their specific needs (if any) and suggestions received during consultations.

Project will ensure that consultations with local communities include vulnerable groups, presentations will be made in Kyrgyz and other languages (as necessary) to make them understandable for local community members.

Communities in Project areas will be engaged to ensure that the needs of vulnerable households are taken into account, for example, through support for vulnerable groups in water services and/or additional incentives that may be aimed at ensuring that poor and vulnerable households are able to connect to newly developed water networks. Transportation services (if any) for vulnerable groups to participate in public consultations will be coordinated and decided by the participating municipalities.

### 5.2. Impact Assessment and Risk Management

The project's impact assessment and risk management results are summarized in the Table 5 below. The nature of impacts and scope of activities will be clarified once the subproject designs are finalized. The Environmental and Social Assessment will assess the risks and impacts and provide recommendations on appropriate mitigation measures to be performed.

**Table 5. Impact assessment and risk management**

Project Affected Parties	Impact	Mitigation measures	Responsibilities
<b>Target community/subprojects selection stage</b>			
Residents in the subprojects area	Refusal of village residents to participate in the Project due to the lack of	Careful selection of target communities according to selection criteria such as: • lack of access to safe drinking	SIDDWSWD  PIU

	consideration of the population's opinion regarding the construction and/or rehabilitation of the drinking water supply system, given that after the commissioning of the WSS, a tariff for the drinking water supply service will be established.	<p>water;</p> <ul style="list-style-type: none"> <li>• willingness and consent of the population;</li> <li>• economic expediency;</li> <li>• availability of potential to ensure further sustainability of the SWS operation.</li> </ul> <p>Conduct explanatory work with local self-government bodies to inform the population about the importance of the health of each resident through the availability of safe drinking water in the village and the priority of construction and/or rehabilitation of water supply systems.</p> <p>Dissemination of information using channels such as: WA messengers, through activists and village leaders, quarterly meetings, etc.</p>	<p>Local authorities</p> <p>Local activists</p>
Residents in the subprojects area	Residents' dissatisfaction with the increase of the existing tariff for water supply services, which is below its level of reimbursable costs, and definitely, after the commissioning of the water supply system, the tariff will be increased to the appropriate level.	<p>Within the framework of the project, carry out the following activities:</p> <ul style="list-style-type: none"> <li>- outreach activities so that the target group can receive information and access to the benefits of the project.</li> <li>- building the capacity of local self-government bodies and small-scale municipalities responsible for the provision of: services on tariff setting issues, systems for issuing invoices for payment and its collection, training in the operation and maintenance of systems (for example, disinfection), water quality testing, consumer relations, grievance redress mechanisms, human resource management and commercial management, etc.</li> </ul>	<p>PIU SIDDWSWD</p> <p>AO</p>
<b>Subprojects design stage</b>			
Residents in the subprojects area living on the outskirts of villages and in new residential	Limiting access to safe drinking water through exclusion and/or non-inclusion into the subproject.	Regular meetings with stakeholders to agree on an action plan to cover all streets and households in order to avoid of social tension during civil works of WSS in the subproject.	<p>PIU SIDDWSWD</p> <p>AO</p> <p>Designing institute</p> <p>Local activists</p>

areas.			
Project affected parties in the subprojects area.	<p>Risks of disproportionate impact of the project on population groups that is disadvantaged or vulnerable due to specific conditions.</p> <p>Possible exclusion of beneficiaries or vulnerable groups due to lack of information.</p>	<p>Explanatory work and activities so that the target group can receive information and access to the benefits of the project.</p> <p>Information disclosure</p> <p>Participatory subproject designs through a collaborative, community-driven approach including affected parties</p> <p>Participatory monitoring of ongoing construction works which will include community representatives.</p> <p>GRM</p>	<p>PIU SIDDWSWD social and environmental staff. Representatives of local government bodies.</p>
	<p>Any bias or discrimination against individuals or groups in providing them with access to development resources and benefits from the project, especially groups of people who may be disadvantaged or vulnerable.</p>	<p>Appropriate social, environmental, labor standards, standards for interaction with stakeholders in the implementation of project activities will be developed and clauses on non-discrimination based on age, religion, ethnicity, gender, physical and other grounds will be included.</p> <p>GRM.</p>	<p>PIU SIDDWSWD social and environmental staff. Representatives of local government bodies</p>
<b>Subprojects implementation stage</b>			
Project Affected parties	<p>Negative economic and social consequences associated with involuntary resettlement, land acquisition, temporary land use restrictions, temporary restricted access to public utilities.</p>	<p>An Environmental and Social Management Framework (ESMF), a Resettlement Policy Framework (RPF) have been developed to serve as “guidance” to provide detailed information on procedures, criteria and responsibilities for each subproject, including screening of environmental and social impacts, preparation and implementation of mitigation measures and monitoring. Meaningful, extensive consultations with PAPs.</p> <p>GRM.</p>	<p>PIU SIDDWSWD social and environmental staff. Representatives of local government bodies.</p>
	<p>Possible impacts on the health, safety and welfare of workers and the public.</p>	<p>Development and implementation of the Environmental and Social Management Plans (ESMPs). Compliance of the Contractors with</p>	<p>PIU SIDDWSWD social and environmental staff. Representatives of</p>

		occupational safety and health rules and standards (ESMP, OHS) Timely notification of the population about the schedule of upcoming construction work. GRM.	local government bodies. Contracting companies.
Vulnerable groups  Women and children	Risks of sexual exploitation/abuse and harassment.	Governed by the development and implementation of a Labor Management Procedure (LMP) and Code of Conduct, with the establishment of anonymous and secure grievance mechanisms (GRM).	PIU SIDDWSWD social and environmental staff. Representatives of local government bodies. Contracting companies.

