

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

**Resettlement Policy Framework  
“Rural Sanitation and Fecal Sludge Management” Project  
(P509563)**

**February 2026**

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## Abbreviations

|        |                                                                                         |
|--------|-----------------------------------------------------------------------------------------|
| AO     | Aiyl Okmotu                                                                             |
| AK     | Aiyl Kenesh                                                                             |
| CDWUU  | Community Drinking Water Users Union                                                    |
| DDWSWD | Department for the Development of Drinking Water Supply and Wastewater Disposal         |
| DDE    | Development of Design Estimates                                                         |
| DP     | Displaced person                                                                        |
| DMS    | Detailed Measurement Survey                                                             |
| DSI    | Detailed surveys indicators                                                             |
| GRM    | Grievance Redress Mechanism                                                             |
| IOL    | Inventory of Losses                                                                     |
| KR     | Kyrgyz Republic                                                                         |
| LA     | Local authorities                                                                       |
| LAR    | Land acquisition and Resettlement                                                       |
| LIR    | Loss Inventory Results                                                                  |
| M&E    | Monitoring and Evaluation                                                               |
| MWE    | Municipal water enterprise                                                              |
| MWRAPI | Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic |
| MPA    | Multi-phase program approach                                                            |
| OM     | Operational Manual                                                                      |
| PAP    | Project Affected Person                                                                 |
| PCU    | Project Coordination Unit                                                               |
| RAP    | Resettlement Action Plan                                                                |
| RPF    | Resettlement Policy Framework                                                           |
| SOE    | State owned enterprise                                                                  |
| WB     | The World Bank                                                                          |
| WSS    | Water supply and sanitation                                                             |
| WASH   | Water, sanitation and hygiene                                                           |
| WRS    | Water Resources Service                                                                 |

**DEFINITIONS**

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Involuntary Resettlement            | Project-related land acquisition or restrictions on land use which may cause physical displacement (relocation, loss of residential land or loss of shelter), economic displacement (loss of land, assets or access to assets, including those that lead to loss of income sources or other means of livelihood), or both.                                                                                                                                                                                                                                  |
| Cut-off date                        | The date of commencement of the census of persons affected by the project within the project area. This is the date on and beyond which any person whose land is occupied for project use will not be eligible for compensation.                                                                                                                                                                                                                                                                                                                            |
| Detailed measurement survey (DMS)   | With the aid of the approved detailed engineering design, this activity involves the finalization and/or validation of the results of the inventory of losses (IOL), severity of impacts, and list of APs. The final cost of resettlement can be determined following completion of the DMS.                                                                                                                                                                                                                                                                |
| Voluntary land donation             | Means that communities or individuals can agree to voluntarily donate land for subprojects for desired public benefits. The current principles of voluntary land donation are "informed consent and the right to choose". Informed consent means that the people involved are fully aware of the project, its implications and consequences and freely agree to participate in the project. The right of choice means that the people involved have the ability to agree or disagree without negative consequences formally or informally caused by others. |
| Compensation                        | Cash or in-kind payment of the replacement cost of assets to be acquired under the project.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Project affected person (PAP)       | A person or household exposed to direct economic and social impacts caused by:<br>(A) involuntary land acquisition resulting in (i) relocation or loss of shelter; (ii) loss of assets or access to assets; or (iii) loss of sources of income or livelihoods, whether or not those affected are required to relocate.<br>B) forced restriction of access to legally designated parks and protected areas, resulting in spillover effects on the livelihoods of displaced people.                                                                           |
| Restrictions on land use            | Land use restrictions refer to restrictions or prohibitions on the use of agricultural, residential, commercial, or other land uses that are directly represented and enforced by the project. This may include restrictions on access to legally designated parks and conservation areas, restrictions on access to other common property resources, and restrictions on the use of land within easements or safety zones.                                                                                                                                 |
| Resettlement Policy Framework (RPF) | The Resettlement Policy Framework (RPF) is the tool that will be used throughout project implementation. The RPF sets out the resettlement's objectives and principles, organizational arrangements and financing mechanisms for any resettlement that may be required during project implementation. The RPF guides the preparation of resettlement action plans of individual subprojects to address the needs of people who may be affected by the project.                                                                                              |

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Inventory of Losses (IOL)      | This is a process that identifies and measures all real property (i.e. land under residential structures and land used for commercial activities and/or agriculture; housing units; kiosks, stalls and stores; ancillary structures such as fences, gates, trees, etc., of commercial value and sources of income and subsistence within the Project Area, identifies their owners, establishes their exact location, and calculates their replacement cost. In addition, the extent of impacts to impacted property and the extent of impacts to the PAP's sources of income and productive capacity will be determined.                                                                                                                                                                                |
| Census                         | Counting the Project affected population by demographics and assets. Determination of the number of PAPs, nature and level of impacts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Resettlement Action Plan (RAP) | A resettlement document that is prepared after subproject location and contains specific and legally binding requirements to be complied with for resettlement, including compensation of PAPs prior to the commencement of any construction activities that lead to resettlement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Resettlement assistance        | Measures to assist PAPs who are likely to be physically resettled, e.g. resettlement grants, housing or rent, as feasible and necessary to facilitate the resettlement process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Land acquisition               | Land acquisition refers to all methods of obtaining land for project purposes, which may include outright purchase, expropriation of property, and acquisition of access rights such as easements or rights-of-way. Land acquisition may also include (a) acquisition of unoccupied or forgotten land, regardless of whether the landowner relies on such land for income or livelihood; (b) reclaiming public land that is used or occupied by people or households; and (c) project impacts that result in land being flooded or otherwise rendered unusable or inaccessible.                                                                                                                                                                                                                          |
| Easement                       | The right of a person to limited purposeful use of a land plot owned or used by another person.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Environmental Social standards | The ESS sets out the requirements for borrowers/clients related to the identification and assessment of environmental and social risks and impacts associated with projects supported by the Bank through investment project financing. 10 ESSs set standards that the Borrower/Client and the project must meet during the project life cycle.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Replacement cost               | The amount in cash or in-kind required to replace an asset for an amount determined to be compensation for: (a) agricultural land based on market prices that reflect recent sales of land prior to project initiation or resettlement, or in the absence of such recent sales, based on productive value; (b) residential land based on market prices that reflect recent sales of land prior to project initiation or resettlement, or in the absence of such recent sales, based on settlement with similar parameters; (c) houses and other related structures, based on current market prices for materials and labor without depreciation or deductions for salvaged building materials; d) crops, based on current market prices; (e) trees and other perennials, based on current market prices. |

|                           |                                                                                                                                                                                                                                                  |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Livelihood                | Livelihoods refer to the full range of means that individuals, families and communities use to earn a living, such as wage-based income, agriculture, fishing, finding food, other natural resource-based livelihoods, petty trade and barter.   |
| Rehabilitation Assistance | Providing assistance in addition to compensation like land preparation, training or employment to PAPs, improving their capacity in income generation and production levels or at least bringing their standard of living to pre-project levels. |
| Physical Displacement     | Loss of shelter, structures permanently affixed to land, crops, and other assets resulting from the acquisition of land or restrictions on land use associated with a project that requires the affected person(s) to move to another location.  |
| Economic Displacement     | Loss of income streams or means of livelihood resulting from land acquisition or obstructed access to resources (land, water, or forest) which results from the construction or operation of a project or its associated facilities.             |

## PREAMBLE

The Resettlement Policy Framework (hereinafter - RPF) provides guidance for developing appropriate mitigation measures and providing compensation, rehabilitation assistance for Project impacts in land acquisition, land use restrictions, and involuntary resettlement whose exact location is unknown.

The main Program development objective (hereinafter – PDO) is to assist the Kyrgyz Republic to improve access to basic sanitation services, and improve entrepreneurial skills and access to employment in the in Ak-Suu District of the Issyk-Kul oblasts of the Kyrgyz Republic.

This RPF includes the procedures and mechanisms that the project will implement to ensure compliance with the World Bank's Environmental and Social Framework, Environmental and Social Standard 5 (ESS5): “Land Acquisition, Restrictions on Land Use and Involuntary Resettlement”, and legislative and regulatory legal acts of the Kyrgyz Republic.

## 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 help quick start a pilot for safely managed sanitation services in rural areas, the Department for the Development of Drinking Water Supply and Wastewater Disposal (DDWSWD) under the Ministry of Water Resources, Agriculture and Processing Industry (MWRAPI) has requested support from the World Bank and JSDF to test a FSM service model that addresses market, technological, and infrastructure barriers. The project will pilot FSM in rural areas of the Kyrgyz Republic, promoting circular economy approaches, private sector engagement, community participation, and support for small and women-led businesses. The JSDF grant offers a platform to test pro-poor solutions and expand access to services and livelihoods for vulnerable communities, building on successful pilots in countries like Mozambique. It also allows the Kyrgyz Republic to leverage Japan's expertise in sustainable FSM technologies, such as portable dewatering systems and bio-toilets. Applying these solutions in Ak-Suu District will strengthen sanitation, resilience, and economic opportunities, aligning with SDG 6.

The Project has the potential to complement ongoing WB-financed interventions in the Kyrgyz Republic while piloting service delivery options for FSM for potential scale-up under Phase 2 of the Water Supply and Sanitation Universal Access Program-1 Project (WASUAP, P500620). The project will complement two ongoing World-Bank financed investment operations, namely, the ongoing Sustainable Rural Water Supply and Sanitation Development Project (SRWSSDP, P154778) and Climate Resilient Water Services Project (CRWSP, P173734), and Phase 1 of the 10-years countrywide engagement through the WASUAP, with some investments aimed at increasing access to safely managed sanitation services at the household level in the rural areas of the country, including in Ak-Suu District. The JSDF-financed project will benefit from technical assistance from the WASUAP and ongoing sanitation interventions on the FSM strategic planning, engineering design, and overall stakeholders' engagement and awareness creation for the products being developed under the grant-financed Project.