## 6. STAKEHOLDER ENGAGEMENT PROGRAM

PIU SIDDWSWD will consult with the public and all relevant stakeholders on key activities related to the Project. PIU will provide information on Project progress, feasibility studies, technical, environmental and social assessments, request feedback from stakeholders and the public on Project activities. The results of such consultations will be agreed with the participants and documented. Feedback, opinions, and proposals received from stakeholders will be duly considered. Planned activities are given in Tables No. 6 and No. 7.

### 6.1. Project implementation mechanism

Key institutions involved in the implementation include the MoF, the MWRAPI and its SIDDWSWD, DWSSPs, and local self-government bodies (AOs) at the local level. The SIDDWSWD will coordinate the project and establish the required capacity at the regional and local level for service delivery.

SIDDWSWD is responsible for the development of both rural and urban water supply and sanitation sectors, including policy, planning and coordination of the sector. Its responsibility will include the general responsibilities of the implementing agency for water, sanitation and wastewater treatment; overall sector coordination and development policy support, liaison with government and donors, participation in all procurement activities (e.g. as a member of the evaluation committee), identification and prioritization of sector activities (including infrastructure investments and institutional support), coordination of organizational support activities on national level.

Also, SIDDWSWD will take the overall responsibility for the implementation of the Project. The WRS will receive support through the PIU SIDDWSWD, which is tasked with performing a fiduciary function (expenditure, financial management, procurement, environmental/social standards, and monitoring and evaluation). Social and environmental standards will be implemented in accordance with the requirements of the World Bank's ESF, which will be set out in the ESCP as part of the Financing Agreement. All project operational modalities will be detailed in the Project Operations Manual (POM) to be prepared prior to project effectiveness.

**Table 6. Key activities to inform/involve other Project stakeholders**

Topic	Method	Schedule	Responsible
Environmental and social impacts of the Project.	Public consultations/hearings. Disclosure of information on the SIDDWSWD website. Social media of PIU SIDDWSWD. Village meetings. WhatsApp messenger-instant messaging and voice communication via smartphone. GRM.	According to the schedule for preparation and implementation of subprojects.	PIU SIDDWSWD  AiyI Okmotu
Information about the Project implementation mechanism.	Information meetings. Information boards with Project information. Disclosure of information on the SIDDWSWD	At the beginning of the Project implementation, then according to the schedule of	PIU SIDDWSWD  AiyI Okmotu

	website. PIU SIDDWSWD social media. GRM	preparation and implementation of subprojects.	
Grievances, suggestions, consideration of opinions.	GRM	Regularly	PIU SIDDWSWD Aiyi Okmotu MWE
Capacity building of project affected parties.	In accordance with the developed plan and program of information and educational activities.	Regularly according to the schedule in accordance with the Program of information and educational activities.	PIU SIDDWSWD
Discussion of subprojects.	Information meetings/ consultations. SIDDWSWD website. PIU SIDDWSWD social media. Information disclosure.	According to the schedule of preparation and implementation of subprojects.	PIU SIDDWSWD Aiyi Okmotu MWE
Regular monitoring. Interim assessment. Final evaluation.	Questionnaire on the satisfaction of project beneficiaries/affected persons.	Regularly. Mid-project implementation and final evaluation	PIU SIDDWSWD Consultants on evaluation.
General information about the Project implementation process.	Press tours for the Mass media. PIU social media SIDDWSWD website. Reports.	Regularly throughout the Project implementation.	PIU SIDDWSWD

**Table 7. Plan of activities for interaction with Project stakeholders**

<b>Responsibility</b>	<b>Stakeholders</b>	<b>Objective</b>	<b>Interaction methods</b>	<b>Communication channels</b>	<b>Venue</b>	<b>Periodicity</b>
The World Bank	MF KR WRS SIDDWSWD PIU	Regularly monitoring the Project progress and provide project technical support.	Technical Missions Aide Memoirs	Emails, Technical support missions for implementation and project supervision.	Subprojects visits, Video conferences.	Semi-annual progress reports, Semi-annual ESCP implementation reports Semi-annual Missions, Regular monitoring visits to subprojects.
Ministry of Finance of the KR	MEC, WRS, SIDDWSWD, WB	Exchanging information, reviews, authorization and appeal for support to inform the KR government bodies of the financial guarantee.	Project progress, budget and funding. Official inquiries and letters.	Official internal, external communication, written official letters requests and mail.	Visits, Official meetings	Regularly.
WRS, SIDDWSWD	MF WB SIDDWSWD PIU	Implementation of the Project. Technical supervision of construction contractors. Social and environmental supervision.	Procurement. Coordination of activities of consulting companies to elaborate on design and estimate documentation, ESA, ESMP. Public consultations. Monitoring the activities	Official internal & external communication. Written official letters requests and mail. Email and other channels.	Construction sites of subprojects. PIU office. AO & MWE offices.	Semi-annual basis

			of (sub)contractors. Summarizing monthly reports on the ESMP implementation submitted by (sub)contractors. Preparation and submission of semi-annual reports to the WB.			
PIU	All stakeholders, including the beneficiaries and PAPs. Other interested parties.	Effectively implement project components. Increase interaction with the PAPs. Disclosure of information on the environmental and social aspects of the project. Get feedbacks.	Press conferences, seminars, face-to-face meetings with all (sub)project stakeholders. Mass media/social media. Information board. Stakeholders/beneficiaries' opinions of affected person's/perception surveys, communication materials. Public consultations and GRM	Official internal & external communication. Written official letters. Requests and email. Other communication channels.	(Sub)project locations, PIU office, MWE offices	Regularly
Project affected parties	PIU AO MWE	Participation in project implementation, including subproject design, site-specific environmental and social assessments and environmental and social impact	Requests/grievances Proposals/ Suggestions	Channels of feedback: telephone, e-mail, website, and a designated office worker. Grievance mechanism.	Subproject site AO MWE PIU	Throughout the project implementation



		mitigation measures.		Public consultations.		
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## 6.2. Stakeholder engagement roles and responsibilities

A key stakeholder engagement team includes the PIU SIDDWSWD staff members (chief engineer, environmental and social specialists, M&E specialists, fiduciary specialists) will be responsible for and lead all aspects of stakeholders' engagement. However, to implement the various SEP activities, the PIU will need to coordinate closely with other key stakeholders, other national and local government agencies, a (sub)contractor, and affected communities and people. The roles and responsibilities of these participants/stakeholders are described in Table 8 below.

**Table 8. Responsibilities of key participants/stakeholders in SEP implementation**

Acting party	Responsibility
SIDDWSWD	<ul style="list-style-type: none"> <li>• General coordination and supervision over a project progress;</li> <li>• Accountability to WRS MWRAPI under the Cabinet of Ministers KR.</li> </ul>
PIU	<ul style="list-style-type: none"> <li>• Planning and applying SEP;</li> <li>• Key Stakeholder Engagement Activities;</li> <li>• Grievance Mechanism;</li> <li>• Coordination/control of a (sub)contractor activities under ESCP and ESS;</li> <li>• Monitoring and reporting on social and environmental indicators to the Cabinet of Ministers KR and World Bank.</li> </ul>
(Sub)contractors	<ul style="list-style-type: none"> <li>• Inform the PIU of any stakeholder engagement issues;</li> <li>• Transmit and resolve (re)construction work grievances in close coordination and direction of the PIU;</li> <li>• Prepare, disclose as needed and implement ESMPs;</li> <li>• Inform local communities about any environmental monitoring, for example, monitoring of noise, vibration, water quality;</li> <li>• Announce important (re)construction works</li> </ul>
State bodies: - Ministry of Economy and Commerce; - Ministry of Natural Resources, Environment and Technical Supervision; - State Agency for Land Resources. - other relevant state ministries and agencies.	<ul style="list-style-type: none"> <li>• Monitoring a (sub)project compliance with the KR legislation;</li> <li>• Participate in implementation of some activities according to ESMF/RPF and SEP;</li> <li>• Participate in the implementation of a land acquisition process;</li> <li>• Make available and engage with the public in analysis and environmental and social impact assessment reports.</li> </ul>
Project affected municipalities.	<ul style="list-style-type: none"> <li>• Provide assistance to the PIU in carrying out activities with the participation of local communities within the framework of the SEP implementation;</li> <li>• Refer all grievances to the PIU Social specialist and participate in a local grievance process;</li> <li>• Provide assistance to the PIU in executing activities with participation of local communities while implementing SEP;</li> <li>• Provide access to disclosed environmental and social documents.</li> </ul>

Project affected people	<ul style="list-style-type: none"> <li>• Invited to participate and raise an issue about a (sub)project at meetings, and in discussions with the PIU Monitoring and Surveillance team, where it is of interest or relevance;</li> <li>• Filing grievances using the GRM defined in SEP (section on grievance mechanism);</li> <li>• Assist a (sub)project identify mitigation measures.</li> </ul>
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### **6.3. Stakeholder engagement methods**

#### **6.3.1. Public consultations**

As part of the Project's launch, the SIDDWSWD PIU organizes meetings to launch the Project in the Project areas. The SIDDWSWD PIU environmental and social team will assist in organizing and conducting public meetings in accordance with the schedule of the Project activities throughout the life of the Project. In order to confirm the activities carried out, all information will be recorded in the minutes of public meetings, hearings and introductory meetings, and participant registration sheets and photographs will also be attached.

#### **6.3.2. Public Relations and social media**

The public relations specialist of the PIU will be involved in the Project to prepare and post information about the Project on the SIDDWSWD website and social networks throughout the entire Project cycle in the state and official languages. Social media channels will be used to the maximum extent possible to disseminate information as social media usage rates (especially Facebook) are high among users of different ages and backgrounds affected by the Project.