The Project is aligned with the World Bank's Country Partnership Framework for the Kyrgyz Republic for Fiscal Year 2024–2028.

This Resettlement Policy Framework (RPF) has been prepared by the DDWSWD in coordination with the Ministry of Finance of the Kyrgyz Republic (MoF). It outlines the principles, procedures, and implementation arrangements to address potential resettlement issues that may arise under the proposed Rural Sanitation and Fecal Sludge Management (FSM) Project, supported by the World Bank and financed through the Japan Social Development Fund (JSDF).

The RPF provides the framework for mitigating and addressing potential land acquisition and resettlement impacts related to the construction and rehabilitation of sanitation and FSM infrastructure in Ak-Suu District. It ensures that any displacement—economic or physical—associated with project activities will be managed in compliance with the World Bank’s Environmental and Social Framework (ESF), specifically Environmental and Social Standard 5 (ESS5).

Enhancing sanitation, creating jobs, and building climate resilience while delivering rapid, tangible benefits will have transformational effects on the project area. With 80 percent of the population lacking proper sanitation, the Project will reduce diseases and environmental pollution, while generating employment, particularly for vulnerable, through FSM services and reuse-related opportunities. It will promote treated sludge by-products as organic fertilizer for non-food crops and other usage, reducing reliance on costly chemical inputs and helping farmers adapt to climate risks. Community-driven efforts will improve health, economic security, and environmental sustainability, fostering a more resilient and empowered Ak-Suu community.

The proposed “Rural Sanitation and Fecal Sludge Management Project” (hereinafter – RSFSMP) aims to improve lives—especially for the most vulnerable— in Ak-Suu District at accelerating the achievement of universal access to improved sanitation services in project area.

## 2. PROJECT OBJECTIVES AND DESCRIPTION

The proposed Project Development Objective (PDO) is to: (i) improve access to basic sanitation services, and (ii) improve entrepreneurial skills and access to employment in the project area.

The RSFSMP has three components:

**Component 1: Developing Sanitation and Fecal Sludge Treatment Infrastructure.** This component will finance works, goods and services for the construction of wastewater and fecal sludge treatment infrastructure as well as for on-site sanitation improvements for households.

**Sub-component 1.1: Combined Wastewater and Fecal Sludge Treatment Plant.** This subcomponent will finance the construction of a **combined** wastewater and fecal sludge treatment plant located in the district center of Aksu that is capable of safely processing sewage and fecal sludge from households and social institutions across the district. The treatment plant will be designed to enable sludge reuse and generate secondary by-products for productive use by converting sludge into a nutrient-rich organic fertilizer for agriculture of non-consumptive crops and other purposes (e.g., landscaping, reforestation, horticulture), and into biogas for on-site use.

**Sub-component 1.2: On-Site Sanitation Improvements.** This subcomponent will finance the construction and rehabilitation/retrofitting of on-site sanitation improvements, including latrine and septic tank upgrades (with unit costs ranging from US\$1,000-1,900), for around 900 households or 4,530 people) of which 50 percent are vulnerable.

Component 2: **Establishing FSM Services, Local Job Creation and Community Awareness.** This component will finance works, goods and services to establish sanitation and FSM services, promote circular economy and raise community awareness of the benefits of FSM and re-use in the Project area.

Sub-component 2.1: **Establishment of Sanitation and FSM operators and Vocational Training.** This subcomponent will provide TA in developing a FSM model and support the establishment of dedicated sanitation/FSM units within the four existing MEs in Aksu district which will be responsible for management, operation and maintenance (MOM) of the treatment facility, as well as of sanitation and FSM services across the district. The Project will target residents, particularly vulnerable, to be employed and trained in managing the entire service delivery chain (including collection, transport, treatment and end use/reuse). A Consultant will develop standard operating procedures for sludge collection and transportation, and an operations manual covering equipment maintenance, hygiene, and worker safety. The Consultant will also define a pricing structure for the FSM model including subsidies for vulnerable households to ensure long-term financial sustainability, including for the MOM of the treatment facilities.

**This subcomponent will also finance a certified vocational training program.** A Consultant will develop and deliver a training program to build technical, safety, and entrepreneurial skills in sanitation and FSM for Aksu's MEs as well as partner institutions (e.g., Sanitary Epidemiological Services (SES) under the Ministry of Health, agricultural research centers) in the Project area—and be open to other residents. The program aims to empower residents, especially vulnerable, to take on technical or leadership roles in the field of sanitation and FSM.

**Further, it will provide quality assurance and support marketing of the sludge-by products being developed under the Project.** Aksu's ME's and partner institutions will be provided with the necessary equipment for ongoing monitoring and quality control of sludge, treatment processes, and sludge by-products to ensure treated sludge meets health, safety, and environmental standards before disposal, conversion into or distribution of generated by-products. In addition, a Consultant will support product certification and branding to validate quality and market credibility and to highlight environmental benefits and boost acceptance among residents. The ME in Aksu center will serve as local hub for storage and distribution. The fertilizers will be distributed at no cost to farmers, particularly vulnerable farmers, under this pilot Project to test its demand and market value. The long-term aim is to promote it as a cost-effective, soil-friendly alternative to chemical fertilizers for scale-up under WASUAP Phase 2.

Sub-component 2.2: **Community Awareness and Behavior Change Campaign.** This subcomponent will support a community awareness and behavior change campaign focused on community-level FSM awareness and on the benefits of resource recovery, highlighting the safe use of sludge by-products. Educational efforts will illustrate the importance of proper sludge emptying and transport, and how treated sludge can become valuable compost. Campaigns will also emphasize compost use in enhancing soil for non-consumptive crops, to address safety concerns and boost acceptance. Community events and farmer fairs will showcase sludge by-products and demonstrate their role in supporting sustainable agriculture. This approach ensures that residents are well-informed, engaged, and motivated to support the FSM system and recognize its practical benefits.

Component 3: **“Project Management and Administration, Monitoring and Evaluation, and Knowledge Dissemination”.** This component will finance project management and administration, including incremental operating expenses, Monitoring and Evaluation (M&E), stakeholder engagement and knowledge dissemination.

**The Project will utilize the M&E system of the WASUAP and introduce a participatory approach involving community members.** Community members will receive training for project monitoring, and a feedback mechanism via social media accessible to all residents will further ensure

transparency and responsiveness. The Project will also hire a Consultant to conduct baseline, mid-term, and final evaluation.

**A strong focus will be set on knowledge sharing and dissemination.** A Project launching workshop will be held with local authorities, civil society, and other stakeholders to share the Project's objectives. During implementation, the PCU Communications Specialist will document and share lessons learned, good practices, and Project impacts. Knowledge will be disseminated through established networks at local, national, regional, and global levels. The Project will also engage international partners, such as Japanese experts in FSM, to integrate advanced technologies and global best practices.

### 3. KEY PRINCIPLES AND DEFINITIONS

In World Bank-assisted projects, borrowers are expected to take all feasible measures to avoid or minimize adverse impacts from land acquisition and restrictions on land use associated with project development. The fundamental objective of ESS5 is to ensure that, if physical or economic displacement cannot be avoided, displaced persons (as defined below) are compensated at the replacement cost for land and other assets, and otherwise assisted as necessary to improve or at least restore their incomes and living standards.

Other ESS5 objectives include:

- a) To avoid forced eviction;
- b) To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure;
- c) To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project warrants;
- d) To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

Displaced persons (ESS5, Para. 10) are defined as any persons subjected to project-related adverse impacts who (a) have formal legal rights to land or assets; (b) have a claim to land or assets that is recognized or recognizable under national law; or (c) who have no recognizable legal right or claim to the land or assets they occupy or use. The term incorporates all potential categories of persons affected by land acquisition and associated impacts; all of those adversely affected are considered "displaced" under this definition regardless of whether any relocation is necessary.

Replacement cost (ESS5, Para. 2, footnote 6) is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Where functioning markets exist, replacement cost is the market value as established through independent and competent real estate valuation, plus transaction costs. Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets, or the undepreciated value of replacement materials and labor for construction of structures or other fixed assets, plus all transaction costs associated with asset replacement. In all instances where physical displacement results in loss of substandard shelter, replacement cost must at least be sufficient to enable purchase or construction of housing that meets minimum community standards of quality and safety.

ESS5 also establishes key principles to be followed in resettlement planning and implementation. These include:

- a) All displaced persons are entitled to compensation for land and attached assets, or to alternative but equivalent forms of assistance in lieu of compensation; lack of legal rights to the 2 assets lost

will not bar displaced persons from entitlement to such compensation or alternative forms of assistance.

b) Compensation rates refer to amounts to be paid in full to the eligible owner(s) or user(s) of the lost asset, without depreciation or deduction for fees, taxes, or any other purpose. c) Compensation for land, structures, unharvested crops, and all other fixed assets should be paid prior to the time of impact or dispossession.

d) When cultivated land is to be taken for project purposes, the DDWSWD seeks to provide replacement land of equivalent productive value if that is the preference of the displaced persons.

e) Community services and facilities will be repaired or restored if affected by the project. f) Displaced persons should be consulted during preparation of the RP, so that their preferences are solicited and considered.

g) The RP (in draft and final versions) is publicly disclosed in a manner accessible to displaced persons.

h) A grievance mechanism by which displaced persons can pursue grievances will be established and operated in a responsive manner.

i) Negotiated settlement processes are acceptable as an alternative for legal expropriation if appropriately implemented and documented.<sup>8</sup>

j) Land donation is acceptable only if conducted in a wholly voluntary manner and appropriately documented.<sup>9</sup>

k) The DDWSWD bears official responsibility for meeting all costs associated with obtaining project sites, including compensation and other considerations due displaced persons. The RP includes an estimated budget for all costs, including contingencies for price inflation and unforeseen costs, as well as organizational arrangements for meeting financial contingencies.

l) Monitoring arrangements will be specified in the RP, to assess the status and effectiveness of RP implementation.