#### **6.3.3. Communication materials**

Written information will be made available to the public through a variety of information materials including brochures, leaflets, posters, etc. A specially designed public relations tool will be developed and distributed in both print and online formats. The PIU will also regularly update the SIDDWSWD website with major Project updates and reports on the Project's environmental and social performance in Russian language. The website will also provide information on the project's grievance mechanism.

#### **6.3.4. Strengthening the capacity of Stakeholders**

Training sessions on a variety of environmental and social issues will be provided to the stakeholders, including environmental and social management instruments, development and implementation, awareness raising, labor issues, SEA/SH risks, SEP and GRM.

#### **6.3.5. Grievance mechanism**

In accordance with the requirement of the World Bank ESS 10, a dedicated grievance mechanism will be established for the Project. Specific communication materials (GRM brochures, posters) will be created to help local residents become familiar with grievance channels and procedures. Internal GRM training will also be provided to PIU staff and contractors. The Project website will contain clear information on how any interested party can submit feedback, questions, comments, concerns and complaints, and will include the ability to submit complaints electronically.

#### **6.3.6. Press tours for representatives of the Mass media and online publications at local and national levels**

During and/or after completion of the construction and/or rehabilitation of the water supply system in the subprojects, press tours will be organized for representatives of the Mass media and online publications to the target subprojects in order to inform the population about the results and/or status of the subprojects. Also, as necessary, demonstration tours for selected stakeholders, from the media or local governments, to target subprojects in order to familiarize and inform about the

results and/or status of water supply system facilities. These activities will be organized and conducted in accordance with the Project plan and schedule.

#### **6.3.7. Information boards**

Information boards about the Project will be organized in each subproject, where Project information on interaction with stakeholders, timing, construction progress and types of work, contact details of the local Project representative, etc. will be posted. Information stands will be located in the AO, MWE offices, where they will be easily accessible to persons affected by the project and other interested parties and who can familiarize with information about the Project, the mechanism for submitting and considering citizens' appeals. These information boards will be displayed brochures and leaflets on various social and environmental issues related to the (sub)project.

#### **6.4. Strategy to consider the views of vulnerable groups**

The Project will take measures to ensure that disadvantaged and vulnerable groups have equal opportunities to participate in project activities, have access to project information and benefits, provide feedback or lodge complaints/complaints. Project representatives in (sub)projects will help ensure comprehensive coverage of all groups of population. Awareness-raising activities will be conducted in AOs and MWE covered by the Project to ensure wider participation of target population groups. All the abovementioned stakeholder engagement methods, specifically targeting vulnerable groups, will be used by the PIU as required.

#### **6.5. Information disclosure**

As part of the Project, the website of the SIDDWSWD will be used to disclose project documentation, including environmental and social indicators in the state and official languages. All future environmental and social monitoring reports listed in the above sections will be published on this website. Project information (including construction news and related environmental and social data) will also be posted on this website. The site will also provide easy-to-understand guidance on terminology used in environmental and social reports or documents. All information brochures/leaflets will be posted on the website. An electronic complaint form will also be available on the website. Contact details for the PIU team and all environmental and social safety officers will also be posted on the website. The PIU will regularly update and maintain the website. Details of the Project information disclosure are given in Table 9.

**Table 9. Information disclosure**

Type of information	Responsibility	Target groups	Frequency	Channel \ Venue
General information about the project, including components, planned activities, all ESF instruments	PIU SIDDWSWD	All stakeholders	During the project preparation and prior to commencement of the project implementation  Any updates throughout the project implementation	SIDDWSWD website Public consultations/hearings. Disclosure of information on the SIDDWSWD website. Social media of PIU SIDDWSWD. Village meetings. WhatsApp messenger-instant messaging and voice communication via smartphone. GRM.
Grievance Redress Mechanism (GRM),  GRM channels  GRM data	PIU SIDDWSWD  Relevant local authorities/ municipalities	All stakeholders	Throughout the project implementation	SIDDWSWD website. Relevant local authorities'/ municipalities website, if any. Relevant AO/MWE information boards/offices PIU Facebook page WhatsApp Groups
Project progress reports	PIU SIDDWSWD	All stakeholders	Semi-annual basis	SIDDWSWD website
Semi-annual monitoring reports on environmental and social standards performance.	PIU SIDDWSWD	All stakeholders	Semi-annual base	SIDDWSWD website
Environmental and Social impacts and mitigation measures,	PIU SIDDWSWD  Relevant local authorities/	All stakeholders, including local communities.	Draft ESMP, RAP during environmental and social impact assessment before	SIDDWSWD website  Relevant local authorities/

including ESMPs and RAPS	municipalities	Project beneficiaries in relevant subproject area.	public consultations. Final ESMP, RAP – after approval by EA/WB prior to start civil works.	municipalities website, if any Relevant AO/MWE information boards/ offices Public Consultations
News about the Project status in subprojects	PIU SIDDWSWD Relevant local authorities/ municipalities	All stakeholders, including local communities Project beneficiaries in relevant subproject area.	According to the project's implementation plan and schedule to start civil works.	SIDDWSWD website Relevant local authorities/ municipalities website, if any Relevant AO/MWE information boards/ offices. PIU Facebook page
Any brochures/leaflets about the project activities	PIU SIDDWSWD Relevant local authorities/ municipalities	All stakeholders, including local communities Project beneficiaries in relevant subproject area.	Throughout the project implementation	SIDDWSWD website. Relevant local authorities/ municipalities website, if any. Relevant AO/MWE information boards/ offices.

## 6.6. Estimated budget

The estimated budget for the implementation of this stakeholder engagement plan tentatively over a four-year period is shown in Table 10. Activities will be funded under the Project Management component. The following stakeholder engagement activities cover various environmental and social issues that may be part of other (sub)project instruments/activities, so it is possible that they are also included in other plans. However, Table 10 below reflects all stakeholder engagement activities in this document for better coordination and monitoring. The PIU SIDDWSWD will review this plan once a year to determine if any changes are required in classification, or stakeholder engagement. If this happens, the plan will be updated, and the new version will be agreed upon and approved by the World Bank and disclosed.

**Table 10. Stakeholders Engagement Plan - estimated budget (4-year)**

Stakeholder Engagement Activities	Quantity	Price per unit (USD)	Timeline	Total cost (USD)	Note
PIU staff responsible for communications	1	1000	4	48 000	
Staff travel expenses (cost per year)		3000	4	12 000	
Information boards (in each target residential area)	80	120	1	9 600	
Launching Project	3	2500	1	7 500	Rent of space, meal, printed materials
Meetings with local communities	50	100	4	5 000	
Information materials (brochures, posters, PR materials, including design)				25 000	different topics, community health/safety, environment and land acquisition, etc.
Press tour for Mass media representatives	7	1, 000	2	14 000	
Training for related PIU staff and contractor/ consultant	5	1000	2	5 000	
GRM activities:					
Information materials (brochures on GRM)	100 000	0,5	1	50 000	
Internal training of Project staff and contractor on GRM.	1	1000	4	4 000	
<b>Grand-total:</b>				<b>180000</b>	

## **7. GRIEVANCE REDRESS MECHANISM**

In accordance with the requirements of the ESS10, the PIU SIDDWSWD will apply its Grievance Redress Mechanism (GRM) to relevant component activities during the Project implementation. The GRM will streamline the process of receiving, considering and resolving complaints that may arise as a result of the implementation of the activities of this Project.

The GRM process is necessary to ensure that direct and indirect beneficiaries, stakeholders and Project staff have the opportunity, at all stages of Project implementation:

- access to information about the Project;
- at all stages of the Project, the direct and indirect affected people and beneficiaries of the Project can submit their complaints or wishes for improving the Project activities;
- in increasing transparency and publicity in the process of implementing Project activities;
- timely eliminating of issues/problems, preferably without any costs and with a guarantee of their timely solution.

Applications directly related to the Project implementation are subject to consideration. Appeals or complaints can be both individual and collective. This mechanism also allows to submit and review anonymous complaints. In accordance with the Law of the Kyrgyz Republic “On the procedure for considering citizens’ appeals” dated May 4, 2007 No. 67, citizens/residents of subprojects can send any appeals on issues related to the scope of the Project at all stages of its implementation. The GRM will be applied to the entire Project, however, mostly will be focused on the construction and/or rehabilitation component of the water supply and sanitation systems, since residents/population living in the selected areas and the Project area will be directly adversely affected by the Project activities, and social issues may arise, environmental, and other nature, during water supply and sanitation systems.

### **7.1. Key objectives of GRM**

- Register, check, review, monitor and respond to complaints received or appeals related to social, environmental and any other issues related to the Project activities;
- Come to mutually coordinated/agreed solutions that are satisfactory for a (sub)project and project-affected persons, and resolve any grievances locally in consultation with the affected party;
- Facilitate the development process at the local level, while maintaining transparency, and establish the degree of accountability to project-affected persons;
- Establish feedback;
- Allow vulnerable individuals and/or groups to express their views.

### **7.2. Grievance review and resolution process**

A mechanism for reviewing complaints/appeals of citizens affected during the Project implementation period and providing appropriate responses in all interested issues of the project activities including social and environmental safety measures and gender issues will be implemented according to the following three levels, i.e. Commissions for consideration of appeals are created at all levels.

It is important to note that the PIU SIDDWSWD will apply the approach used in community mobilization process during the implementation of the current ongoing Project, through the creation of a village water committee (VWC) consisting of representatives of the aiyl okmotu, aiyl kenesh, council of elders, council of women, council of youth, vulnerable categories of the population, ethnic minorities, small-scale communities or small communities, as well as from interested village residents. The main goal of the formation of the VWC and interaction with it is to promote the Project to the broad involvement of village residents to participate in the process of resolving issues of water supply and sanitation in the village, as well as in:



- disseminating reliable information among village residents about the progress of the project for the construction/rehabilitation of water supply systems and modernization of sanitation facilities of social institutions;
- assistance in increasing transparency and publicity in the process of implementing Project activities;
- conducting joint monitoring of the activities of aiyl okmotu and VWC in managing the water supply system and providing the population with safe drinking water.