## **4. LEGAL AND REGULATORY FRAMEWORK**

This section of the RPF provides an overview of the principles/legal framework and procedures for assessing the land acquisition and resettlement in the Kyrgyz Republic, as well as the relevant social and environmental standards of the World Bank, applicable to the project activities. Each activity selected within the framework of the project will be checked, classified and assessed in accordance with the ESF and the legislation of the Kyrgyz Republic, and, if necessary, will be reviewed and approved by the WB.

The legal and policy principles of the project are based on ESS 5 “Land Acquisition, Land Use Restrictions and Involuntary Resettlement”.

### **4.1 Legislation of the Kyrgyz Republic in the sphere of land acquisition**

Land relations in the Kyrgyz Republic are regulated by the Constitution of the Kyrgyz Republic, the Civil Code of the Kyrgyz Republic, the Land Code of the Kyrgyz Republic, the laws of the Kyrgyz Republic, as well as decrees of the President of the Kyrgyz Republic issued in accordance with them, resolutions of the Jogorku Kenesh of the Kyrgyz Republic, resolutions of the Cabinet of Ministers of the Kyrgyz Republic.

Below are the key articles of laws and regulations of the Kyrgyz Republic regulating ownership of land/real estate, as well as rules and procedures for obtaining state ownership rights to privately owned land plots, based on the necessary public needs caused by the activities of the Project.

The main legal document regulating the rights of citizens to land is the **Constitution of the Kyrgyz Republic**, adopted by referendum (popular vote) on May 5, 2021.

**Article 15, item 1.** In the Kyrgyz Republic, private, state, municipal and other forms of property are equally recognized and protected;

**Article 15, item 2.** Property is inviolable. No one may be arbitrarily deprived of his property. The right of inheritance is guaranteed. Seizure of property against the will of the owner is permitted only by a court decision in the manner prescribed by law. The seizure of property for public and state needs, determined by law, is carried out by a court decision by providing fair and preliminary security for compensation for the value of this property and losses caused as a result of the alienation of property;

**Article 16, item 3.** Land, with the exception of pastures and forests, may be in private and municipal forms of ownership.

**Civil Code** of the Kyrgyz Republic (May 8, 1996, No. 15, with the latest amendments dated September 15, 2021, No. 120).

**Article 14, item 1.** A person whose right has been violated may demand full compensation for the losses caused to him, unless otherwise provided by law or an agreement corresponding to the law.

**Article 14, item 2.** Losses mean:

- expenses that the person whose right has been violated has made or will have to make to restore the violated right, loss or damage to his property (real damage);
- lost income that this person would have received under normal conditions of civil transactions if his right had not been violated (lost profits);
- if the person who violated the right received income as a result, the person whose right was violated has the right to demand compensation, along with other losses, for lost profits in an amount not less than such income.

**Article 15.** Compensation for losses caused by state bodies and local governments.

Losses caused to a citizen or legal entity as a result of illegal actions (inaction) of state bodies, local self-government bodies or officials of these bodies, including the issuance of an act of a state body that does not comply with the legislation, are subject to compensation by the state, as well as local government bodies in the cases provided for by law.

**Article 23, item 4.** Land plots may be alienated or transferred from one person to another to the extent that their circulation is permitted by the land legislation of the Kyrgyz Republic.

Articles of the **Land Code** of the Kyrgyz Republic containing issues of land use and land acquisition (with amendments and additions as of 08/05/2022).

## **Article 5. Ownership of land**

In accordance with the Constitution of the Kyrgyz Republic, land is the exclusive property of the Kyrgyz Republic.

**Article 6.** Ownership of land plots:

1. land plots of the Kyrgyz Republic can be in state, private and other forms of ownership. All forms of ownership of a land plot are equal in rights and are protected by the state. Land plots that are in private or other forms of ownership can be transferred from one form of ownership to another;
2. state-owned land plots cannot be transferred to other forms of ownership. Changing the form of ownership of land plots with state ownership is not allowed;
3. the subjects of ownership of land plots are:
  - for land plots owned by the state – the Kyrgyz Republic;
  - for land plots that are privately owned and in other forms of ownership - citizens and legal entities of the Kyrgyz Republic.
4. the object of ownership of a land plot is the right to a land plot;
5. ownership of a land plot consists of the owner's rights to sole or joint ownership, use and disposal

- of the land plot. The right of ownership gives the right to individuals and legal entities to legally dispose of these land plots for their intended purpose;
6. land plots, regardless of the form of ownership, are an integral part of the land fund and can only be used for their intended purpose;
  7. owners of private and other forms of land plots have the right to:
    - possession, disposal and use of them on the basis of a state act on the right of private ownership of land plots;
    - use for the intended purpose;
    - rental, sale, inheritance;
    - for civil transactions on the land market.
  8. State-owned land plots may be:
    - used for the intended purpose;
    - handed over for fixed-term or indefinite use on a paid or gratuitous basis.
  9. Pastures cannot be transferred to private ownership.

**Article 9.** Terms of use of the land plot by land users:

- use of a land plot can be indefinite (without specifying a period) or fixed-term (temporary);
- fixed-term (temporary) use of a land plot, including under the terms of a lease agreement, is the use of land limited for a period of up to fifty years;
- state-owned land plot is provided for the capital construction of hydraulic structures, housing, buildings for social, industrial, defense and other purposes for a period of up to fifty years, with the exception of one-story retail facilities, light construction structures in populated areas and recreational areas, which are provided for a period of five years;
- land plots are provided to foreigners only for fixed-term (temporary) use for a period of no more than five years;
- state-owned agricultural land plots are leased for five years;
- land plots of perennial plantings, rainfed arable land that are in state ownership for seed production, breeding, experimental farming, research, experimental selection, and variety testing work are provided for a period of ten years;
- agricultural land plots that are state-owned for the management of a collective, production agricultural cooperative is provided for a period of twenty years;
- upon expiration of these periods, by agreement of the parties, the terms of use of the land plot may be extended for the next period.

**Article 42.** Transfer of land. Fee for transfer of land:

1. the owner of a land plot or land user has the right to transfer his right to a land plot in whole or in part to another individual or legal entity without any permission from state bodies, unless otherwise provided by this Code, other legislative acts of the Kyrgyz Republic, and the conditions for the provision of a land plot;
2. when transferring the right to a land plot by the owner or land user to another individual or legal entity, the amount of payment for the land plot is determined by agreement of the parties.

**Article 49.**

The owner or user of a land plot has the right to demand compensation in accordance with the legislation of the Kyrgyz Republic (Article 49, paragraph 1, subparagraph 5).

**Article 61.** Establishment of an easement

1. An easement may be established by agreement of the parties (voluntary easement) or, if necessary, on the basis of a decision of an authorized body (compulsory easement).
2. Encumbrance of a land plot with an easement does not deprive the owner of the land plot or land user from using and disposing of his right to the land plot.

**Article 64.** Purposes of establishing a compulsory easement

1. in cases provided for by this Code and other legislation, the authorized body has the right, at the request of an interested person, to establish a compulsory easement.
2. a compulsory easement may be established to ensure:
  - access to a land plot if other access is impossible, extremely difficult or requires disproportionate costs;
  - laying and operating power lines, communications, water supply, heat supply, land reclamation and other needs that cannot be provided without the establishment of a compulsory easement.

**Article 65.** Compensation for losses associated with the establishment of a forced easement. Payment for compulsory easement.

1. losses caused to the owner of a land plot or land user by the establishment of a compulsory easement are subject to compensation by the person in whose interests the easement is established.

**Article 66** The Land Code establishes that:

- The right to land and associated structures may be terminated, including when the land is needed for government or public purposes. (Article 66, paragraph 1).
- The acquisition of land for state and public needs can be influenced only after payment of the cost of the right to the land plot and compensation for losses (Article 66, paragraph 4).

**Article 68** The Land Code defines the seizure of a land plot for state and public needs and provides that:

1. The seizure (purchase) of a land plot for state and public needs can be carried out on the basis of an agreement between the authorized body and the owner of the land plot or land user. If the owner of a land plot or land user disagrees with the seizure (buyout) or its terms, the authorized body has the right to apply to the court within two months with a claim for a paid seizure (buyout) of the land plot from the moment of receipt of the refusal.
2. When determining the redemption price of a land plot, it shall include the market value of the right to the land plot and the buildings and structures located on it, as well as losses caused to the owner or land user in connection with the termination of the right to the land plot, including losses associated with the early termination of obligations to third parties;
3. When a land plot is withdrawn for state or public needs, with the consent of the owner of the land plot or land user, he may be provided with another land plot with the value of the right to it offset against the redemption price.

**Article 78, item 2.** Regime of use in relation to public lands. In particular, this indicates that public lands in settlements, cities and villages (for example, roads, streets, squares, sidewalks, driveways, park strips, boulevards, mini-parks, ponds, etc.) cannot be privately owned and only in exceptional cases can they be leased by an authorized government body to legal entities and individuals for a period of no more than 5 years.