Creation of VWC at the subproject level is carried out during the introductory village meeting, where the villagers provided with the information about the Project, the composition of the VWC and adopted its Regulation, which are all together recorded in the protocols\minutes of the general introductory meeting of the village. At the first meeting of the VWC, a chairman, secretary and person responsible for promoting the GRM in the subproject are elected. The information is recorded in the protocol\minutes of the first meeting of VWC.

The Project provides training on the project implementation mechanism for the representatives of local self-government bodies, Aiyl Kenesh, MWE, village activists, local NGOs and community organizations. During the training process, in order to broadly involve village residents in providing reliable and timely information on the progress of project implementation in the subproject, as well as timely and prompt response to requests/complaints of village residents, mobile water supply groups are created in the context of streets and/or village blocks consisting of a number of active and interested residents. The number of groups depends on the population and the geographical location of the village. The number of members of these mobile WA groups varies from 10 to 25 people, who unite virtually through WhatsApp groups (WA). The leaders of these WA groups are members of the VWC. During the civil works of the water supply system in the subproject, residents of a certain area/street can receive specific answers to their questions from the relevant specialists of the PIU SIDDWSWD project, who are required to be members of each WhatsApp group. The responsible member of the VWC produces all appeals/complaints in the register of citizens' appeals. At the sub-project level, responsibility for maintaining the GRM is assigned to the PIU SIDDWSWD Institutional Development Project Field Officer. Also, the PIU SIDDWSWD has organized a special channel through a mobile phone with support for voice and video communication at GRM numbers + 996 998 544 575 and +996 707 544 575. Thus, at the initial stage, the VWC listens to the Applicant and offers acceptable solutions. If the Applicant is not satisfied with the decision of the VWC, he\she submits a complaint in written form to the local Appeals Review Commission (Annex 2).

Further, the Commission for consideration of appeals of citizens at the local level is created at the level of aiyl okmotu on the basis of the Order of the AO, consisting of the head of the AO, who is the chairman of the Commission, the chairman of the Aiyl Kenesh is appointed as the co-chairman of the Commission, representatives of the regional branch of the state institution 'Cadaster", the territorial department of the Ministry of Natural Resources and Sciences of the Kyrgyz Republic and regional department of SES, director of the municipal water enterprise (MWE), chairman of the VWC of the subproject, a resident of the village and representative of the PIU in the subproject.

Regarding the Commission for the consideration of citizens' appeals at the national level, within the framework of the current Project of the PIU SIDDWSWD, this Commission was created on the basis of the Order of the SIDDWSWD under WRS No.27/p dated 09.11.2023. The members of the Commission:

- The Director of the SIDDWSWD - is the chairman of the Commission for the consideration of citizens' appeals;
- Head of the Department of Drinking Water Supply and Wastewater Disposal of the SIDDWSWD - co-chairman of the Commission;

- Representative of the State Agency for Civil Service Affairs and Local Self-Government Affairs;
- Representative of the department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic;
- Representative of the Department of Disease Prevention and State Sanitary and Epidemiological Surveillance of the Ministry of Health of the Kyrgyz Republic;
- Director of the PIU SIDDWSWD;
- PIU Environmental specialist;
- PIU Social Development specialist.

Table 11 provides information on the levels, deadlines and responsibilities for considering appeals and complaints from citizens and stakeholders.

**Table 11. Grievance management matrix**

Step	Action level	Process	Consideration period
1	Decision of the Village Water Committee at the subproject level (VWC)	At the initial stage, the VWC listens to the Applicant and offers acceptable solutions. If the Applicant is not satisfied with the decision of the VWC, he or she submits a complaint in written form to the local Appeals Review Commission.	2-3 working days
2	Decision at the aйл okmotu level	After receiving a written application from the Applicant, the AO Commission at the local level will analyze the application and prepare a package of documents. The decision of the majority of the Commission members is considered final and the final protocol is signed. The decision is made within 14 working days with the conclusion of the commission's decision sent to the Applicant. If, the Applicant is not satisfied with the decision of the local Commission, he/she submits an appeal in written form to the Central Level Commission with the conclusion and supporting documents received at the local level.	14 working days
3	Decision at the National level	After receiving a written application from the Applicant, the Commission at the central level will review and prepare a package of application documents. The official hearing is held on a date agreed upon with the members of the Commission. Members of the Commission will contact the Applicant by telephone and organize a visit to the Applicant's community to verify an objective assessment of the facts and check their reliability, if necessary. Within 14 working days after filing the application, the Commission makes a decision	14 working days

		and signs the final protocol for further provision to the Applicant.	
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Source: SIDDWSWD

At all levels, the PIU Social development specialist will maintain direct communication with PAPs. The project will determine the validity of the complaint and notify the PAP that he/she will be assisted. The response will be provided within the above time frames specified in the matrix above, during which meetings and discussions will be held with the project affected person. In cases when the resolution of a complaint requires a special inspection (expertise), request for additional materials or the adoption of other measures, the deadline for resolving complaints may, as an exception, be extended, but not more than by 30 calendar days in accordance with the Law of the Kyrgyz Republic dated May 4, 2007, No.67 "On the procedure for considering citizens' appeals." The project will help PAPs at all stages to resolve the complaint and ensure that their complaint is addressed in the best possible way.

The Project GRM is not an obstacle to apply to court, in accordance with the legislation of the Kyrgyz Republic, PAPs have the right to go to court at any stage of consideration of his/her complaint. The Project will consider anonymous complaints and take action on them.

All incoming complaints or appeals are subject to registration in the Grievance Log at the local and national levels, information from which is duplicated in the electronic database. The database must contain, at a minimum, relevant information about the date of submission, registration number, nature of the issue, responsible person, deadline for resolving the problem, result of review and feedback (positive/negative). It is important to note the process of feedback from the applicant of appeals/complaints regarding satisfaction with the resolution of his/her appeal/complaint.

Data from local level appeals/complaints are submitted to the PIU central office through a monthly report from the PIU regional specialist in the subproject. The responsible employee of the PIU for GRM management records GRM data on a monthly basis in the 1C electronic information system of the PIU.

Within the framework of the current Project, the PIU SIDDWSWD has established the following communication channels through which residents/beneficiaries can send appeals at different stages of the Project implementation:

- WhatsApp group - an instant messaging system for mobile devices with support for voice and video communication to the following GRM numbers + 996 998 544 575 and +996 707 544 575;
- oral or written requests received during working meetings on site and by Project field specialists in the subproject;
- incoming correspondence of the PIU reception;
- incoming correspondence by email [PIU@tunuksuu.kg](mailto:PIU@tunuksuu.kg)
- by mail – Bishkek, Str. Baytik Baatyr 34.
- by phone – +996 312 544 575.

### **7.3. Handling sensitive grievances**

Taking into account the standards regarding the prevention of sexual exploitation and abuse / sexual harassment (SEA/SH), which, in accordance with the requirements of the World Bank, must be observed in all projects financed by the World Bank, these standards will be observed, and responsibilities take action to raise awareness on the prevention and mitigation of SEA/SH. At all stages of the project implementation, all project staff and contractors will be informed about the understanding of the principles of control and prevention of risks of SEA/SH. The GRM will ensure the access and confidentiality of the complaint mechanism and will allow the complainant not to

fear retaliation. These complaints will be investigated without undue delay, and all perpetrators will be held accountable. SEA/SH issues require some additional measures:

- Gender sensitivity will be taken into account when hiring specialists to work in PIU and field specialists to work in subprojects;
- All project specialists will be informed about SEA/SH issues;
  - ✓ In addition to the socio-cultural characteristics and non-violent communication ways in the training of workers, SEA/SH will also be on the agenda. Worker training will include the SEA/SH aspects, including definitions, types of violence and legal sanctions.
- The grievance mechanism will be accessible and ensure confidentiality of personal information;
- Awareness raising activities will be carried out to inform about the mechanism. The following types of information are presented in these studies:
  - ✓ o Rights of parties;
  - ✓ o Self-protection in cases of violence;
  - ✓ o Emergency phone numbers;
  - ✓ o Contact information of the institutions and organizations they can apply to;
  - ✓ o Grievance mechanism and privacy policy;
- The confidentiality principle of the grievance mechanism will be repeated in all information materials.

The project will utilize additional mitigation measures proportional to risk. The contractor will be responsible for developing the workforce management procedure, health, and safety plans as well as SEA/SH protocols which will apply to their own and subcontractor employees who work on the Project. These procedures and plans will be submitted to PIUs for review and approval before the contractors are allowed to mobilize to the field of construction. All contractors will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against SEA/SH, and PIUs staff in charge of contractor supervision will monitor and report the absence of forced labor and cases of SEA/SH. All personal data and complaints received by the GRM will be treated in a confidential manner, unless the complainant consents to the disclosure of their personal information. In particular, the confidentiality of sensitive issues and complaints related to SEA/SD received from communities will be respected.

#### **7.4. World Bank Grievance Redress Service**

Communities and individuals who believe that a World Bank-supported project is affecting them negatively can also file complaints directly with the Bank through the Bank's Grievance Redress Service (GRS) -

(<http://projects-beta.worldbank.org/en/projectsoperations/products-and-services/grievance-redress-service>). A complaint (grievance) can be filed in English, Kyrgyz or Russian, although consideration of complaints that are not in English will take additional time. A complaint can be filed with the Bank's GRS through the following channels:

- by email: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- by fax: +1.202.614.7313
- by mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA.

To the World Bank office in Kyrgyz Republic, at the address: 191, Abdrahmanov Str., Bishkek, Kyrgyz Republic, Hayatt Regency Bishkek, 720011, [bishkek@worldbank.org](mailto:bishkek@worldbank.org), and by phone: +996 312 625262

The complaint (grievance) must clearly state the adverse impact believed to be caused or likely to be caused by a Bank-supported project. It should, as far as possible, be supported by available

documentation and correspondence. The applicant can also indicate the desired outcome of the complaint (grievance). The complaint (grievance) must contain the full name of the person, applicant or designated representatives and contact information. Complaints filed through the GRS are dealt with as soon as possible so that problems related to the Project can be quickly resolved.