**Article 78, item 3.** The authorized state body may authorize the construction of light structures on public lands.

**The Law of the Kyrgyz Republic “On the transfer (transformation) of land plots”** (dated July 15, 2013 No. 145) defines the legal basis, conditions and procedure for the transfer (transformation) of land from one category to another or from one type to another.

**Law of the Kyrgyz Republic “On state registration of real estate rights and related transactions”** (December 22, 1998 No. 153, with the latest amendments dated February 25, 2021 No. 21). This law states that state registration of rights to real estate and related transactions is a legal act of recognition and confirmation of rights to real estate and their encumbrances (restrictions), as well as real estate transactions that ensure the protection of rights and encumbrances (restrictions), with the exception of cases provided for by this Law (Article 1). Any other document or rights and their restrictions are subject to mandatory registration in accordance

with Article 4 of this Law, submitted to the registration authority no later than thirty days from the date (drafting) of the above document (Article 7).

Property rights that are not subject to registration, but are recognized and protected by the state, include (Article 6):

- Rights of access to communication lines, pipelines, geodetic sites and other parts of the infrastructure intended for public use;
- Rights of spouses, children and other persons;
- Temporary rights, lease or sublease for up to 3 years;
- Rights of actual use for the principal or primary use of the property;
- Rights arising from tax requirements;
- Burdens arising from general regulations of health, public safety, environmental protection, etc.

### **Regulations on assets valuation**

Asset valuation is carried out on the basis of the Temporary Rules for Appraisers and Appraisal Companies (Government Decree No. 537 of August 21, 2003), Valuation Standards for Appraisers (Government Decree No. 217 of April 3, 2006) and other provisions of national legislation.

**Law of the Kyrgyz Republic “On the procedure for considering citizens’ appeals”** (May 4, 2007, No. 67 with the latest amendments dated July 27, 2016, No. 151). The Law on the Procedure for Consideration of Citizens’ Complaints stipulates that complaints from citizens of the Kyrgyz Republic must be registered, properly considered and dealt with in a fair, timely and accountable manner (Articles 2 and 4). Every citizen has the right to appeal personally or through his representative to state authorities, local government bodies and their officials, who are obliged to provide a reasoned response within the period established by law (Article 4). A complaint registered with a state body or local government must be considered within 14 working days, it can only be extended for a maximum of 30 days (Article 8).

## **4.2 The World Bank social and environmental standard for land acquisition, land use restrictions and involuntary resettlement (ESS 5)**

ESS 5 recognizes that project-related land acquisitions and land-use restrictions may have adverse impacts on communities and people. Land acquisition associated with a project or restrictions on land use can result in physical displacement (relocation, loss of residential land, or loss of housing), economic displacement (loss of land, assets, or access to assets, leading to loss of sources of income or other means to existence), or both. The term “involuntary resettlement” refers to these impacts. Resettlement is considered involuntary when affected individuals or communities are not allowed to refuse land acquisition or land use restrictions that result in displacement.

### **ESS5 REQUIREMENTS**

#### *Project design*

The Borrower will demonstrate that compulsory land acquisition or restrictions on land use are limited to the express requirements of the project for clearly defined project purposes for a clearly defined period of time.

The Borrower will consider possible alternative projects to avoid or minimize land acquisition or restrictions on land use, particularly where it may result in physical or economic displacement, while balancing environmental, social and financial costs and benefits, with particular attention to gender impacts, and impacts on the poor and vulnerable.

#### *Compensation and benefits for victims*

When it is not possible to avoid the acquisition of land or restrictions on the use of land (whether permanent or temporary), the Borrower will offer to affected person's compensation at replacement cost and such other assistance as may be required to help them improve or at least restore their standard of living or means to existence.

Compensation standards for land and fixed assets categories will be disclosed and applied consistently. Compensation rates may be subject to upward adjustments if negotiation strategies are used. In all cases, a clear basis for calculating compensation will be documented and compensation will be distributed according to transparent procedures.

#### *Community participation*

The Borrower will engage with affected communities, including host communities, through the stakeholder engagement process described in ESS10 on Stakeholder Engagement and Disclosure. Decision-making processes related to resettlement and livelihood restoration will include options and alternatives from which affected individuals can choose. Disclosure of relevant information and meaningful participation of affected communities and people will occur during the consideration of alternative projects and subsequently throughout the planning, implementation, monitoring and evaluation of the compensation process, livelihood restoration activities and resettlement process

#### *Grievance Redress Mechanism*

The Borrower will ensure that a project grievance mechanism is established in accordance with ESS10 as early as possible in project development to address in a timely manner specific concern related to compensation, resettlement, or livelihood restoration measures raised by displaced persons (or other persons). Where possible, such grievance mechanisms will make use of existing formal or informal grievance mechanisms appropriate to the project's objectives, complemented where necessary by sub-project-specific agreements designed to resolve disputes in an impartial manner.

#### *Planning and implementation*

If land acquisition or restrictions on land use are unavoidable, the Borrower, as part of the environmental and social assessment, will conduct a census to identify persons who will be affected by the project, to compile an inventory of affected land and assets, to determine who will be eligible for compensation and assistance, and deter unjust persons, such as opportunistic settlers, from claiming benefits. The social assessment will also take into account the requirements of communities or groups that, for good reasons, may not be present in the project area at the time of the census, such as seasonal resource users. In connection with the census, the Borrower will set a deadline for eligibility to participate. Information regarding the completion date will be duly documented and disseminated throughout the project area at regular intervals in written and (if necessary) non-written form and in appropriate local languages. This will include posted warnings that persons settling in the project area after the cut-off date may be removed.

To mitigate the impact of resettlement, the ESS5 requires the preparation of a RAP for the land acquisition process as soon as the extent of the direct impact is known. If the impact is minor (less than 200 people, there are no physically displaced persons and less than 10 percent of their productive assets are lost), an abbreviated RAP can be prepared. For projects with significant impact, a full RAP is required. ESS5 requires that particular attention should be paid to the needs of vulnerable populations affected, especially those living below the poverty line, residents without land rights, the elderly people, female headed households, people with disabilities and ethnic minorities. If no private land or non-land assets are expected to be lost, but voluntary land donations are expected, a voluntary land donation form will be prepared as part of the sub-project proposal in accordance with the criteria and form given in Annex 7.

In principle, the Land Code of the Kyrgyz Republic and ESS5 adhere to the objective of reimbursement at recoverable amount. Under RAP, if any, all PAPs will be entitled to a combination of compensation and necessary allocations, and reflect the type of property or assets lost, the

magnitude of losses, impact on livelihoods, as well as reflect the degree of socio-economic vulnerability of PAPs. PAPs who do not own land or other property, but have economic interests and suffering loss of income or livelihoods will be assisted.

To clarify these issues and address possible gaps between Kyrgyz legislation and World Bank policy, this RPF is compiled for the Project, providing compensation at the replacement cost of all items, rehabilitating people without title to property and informal settlers, and providing subsidies or allowances for PAPs that could be displaced, suffered commercial losses, or could be seriously affected. Key provisions that provide reconciliation of the differences between the legislation of the Kyrgyz Republic and World Bank policies include:

- any PAPs, whether the PAP has legal title to the land or not, will be eligible for compensation (for structures, crops and trees) and rehabilitation activities under the project. These include landless people using land and squatters (settlers on unoccupied or government land);
- PAPs and affected communities will receive advice on options and any consequences of land acquisition and resettlement;
- social screening will be conducted to determine the level of potential impact and appropriate mitigation measures;
- if land compensation is not technically or socially feasible, compensation will be made in cash at full replacement cost at current market value;
- compensation for any other affected assets (structures, crops and trees, and loss of business/income) will be made in cash or in kind at full replacement cost based on current market value;
- vulnerable and poor PAPs will be eligible for additional measures accordingly and gender issues will also be addressed;
- maintenance work will avoid or minimize, to the extent possible, the need for land acquisition and resettlement;
- Compensation will be provided for temporary loss of land or property, or temporary disruption of income.

It should be especially noted that under ESS 5, the status of those who do not have legal title is clearly defined. Under this policy, those people who do not have formal legal / title or judicial rights to use land, but still use state land, are entitled to receive compensation based on the investments they have made in state land, their labor and assets lost. Instead of this, the alternative plots or other forms of assistance are allocated for their use instead of compensation for land, which is provided to those who informally use or occupy land before the deadline of the project.

In cases where the provisions of national legislation diverge from or are less stringent than World Bank (WB) standards and requirements, those standards that provide a higher level of protection for affected persons (PAPs) and provide greater social benefits to them will be applied.

The DDWSWD agrees to take all actions necessary to ensure full and effective implementation of RPs prepared in accordance with the RPF, and to otherwise take actions necessary to achieve all relevant provisions of ESS5.

## **5. PREPARING A RESETTLEMENT PLAN**

The first step in the RAP preparation process is to conduct social screening, which is a mandatory procedure under ESS 5. The PCU will conduct a social screening of each proposed subproject. Social screening is necessary to identify social risks and impacts, including those associated with temporary or permanent restrictions on land use, land acquisition and involuntary resettlement. Screening will be carried out in accordance with the established RAP process detailed in Annexes 1 and 2 and will be documented in the form of a screening report on expected social impacts after major technical decisions or detailed sub-projects have been adopted. Screening may also identify other social risks and impacts, related to labor and public health and safety. Social screening will be carried out by a PCU together with representatives of local government bodies. Screening will be used to determine the types and nature of potential impacts associated with the activities proposed for implementation under the Project in order to take appropriate measures to mitigate these impacts. This assessment also shows that preventing or minimizing resettlement is a key criterion in preparing the RAP prior to Project implementation. Design will not be completed until it is clearly established that all attempts have been made to minimize the impact of involuntary resettlement. If the screening indicates the need/inevitability of physical displacement, land acquisition, impact on assets or negative impact on economic resources, regardless of whether physical displacement occurs or not, the next step will be a socio-economic survey, census and inventory and valuation of land resources and assets in order to determine the extent of resettlement. This will be followed by the development of a RAP for the Project in accordance with the steps described below.

### **5.1 Census, socio-economic surveys, inventory of losses and valuation**

A census and socio-economic survey should be conducted using a structured questionnaire to record details of residents living on land to be acquired for project needs, their tenure status (primary land user or secondary land user), the amount of land required for the proposed improvements, in order to: (i) assess the magnitude of impact to private assets; and (ii) assess the extent of physical and/or economic displacement, as well as the standard of living, assets inventory, sources of income, level of indebtedness, profile of household members, health and sanitation, expected benefits and impacts of the subproject, and resettlement preferences of those required to relocate. This information will facilitate the preparation of a RAP to mitigate adverse impacts.

The purpose of a baseline socio-economic survey of affected persons is to collect socio-economic characteristics of those affected and to establish parameters for monitoring and evaluation. Key socio-economic indicators will be used as a guide to monitor the socio-economic status of project affected persons. The survey should cover all PAPs and also collect sex-disaggregated data to address gender issues in resettlement. The census of PAPs and inventory of the land fund, inventory of forms of land assets of PAPs are given in Annexes 3 and 4.

The socio-economic study will undertake a wide range of consultations with various affected groups, as well as other stakeholders, to understand their views and preferences. Based on the results of these consultations, the design and mitigation measures will be modified as necessary. Consultations will also be held for women and will cover their concerns and responses, particularly regarding land tenure, impacts on livelihoods, compensation and resettlement planning - these issues will be addressed through appropriate mitigation measures.

Detailed Measurement Survey (DMS) using an approved detailed technical design includes finalization and / or verification of the results of the inventory of losses, the severity of the impacts and the list of PAPs. The final cost of resettlement can be determined after the completion of the DMS and Valuation Survey.

The results of the DMS will provide: (a) the number, ownership and type of affected land plots; (b) the type and area of crops affected (c) the quantity, type of property of the structures that will be affected, (d) the type of building materials used, and (e) other assets such as utility connections, etc.

A cut-off date will be set, according to this date, PAPs and their affected assets will be identified, as appropriate, while new residents to the site will not be able to claim compensation or resettlement assistance. Individuals whose ownership / use of residence prior to the cut-off date can be identified are eligible for assistance, regardless of their identification in the census.

Valuation Survey will involve a specialized valuation company or valuator in conjunction with the PCU to conduct an inventory and valuation of losses, a socio-economic survey of displaced persons (DPs), which will include, inter alia: (a) household data by age, education, employment, gender; (b) family income and its sources; (c) inventory of assets, including land, crops, trees; (d) access to social services such as schools, hospitals, mosques, etc.; (e) household vulnerability status. Particular attention will be paid to identifying vulnerable households. The results of the impacts valuation, inventory of losses will form the basis for compensation measures and livelihood rehabilitation for DPs.

The RAP is based on: (i) engineering surveys and designs of the Project; (ii) the results of Inventory of Losses (IOL) and Valuation of property and assets; (iii) socio-economic surveys of PAPs; (iv) discussions with local government representatives and public consultations with PAPs.

## 5.2 Preparation of Resettlement Action Plans

The RAP will be prepared after conducting a socio-economic survey, census of PAPs, inventory and valuation of losses, detailed measurement survey and public consultations. The RAP will be prepared in consultation with project stakeholders. In particular, consultations will be held on the entitlements to compensation, as well as on emerging barriers to economic activity and livelihoods, valuation methods, resettlement assistance, incentives for PAPs, grievance redress mechanisms, as well as time frames for implementation. The final version of RAP will include comments, suggestions from PAPs. The key elements of the RAP identified in ESS 5 are listed below. The contents of the RAP are also set out in Annex 6. If number of people affected by subproject is expected to be less than 200 people, in such cases, abbreviated RAP may be prepared. If the number of affected people exceeds 200, a full RAP will be developed. However, given that construction/rehabilitation works for sanitation are expected to be carried out on existing facilities, it is not expected that any intervention will result in the physical or economic displacement of 200 or more people. The abbreviated RAP will include several standard sections, such as:

- description of the project impact assessment of the affected assets;
- description of the affected people and their basic socio-economic and demographic characteristics;
- institutional set-up and implementation procedures;
- compensation and assistance that will be provided to the affected people;
- results of consultations;
- monitoring and evaluation procedures;
- timelines and budget.

## 5.3 Disclosure and approval of RAP

The following steps must be completed after full/reduced preparation of the RAP:

- The draft RAP is subject to discussion with PAPs, who will receive a copy of the RAP one week before the public consultation. Public consultations should involve PAPs, representatives of local self-government units/local self-government units/local self-government units and representatives of the PCU.
- After discussion, comments and suggestions should be incorporated in RAP.
- The RAP should include a consultation process section with a matrix of comments and suggestions for inclusion and implementation.
- The Social Development Specialist of the PCU must submit the RAP for approval (the Executing Agency appoints an authorized person responsible for approving the RAP).
- Following the inclusion of comments received as a result of the publication of the RAP and their approval (the Executing Agency designates an authorized person responsible for approving the RAP), the RAP must be formally submitted to the World Bank for review and confirmation of compliance with ESS 5 and other applicable policies/procedures.

- Once the World Bank has approved RAP for sub-projects, it will be disclosed on the WB website, disclosed as the final RAP on the project website and shared with other stakeholders. Private information about PAPs should not be publicly available.

Without the prior approval of the World Bank, there should be no changes to the matrix of rights to receive compensation, eligibility criteria, compensation rates, or provision of assistance.

## **6. ELIGIBILITY CRITERIA AND PROCEDURES FOR DIFFERENT CATEGORIES OF PEOPLE AFFECTED BY THE PROJECT**

This section sets out the eligibility criteria that are necessary to determine who will be eligible for resettlement and compensation, and to prevent claims by ineligible people.

### **6.1 Principles**

Land acquisition can lead to displacement and loss of housing and/or loss of assets or access to assets or loss of sources of income or livelihood, regardless of whether PAPs must relocate elsewhere. Therefore, meaningful consultation with affected persons, local authorities and community leaders will establish the criteria by which displaced persons will be considered eligible for compensation and other resettlement assistance.

Classification of Eligibility according to ESS 5. Affected persons can be classified as persons:

- a. who have formal legal rights to land or property;
- b. who do not have formal legal rights to land or assets, but have claims to land or assets that are or can be recognized in accordance with national law;
- c. who do not have an acceptable legal right or title to the land or assets they occupy or use.

The persons referred to in sub-paragraphs (a) and (b) above shall be provided with compensation for the land they have lost and other assistance in accordance with this RPF. Persons covered by subparagraph (c) above are provided with resettlement assistance in lieu of compensation for the land they occupy and other assistance as necessary to achieve the objectives set forth in the RPF if they occupied the project area before the deadline set by the project managers in close consultation with potential PAPs, local community leaders and relevant local authorities acceptable to the World Bank.

Persons encroaching on the area after the deadline date are not entitled to compensation or any other relocation assistance. All persons included in (a), (b) or (c) above must be compensated for the loss of assets other than land. In this regard, it is clear that all persons affected by the project, regardless of their status or whether they have formal ownership/title, legal rights or not, are squatters (settlers on vacant or government land) or are otherwise illegally trespassing land are entitled to some relief if they occupied or used the land before the cut-off date for entitlement to compensation. Eligibility for assistance under the World Bank's ESS 5 also applies to PAPs even if the legal provisions of the Kyrgyz Republic are deemed to provide for the temporary or permanent acquisition of private lands immediately adjacent to existing public roads without compensation.

### **6.2 Eligibility criteria and establishment of rights**

The RPF provides the right and conditions for compensation of all types of losses (land, crops/trees, buildings, business/employment and working days/wages). All PAPs, including those without formal ownership/title or informal occupants, will receive compensation for lost assets (crops, buildings, trees and/or business losses) and will receive (i) compensation (to the extent necessary to match replacement cost replacement), and/or (ii) replacement of land, buildings, seedlings, other resettlement assistance such as relocation allowance, assistance in the restoration of structures, compensation for loss of working days/income.

Eligibility criteria are based on the PAP's membership in one of three groups:

- those who have title/ownership or formal legal rights to land;
- those who do not have formal legal rights to land at the time of the Inventory of Loss (IOL)/Detailed Indicator Survey (DMS) or Census, but have claims to such land or assets - provided that such claims are recognized in accordance with the laws of the country or will be recognized through the process specified in the RAP;
- those who do not have a recognized legal right or claim to the land they occupy (i.e. freehold/title users or informal settlers).

PAPs who are eligible for compensation under the Project include:

- persons whose buildings are partially or fully affected by the Project, temporarily or permanently;
- persons whose residential or commercial premises and/or agricultural land (or other fertile land) are partially or fully affected (permanently or temporarily) by the Project;
- persons whose business is affected in part or in whole (temporarily or permanently) by loss of land in connection with the Project;
- persons whose employment or employment or share agreement is temporarily affected or permanently affected by the loss of land in connection with the Project;
- persons whose crops (annual and perennial) and/or trees are affected in part or in whole by loss of land in connection with the Project;
- persons whose access to public resources or property has been partially or wholly affected by loss of land in connection with the Project.