In addition, communities and individuals affected by the Project can file complaints (grievances) with the World Bank's Independent Inspection Panel, which then determines whether damage has been or could have been caused by the World Bank's failure to comply with its policies and procedures. Complaints (grievances) can be filed with the Inspection Panel at any time after the issue has been brought to the attention of the World Bank and after the management of the bank can respond. For more information on how to file complaints (grievances) with the World Bank's Inspection Panel, visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

## **8. MONITORING AND REPORTING**

Monitoring and evaluation of the stakeholder process is considered vital to enable PIU SIDDWSWD to respond to identified issues and modify the timing and nature of engagement activities to make them more effective. Compliance with the following characteristics / commitments / activities will help in achieving a successful interaction:

- Sufficient resources to complete the assignment;
- Inclusiveness (inclusion of key groups) while interacting with stakeholders;
- Promoting stakeholder engagement;
- Well-defined approaches;
- Transparency in all types of activities.

Monitoring the stakeholder engagement will allow to assess the effectiveness of this process. In particular, by identifying KPIs (key performance indicators) that reflect SEP objectives and specific actions and timelines, the process can be monitored and evaluated. In terms of time, two separate but interrelated monitoring activities will be implemented:

- During the implementation of activities: short-term monitoring, allowing to make adjustments / improvements during the assignment;
- After completion of all project activities, review of the outputs at the end of the project to assess the effectiveness of SEP as it was implemented, will be carried out.

### **8.1. Reporting on stakeholder engagement activities**

Interaction with stakeholders will be carried out in accordance with the WB policy and the requirement of the legislation of the Kyrgyz Republic on the need to inform all stakeholders about the implementation of the Project before the start of the Project. Subsequently, consultations with the public of the PIU SIDDWSWD will be carried out in all selected (sub)projects with the involvement of all stakeholders. If necessary, during the implementation of the Project, additional meetings/consultations with local stakeholders will be held. In addition, the engagement team, together with environmental and social specialists, will have the opportunity to review and evaluate effectiveness between engagement sessions, depending on the level of feedback received from stakeholders during these periods.

Effectiveness will be assessed based on the extent to which engagement activities and outcomes are consistent with those specified in this SEP. The following will be taken into account when assessing effectiveness:

- Materials distributed: types, frequency and location;
- Location and timing of formal engagement events and level of participation, including specific stakeholder groups;
- Number of people attending public or formal meetings disaggregated by gender, vulnerable groups;
- Number of comments received on specific issues, type of stakeholder and details of feedback provided;
- The number and type of stakeholders who meet with the Project team by mail, telephone and any other means of communication;
- Minutes of meetings, attendance registers and photo evidence;
- Comments received by government agencies, community leaders and other parties and shared with the project;
- The number and types of feedback and/or complaints, as well as the nature and timing of their resolution, and the extent to which the feedback and comments were taken into account and led to the implementation of corrective actions.

Reporting on environmental and social activities carried out by the PIU SIDDWSWD during the Project implementation phase will be carried out in accordance with the requirements of the ESCP.

### **8.2. Semi-annual and annual reports of the PIU SIDDWSWD**

During the design and construction phase of the Project, the Environmental and Social team will prepare brief monthly reports on the effectiveness of environmental and social measures for the Project management of the PIU, which will include updates on the implementation of the stakeholder engagement plan. Monthly reports will be used to compile semi-annual and annual reports will be reviewed by the management of the PIU. Semi-annual and annual reports will be published on the SIDDWSWD website.

### **8.3. Semi-Annual Environmental and Social Compliance Reports for the World Bank**

Semi-annual reports on environmental and social standards will be prepared and submitted to the World Bank during the Project implementation period. These reports will include a stakeholder engagement section that will provide updates on the implementation of the stakeholder engagement plan, including GRM.

## 9. ANNEXES

ANNEX 1. Scanned version of documents of the Public Hearings in a separate file

ANNEX 2. Sample grievance form

<b>Complaint Form</b>			
Complaint identification number (to be completed by the GRM responsible specialist):			
Contact details (a complaint can be submitted anonymously)	Name:		
	Address:		
	Telephone:		
	e-mail:		
Preferred method of communication (outline one)	By mail: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By e-mail:
Preferred language	<input type="checkbox"/> Kyrgyz	<input type="checkbox"/> Russian	<input type="checkbox"/> Other _____
Explain your complaint in detail. Please describe the problem, why it happened to, when and where it happened, how many times, etc. Describe it in as much detail as possible.			
What is your proposed resolution to the complaint, if any? What are your or the other party's proposed actions to resolve the issue?			
How did you submit this form to the project?	Website <input type="checkbox"/>	e-mail <input type="checkbox"/>	Manually <input type="checkbox"/>
	Personally <input type="checkbox"/>	by phone <input type="checkbox"/>	Other <input type="checkbox"/>
Who completed this form (if different from the person listed above)?	Full name and contact details:		
Signature			
Full name of the contact person designated by the responsible employee.			
Has the complaint been resolved or has it been referred to Complaints Panel 1?	<input type="checkbox"/> regulated	<input type="checkbox"/> Transferred	If transferred, indicate the date:
Has the complaint been resolved or has it been referred to Complaints Panel 2?	<input type="checkbox"/> regulated	<input type="checkbox"/> Transferred	If transferred, indicate the date:



<b>Completion</b>			
Final decision (briefly describe)			
	Short description	Accepted? (yes\no)	Confirmation signature
Suggested solution 1			
Suggested Solution 2			
Suggested Solution 3			