In case of land acquisition, PAPs having legal title/ownership rights or eligible for legalization will receive compensation for the land acquired by the Project at the reimbursable cost. This will be cash at replacement cost or land in lieu of land, combined with productive potential, locational advantages and other factors that are at least equivalent to the advantages of land taken to the satisfaction of the PAP (of equal size and/or equal productive value and to the satisfaction of the PAP). PAPs without title/title are not entitled to compensation for land but will receive compensation for assets attached to land and other assistance as required in lieu of compensation for land. In [Annex 5](#) given the form to complete on the rights of PAP for compensation.

Single female headed households with dependents and other vulnerable households will be eligible for further assistance to fully mitigate the impact of the project. The table below provides a matrix of entitlements to Project payments due based on potential losses.

The right to compensation will be limited to the cut-off date that will be set for each sub-project and PAPs who settle in the affected areas after the cut-off date will not be entitled to compensation. They will, however, be given sufficient advance notice to vacate the premises and dismantle the affected structures prior to the commencement of the project. Their dismantled buildings will not be confiscated, they will not have to pay a fine or penalty, and will also have the right to use the materials after demolition. All conflicts with the community/ affected persons needs to be resolved through meaningful dialogue, including the use of an established grievance redress mechanism.

### 6.3 Eligibility matrix: eligible PAPs, Assets and Compensation

A rights matrix has been developed in Table 1 below, which summarizes the types of losses and the corresponding nature and scope of rights, and is consistent with National Laws and ESS5.

**Table 1. Entitlements matrix**

| Type of project impact                                         | Asset category | PAP Category    | Compensation Guide                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------|----------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Permanent acquisition of land for work and construction</b> | Land           | Land owners     | Replacement of land with land of equivalent market value as a priority option within the district and taking into account the size, target purpose and fertility, if possible.<br>In the absence of available land, monetary compensation at replacement cost is paid, as well as the costs for registration and re-registration of rights and the costs of preparing the land to a condition similar to the land affected by the project. If the remaining portion of plot is no longer usable - then the entire plot of land must be purchased in agreement with the landowner. |
|                                                                |                | Tenants         | Payment of compensation for the remaining lease term or assistance in finding an alternative site. For example, if the tenant used the site for the temporary buildings, the costs of moving the property are compensated. If the land served as a source of livelihood, then the livelihood is restored.                                                                                                                                                                                                                                                                         |
|                                                                |                | Unofficial user | There is no compensation for land.<br>If the land was used as a means of subsistence, such means will be restored, depending on the specific conditions in each case                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Temporary acquisition of land for works</b>                 | Land           | Land owners     | Compensation for temporary use of land. The rent for land is determined based on the market value for the expected duration of the temporary impact, taking into account the rates for the current period, restoration of the land to its previous condition and all assets located on the land. That is, the owner of the land is compensated for losses associated with the impossibility of using it during the implementation of the project.                                                                                                                                 |
|                                                                |                | Tenants         | Reinstatement, replacement or compensation for all non-land assets damaged or removed. No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

|                                                                            |                                                                                  |                 |                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                            |                                                                                  |                 | compensation for land. In the event of loss of income, compensation is paid in the amount of the verified loss of income.                                                                                                                                    |
|                                                                            |                                                                                  | Unofficial user | Reinstatement, replacement or compensation for all non-land assets damaged or removed. No compensation for land. In the event of loss of income, compensation is paid in the amount of the verified loss of income.                                          |
| <b>Permanent acquisition of a building, construction</b>                   | Building, construction                                                           | Building owners | Replacement with a building, construction of equivalent value or monetary compensation at the cost and the right to use the materials after demolition.                                                                                                      |
|                                                                            |                                                                                  | Tenants         | New lease or compensation for lost income                                                                                                                                                                                                                    |
| <b>Acquisition of a residential building with constructions/structures</b> | Buildings/Constructions/Structures                                               | Owners          | Replacement with an equivalent building/construction or cash compensation at replacement cost, as well as the right to usable materials after demolition, covering moving costs.                                                                             |
|                                                                            |                                                                                  | Tenants         | Coverage of moving costs, including transportation costs of property and compensation for the remainder of the lease term.                                                                                                                                   |
| <b>Restriction of access to land, buildings, constructions</b>             | Restriction of access to land, buildings, constructions in connection with works | Owners          | Restoring the land to its original condition. Providing alternative access.                                                                                                                                                                                  |
| <b>Loss of income</b>                                                      | Income                                                                           | Individuals     | Compensation for lost wages equal to 3 months actual wages based on supporting documents. In the absence of supporting documents or in cases where the PAP paid tax at a flat rate, a one-time payment of 3 months of the national minimum wage is provided. |

|                           |                                   |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------|-----------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Impact on business</b> | Temporary loss of business income | Business owners                               | Cash compensation for loss of net income estimated for the period of impact based on records for the previous 3-month period or equivalent activity (if records are not available). For seasonal businesses, compensation will be determined using the previous year's income figures or equivalent activity, if relevant documentation is available.                                                                                                                                        |
|                           | Permanent loss of business        | Business owners                               | Monetary compensation for loss of income upon provision of relevant documents, for the period necessary to restore the business, but not more than one year's income.<br>In the absence of proof of income or in cases where persons receiving unemployment benefits paid tax at a flat rate, they will receive compensation in the amount of 1 week to 12 minimum wages, depending on the time required to restore the business.                                                            |
| <b>Impact on crops</b>    | Crops                             | Owner (farmer with legal title to the land)   | In addition to land compensation, PAPs will be allowed to harvest and receive monetary compensation at the highest market value for the loss of crops per 1 year. In case of transplantation of perennial crops, the costs associated with replanting perennials will be paid, including the cost of seeds and planting. In the case of temporary land use, in the event of loss of sowing time, compensation for the lost crop will be paid based on the market value of the previous crop. |
|                           |                                   | Land user (formal tenant and informal farmer) | It is allowed to harvest, monetary compensation will be paid for the loss of agricultural crops, at the highest market rate. In case of transplantation of                                                                                                                                                                                                                                                                                                                                   |

|                                                      |                                                         |                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      |                                                         |                                                                                                   | perennial crops, the costs associated with replanting perennial grasses will be paid, including the cost of seeds and planting. In case of temporary land use, in case of loss of time, compensation for lost harvest will be paid based on the market value of the previous harvest.                                                                                                                                                                                                                                                                              |
| <b>Impact/Loss of trees</b>                          | Fruit trees                                             | Owner (regardless of the legal status of the land on which the trees are planted)                 | The price of the seedling and monetary compensation for the value of the crop, multiplied by the number of years it will take for the seedling to reach maturity.                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                      | Not fruit trees                                         |                                                                                                   | Timber or cash equal to the value of the timber                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Severe impacts and restoration of livelihoods</b> | Physical relocation or loss of 10% of production assets | All severely affected households, including informal ones поселенцев                              | In addition to the compensation, a supplement is paid that covers 3 months of the national minimum wage.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Moving / Relocation</b>                           | Transportation/accommodation expenses                   | All affected households                                                                           | Relocation compensation and accommodation during the transition period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Impact on vulnerable groups</b>                   | Any affected land or assets                             | Vulnerable groups (e.g. people with disabilities, low-income, elderly, female heads of household) | Determined on the basis of social assistance deductions in accordance with the requirements of the legislation of the Kyrgyz Republic and the requirements of the WB ESS.<br>1. In addition to compensation for lost property, the vulnerability allowance is established in the form of additional social payments for one year.<br>2. Assistance in collecting and transporting post demolition materials.<br>3. Particular attention will be paid to restoring the livelihoods of vulnerable households. The packages will be defined and described in the RAP. |

|                                                                                                                                          |                                |                                           |                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Impact on common property resources</b>                                                                                               | Community assets/public assets | Community / Local Government / Government | Reimbursement of lost resources/assets in agreement with the community and restoration of their function.                                          |
| <b>Unforeseen impacts during construction, including temporary impacts and impacts on livelihoods not included in other assessments.</b> |                                | All PAP                                   | Appropriate compensation should be assessed and paid when impacts are identified based on the above provisions and the requirements of the WB ESS. |

All PAPs are exempt from paying taxes and possible operating fees, as these costs will be covered by the expense of local authorities. In addition, the amount of compensation will include banking fees. The compensation package also provides for the cost of re-registration/registration/of official ownership documents and transport costs if any.

## 6.4 Voluntary land donation

In some cases, some or all of the land designated for project purposes may be provided on a voluntary basis without full compensation. Subject to the Bank's prior approval, this approach may be acceptable if the Borrower provides evidence that:

- the potential donor or donors have been adequately informed and consulted about the project and the choices available to them;
- the potential donors are aware that relinquishment is an option and have confirmed in writing their willingness to donate;
- the area of donated land is small and the act of donation will not lower the standard of living below the level necessary to maintain the donor's current livelihood;
- no household relocation is envisaged;
- the donor is expected to benefit directly from the project; and
- in the case of communal or collective land, the donation can only take place with the consent of the persons using or occupying such land.

Voluntary contribution is an act of informed consent. Local authorities should ensure that voluntary contributions are made only after affected persons have been fully informed in advance of the availability of other options (including resettlement cost compensation) and that these contributions are obtained without coercion or pressure. In addition, voluntary donations are only allowed if the affected people are direct beneficiaries of the investment that caused the impact.

Proposals involving voluntary contributions will not be submitted for approval if they are likely to cause significant harm to the income or standard of living of individual owners or users (the amount of land contributed on a voluntary basis should not exceed 5% of that person's total land holding). In particular, the following protocol will govern voluntary contributions under the Project:

- voluntary contributions represent an act of informed consent, where the affected people have not been coerced, pressured, misled, or deceived into giving up land or other assets, regardless of the legal status of their land ownership;
- land acquisition must not result in physical or economic displacement;
- impacts should be minor. Households providing land or other assets are the direct beneficiaries of the subproject; The impact is less than 5% of all productive assets owned by the specified household;
- objects requiring land plots should not depend on local conditions;
- on the land in question must be free of squatters (settlers on vacant or government land), encroachers or other claims or encumbrances;
- the land must be identified by the municipality and not by the PCU or other line agencies or project managers. However, project technical managers must ensure that the land is suitable for the purposes of the subproject and that the subproject does not have any adverse health or environmental hazards;
- voluntariness will be confirmed by the RAP of the PCU with the signature of a higher-level official. The process in this regard will be formulated by the PCU and submitted to the World Bank for approval;
- confirmation of the voluntary nature of land donations must be obtained from each person/household donating land. This must be in the form of signed statements;
- the PCU will also raise awareness among communities to develop mechanisms to express gratitude to those households who donate land. They will find their place in statements.
- other things being equal, land donations will not be accepted from households headed by women and older people;
- affected people are fully informed that they have the right to refuse the donation of land or other private property and will instead receive compensation at replacement cost, and that a grievance mechanism is available to them through which they can express their reluctance to donate. In addition, people are encouraged to use the grievance redressal mechanism if they have questions or requests, both written and verbal.

## **6.5 Methods to determine cut-off date**

Once the project design has been developed, and if any impacts discussed in ESS5 are confirmed, site-specific RAPs will be prepared following the instructions in the RPF.

As part of the RAP, a census will be conducted to identify all PAPs and their corresponding exposure levels. The date on which the census begins is the deadline for eligibility for resettlement and compensation. It is therefore important that this date is fully communicated to all potential PAPs, including through local and national media in the project affected area, so that these people have sufficient time to ensure their presence for the census. Any person who encroaches project area after the cut-off date will not be eligible for compensation or assistance.

This issue will be addressed through the PCU and in accordance with the consultation procedures outlined in document. Potential PAPs will be informed both through official notification, including through local and national media, and in writing, as well as through verbal notification presented in the presence of community leaders or their representatives.

## **7. VALUATION METHODS OF AFFECTED ASSETS**

This section sets out guidelines for determining the value of affected assets.

### **7.1 Type of compensation payments**

Compensation for all land use and assets in kind or cash, in accordance with the Entitlement Matrix, will be required for the following:

- land;
- residential buildings, structures and auxiliary facilities;
- fertile crops (both cash and food crops) and trees;
- commercial facilities (stores, restaurants, pavilions, etc.).

In addition, benefits will be made for inconvenience, storage of goods, replacement of lost services and other assistance as outlined in the Entitlement matrix above. However, it is important that during the detailed preparation of the RAP, current market values and replacement values are used to establish actual compensation according to the Entitlement Matrix. All monetary amounts will be adjusted for any economic changes and currency purchasing power since the preparation of the RAP data. The PCU will assess the compensation amounts recommended in the RAP and ensure that they reflect market realities and are consistent with the laws of the Kyrgyz Republic if they meet the requirements of the WB ESS5 and this RPF.

### **7.2 Preparation of asset inventory**

During the survey, each asset will be numbered and entered into an inventory and asset valuation conducted by a valuation company using RPF principles and guidelines. A full list of the affected assets and the values assigned to them, including any additional compensatory measures, will be recorded in a register and submitted to the affected person for agreement. The register will be signed and a copy given locally to the affected person. The document will indicate when the affected person will be notified and that the inventory will not be official until a second signed copy, verified by project management staff, is returned to the affected person. At that time, a copy of the grievance procedure will also be provided to the affected person as outlined in the grievance mechanism.

### **7.3 Valuation Method**

#### **7.3.1 Compensation for land**

Where there is no alternative land within a reasonable distance, for example, to minimize disruption to other aspects of socio-economic life, monetary compensation should be provided at full replacement value. This should be assessed based on the prevailing market value in the locality to buy an equally productive piece of land in the same locality. In addition, the compensation should include any associated costs of land purchase, i.e. taxes, registration fees.

In cases where only part of the land owned by the PAPs is to be acquired but the remaining land has become economically unviable, the compensation to be provided should be calculated based on the total area of land affected (i.e. the actual land loss plus the remaining unsuitable land).

Where land is temporarily acquired and where damage to the permanent crop is necessary, losses will be compensated at the fully developed market or government rate, whichever is higher. Compensation will be paid to the farmer and not to the owner if the farmer is not the owner (e.g. tenant or sharecropper). Thus, the terms of the tenant farming agreement would remain unchanged. In addition to payment for the standing crop, the project will ensure that the land is returned to its original form so that its former use can be resumed.

### **7.3.2 Calculation of crop and fruit tree compensation rate**

Current prices for crops will be determined by considering the rate recommended by the Cabinet of Ministers of the KR and the highest market price, whichever is higher. In case of land lease, 2 seasons or annualized crop valuation, depending on the crop, will be compensated. In case of land ownership, except for land replacement or cash compensation for land, the owner will also be compensated for 2 seasons or annualized crop estimate, depending on the crop. The crops used will be those currently or very recently grown on the land. In addition, PAPs will be encouraged to harvest their produce before the land is lost. In order for this to be possible, and for appropriate market prices to be obtained for the crop, detailed consultation should be carried out in advance so that harvesting can be properly planned. The cost of labor invested in preparing farmland will be compensated by the average wage in the community for the same period of time. The rate used for land compensation should be updated to reflect values at the time of compensation.

Fruit trees will be compensated to the owner based on the price of the replacement seedling along with the annual value of the fruit produced by that tree for the number of years it will take the seedling to reach full maturity using the government or the highest market price, whichever is higher.

### **7.3.3 Compensation for structures**

The preferred option is to provide alternative facilities (latrines, storage/warehouses, fences, etc.) of at least equal quality and improved quality where possible. The second option is to provide cash compensation at full replacement cost.

Replacement costs will be based on:

7.3.3.1 Measurement of structures and details of materials used;

7.3.3.2 Average replacement costs for different types of outbuildings;

7.3.3.3 Structures based on the collection of information on the quantities and types of materials used to build different types of structures (e.g., poles, bricks, rafters, straw bundles, corrugated iron sheets, doors, etc.);

7.3.3.4. Prices for these items are collected from different local markets.

7.3.3.5 Costs of transportation and delivery of these items to the purchased/replaced land or construction site.

7.3.3.6 Estimates of new building construction, including labor costs.

7.3.3.7 Compensation will be made for structures that are (i) abandoned due to resettlement or relocation of an individual or household, or (ii) directly damaged as a result of subproject activities.

### **7.3.4 Compensation for public assets**

Compensation will be provided for community assets identified in the socio-economic survey. In all cases they will be provided in kind and new services will be provided, even if there are already facilities at the new location.

### **7.3.5 Compensation for sacred sites**

This policy does not authorize the use of land that is designated as cultural property under the World Bank's ESS 8 "Cultural Heritage". Sacred and genocidal war memorial sites include, but are not limited to, only museums, altars, ritual centers, initiation centers, tombs and cemeteries. It includes other places/ features that are accepted by Kyrgyz Republic law (including legal custom), practice, tradition and culture as sacred. To avoid any possible conflicts between people and/or communities, the use of sacred sites for any project activities is not allowed under this project. Relevant clauses will also be included in the construction contracts.

### **7.3.6 Compensation for loss of business**

Any structures will be replaced at the appropriate location as indicated above. In addition, compensation will be paid for lost income and production during the transition period (the time

interval between loss of business and recovery). This will be assessed based on the daily or monthly income of the affected parties.

## **8. ACTIVITIES AND PROCEDURES FOR THE IMPLEMENTATION OF RPF AND RAP**

### **8.1 Process overview**

In general, the project activities will be based on the principles of transparency, inclusiveness and citizen engagement in the Work Cycle. Citizen participation values the right of citizens to have an informed opinion in decisions that affect their lives. It is based on two-way interaction and dialogue with the government and emphasizes the importance of power sharing, information sharing and mutual respect between government and citizens.

Regarding the implementation of the RPF, the PCU will organize a joint activities with the Municipal water supply enterprise /Local authorities level as (i) conducting social screening and assessing the compliance of the subproject in terms of guarantees; (ii) supporting communication and coordination with relevant government agencies (State Land Agency and its branches); (iii) ensuring proper implementation of the RAP, its requirements, and social screening tasks during subproject implementation; and (iv) in addressing grievances and feedback from project stakeholders and the public, including grievances related to environmental/social impacts of subprojects; (v) monitoring of mitigation measures foreseen in the implementation of the RAP; (vi) social impact monitoring as part of the overall monitoring of subproject implementation; and (vii) reporting on social impacts encountered during subproject implementation and analysis of the effectiveness of mitigation measures applied to minimize negative impacts. Together with the sub-project implementers and beneficiaries, the PCU is responsible for implementing the above security measures/ safeguards activities. Successful implementation of the RPF will require the following project personnel:

The PCU: 1 engineer, 1 social development specialist, 1 environmental specialist and construction supervision specialists in subprojects.

At the local level - Local authorities and members of the grievance committee.

To implement the RPF, the PCU team will follow the work cycles described below by component and at the subproject level:

- STEP 1: Defining a subproject
- STEP 2: Screening and matching of ESF instruments.
- STEP 3: ESF instruments are developed, reviewed and approved.
- STEP 4. Implementation, oversight, and M&E.

### **8.2 Screening of project activities**

List of inappropriate activities for the subproject

The initial screening for subproject compliance/eligibility will be based on a list of excluded activities that will not be allowed by the WB. Therefore, Project component proposals that include these activities will not be considered for financing. The ineligible activities for the Components are listed below:

1. The use of any kind of forced eviction of people;
2. Not meet the required technical and quality specifications;
3. Have negative environmental or social impacts that are irreversible and create cumulative impacts and/or cannot be adequately mitigated;
4. Exclude poor/marginalized populations or other vulnerable groups;
5. Fail to ensure equal pay for equal work for women and men;
6. Funded or planned for funding by the government or other development partners;
7. Inclusion of compensation for loss of land or assets from proceeds of World Bank financing or other public sources;
8. Funding for private goods, public institutions, or religious buildings;
9. Involvement of activities that use forced/child labor;
10. Engaging in acts that cause or lead to child abuse, exploitation of child labor, or human trafficking;

11. Children under 18 years of age should not be involved in the construction, rehabilitation or maintenance of the subproject;
12. Involving the purchase or use of drugs, military equipment, or other potentially dangerous materials and equipment, including chain saws; pesticides; insecticides; herbicides; asbestos (including asbestos-containing materials); or other investments that damage livelihoods, including cultural resources;
13. Involve development of new settlements or expansion of existing settlements in critical habitats, protected areas, or areas proposed for certain levels of national protection (e.g., protected forests).

The first step in the preparation of RAPs is a screening process to identify lands/territories that may result in resettlement impacts. This screening is used to identify the types and nature of potential impacts associated with the activities proposed under this project and to ensure that adequate measures are in place to address them. It also ensures that avoidance or minimization of resettlement is a key criterion in the design of project activities.

Screening will be conducted in accordance with the established selection criteria and procedures by the PCU, which will be responsible for managing and supervising the construction process under both sub-components. Completed screening forms will be verified by the Social Development Specialist of the PCU. No project will be finalized unless it is clearly established that every effort has been made to minimize resettlement impacts.

Selection steps for investment projects in the field of FSM.

1. The PCU or the project field representative (construction supervision engineers and social specialists), with the participation of the Contractor and representatives of Municipal water supply enterprise /Local authorities, shall conduct subproject verification of prohibited/excluded activities;
2. If a subproject is screened against a list of prohibited/excluded activities, a social screening table will be completed by the PCU specialists assisted by subproject construction supervision engineers, contractors, and Municipal water supply enterprise /Local authorities' representatives;
3. Based on the social checklist, the risk category of the subproject and the type of social assessment to be carried out according to the RAP or shortened RAP is determined;
4. Screening results, including potential adverse impacts and possible mitigation measures, are made available to community representatives during subproject priority meetings held at the local/district level by project representatives.

### **8.3 Socio-economic profiling and inventory of losses**

If the screening process indicates that land acquisition will be required, the next step is socio-economic identification and profiling of project-affected persons (e.g., their age, asset dependency, income, marital status, etc.). This is equivalent to a census conducted for large-scale resettlement.

As with the census, 100% of the PAPs will be profiled. This step should occur simultaneously with the inventory and valuation of all affected assets for each individual PAP. If it is determined that land or non-land assets will be acquired through voluntary donations, the procedures in Section 6.4 on Voluntary Donations will be followed and a Voluntary Land Donation Form will be prepared using a standardized form and in accordance with the serving criteria presented in Annex 7.

Once these steps have been completed and there is evidence of existing resettlement issues, a Resettlement Action Plan (RAP) will be developed based on the data collected. The RPF provides the basis for preparation of the RAP to address resettlement issues related to the activities of this project.

The verification process will include direct consultation with PAPs, who will work with the PCU and the field representatives of the Municipal water supply enterprise /Local authorities to verify the affected assets and discuss their socio-economic situation. Prior to the start of the process, PAPs will be informed in writing and verbally of their rights and will be counseled throughout the resettlement process. This will include provision of a copy of the grievance procedure and the matrix of rights.

#### **8.4 Due diligence of related activities**

Local community activities and socio-economic infrastructures supported by the project may or may not be part of the Government and local government activities. Consequently, in addition to the mitigation measures mentioned above, some protocol should be established to verify any infrastructure activities planned and/or implemented by other donors and/or government agencies that may be associated with the subprojects and to be supported under the Project. These activities will be reviewed by the PCU and members of the WB social security/social safeguards team. A due diligence report will be prepared to assess whether such activities involve social and reputational risks and propose mitigation measures.

#### **8.5 An estimate of number of affected population and assets in the project areas**

Temporary or permanent acquisition of land parcels may not always be avoided; as suitable public land may not be available for the construction of infrastructure projects identified through the community engagement approach. The extent to which any temporary or permanent land acquisition will be required, or whether access and use of land will be restricted on a temporary or permanent basis, is not yet known. This can only be fully determined after each subproject design (design and estimate documentation) is finalized.

#### **8.6 Valuation of assets/losses**

The evaluation process will involve a specialized evaluation company or independent valuator together with the PCU to conduct a socio-economic survey of the Displaced Persons. The assessment of assets and losses should consider the following:

- applicable current regional land value figures from municipal land commissions, if available;
- applicable current figures for assessing structures, crops and trees from local municipalities, if available;
- applicable current market prices.

The calculation of the unit value will be based on the current market rate to match the replacement value of the land and lost assets, etc. An independent appraiser must be hired to appraise the land, structures, buildings, trees and crops. The PAP has the option to select an independent appraiser at its own expense if it disagrees with the outcome of the property and asset valuation conducted by the independent appraiser hired during the RAP preparation period. The valuer's approach will consider the valuation for each type of land and asset by location. The valuation should be carried out when the census and DIS (Detailed Indicator Survey) is conducted by the company that is preparing the map of the affected areas with delineation of the cut-off parcels/zones. The appraisal company/appraiser will engage experts for the respective project sites who will visit the sites for physical verification, inventory and assessment of each category of loss. The appraiser will also consider the recommendations of the previous appraisal, if available, and will utilize the latest version of the market study.

#### **8.7 Roles and responsibilities**

This section describes the roles and responsibilities for implementing resettlement plans aimed at physical and/or economic relocation as described in ESS 5. The scope of requirements and level of detail of the resettlement plan varies depending on the magnitude and complexity of the resettlement. The plan is based on up-to-date and reliable information on (a) the proposed project and its potential impacts on displaced persons and other affected groups, (b) appropriate and feasible mitigation measures, and (c) legal and institutional arrangements necessary for effective implementation of resettlement measures. Outline resettlement plans are contained in Annex 5.

A site-specific assessment will be carried out in accordance with ESS 5 of the WB and a site-specific resettlement plan will be prepared as a result of this assessment. These will be the responsibility of the PCU, but will be supported by the district and municipal structures. Table 2 shows the sequence of processes for developing resettlement plan:

**Table 2. Sequence of processes for developing Resettlement Action Plan**

| STEPS   | Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| STEP 1. | <p>a) PCU will screen the subproject for prohibited/excluded activities;</p> <p>b) If the subproject passes the list check prohibited/excluded activities, PCU specialists will be responsible for completing the checklist for social verification jointly with participation of local authorities; With assistance from Local Authorities, PCU specialists will complete the Checklist.</p> <p>c) Based on a social checklist to determine the risk category;</p> <p>d) Screening results, including potential adverse impacts and possible mitigation measures, are provided to community representatives during meetings on subproject priorities conducted by districts and municipalities at their level.</p> |
| STEP 2. | <p>a) If a subproject requires full socio-economic profiling of Project affected persons (PAPs) and an inventory of losses, it should be referred to the PCU or for further action.</p> <p>b) For moderate risk subprojects, the PCU specialist will note potential social risks and indicate how they can be prevented/mitigated in the social screening table.</p>                                                                                                                                                                                                                                                                                                                                                |
| STEP 3. | If a subproject is selected for financing, a RAP will be prepared by the PCU specialist with the support of the relevant local authorities. It will be prepared in consultation with the affected parties, especially with regard to the cut-off date, disruption of living conditions and income generating activities, assessment methods, compensation payments, potential assistance and timing.                                                                                                                                                                                                                                                                                                                |
| STEP 4  | The implementing agency publishes draft RAP(s) on its official website, after approval by the WB, and organizes the public consultations involving NGOs, community representatives, affected groups, etc. Official minutes will be prepared to record the inputs provided by the participants.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| STEP 5  | PCU will proceed with implementation of RAP(s) after RAP(s) will be finalized, updated based on community consultations, approved by the WB and published prior to approval of subprojects.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| STEP 6  | RAP implementation report approved by WB<br>WB NO objection to start civil works                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

Implementation of the RAP is based on the mechanisms of resettlement implementation and compensation activities in accordance with the WB ESS 5 described in this document. The distribution of responsibilities of all parties involved in the implementation of RAP(s) is summarized in Table 3.

**Table 3. Roles and responsibilities in implementing Resettlement Action Plans**

| Responsible party                                       | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CIU                                                     | <ul style="list-style-type: none"> <li>• Approve resettlement plans prepared by PCU with the WB and publish them on the project website;</li> <li>• Organize approval of financing from the local budget of local self-government and/or the Project and payments for the implementation of RAPs;</li> <li>• Implement resettlement plans in the field and regularly report on implementation to the WB;</li> <li>• Summarize issues related to resettlement in relation to project implementation to be sent to the WB in the form of regular progress reports;</li> <li>• Be open to comments from affected groups and local authorities regarding resettlement issues of project implementation. Meet with these groups during site visits, if necessary;</li> <li>• Provide guidance to the construction contractor and construction supervision firm on compliance with RAP(s) in conjunction with district and municipal structures;</li> <li>• Coordinate and liaise with WB supervision missions regarding environmental and social safeguard aspects of project implementation;</li> <li>• Conduct regular monitoring activities to implement specific resettlement plans;</li> <li>• Address grievances at central level</li> <li>• Manage the GRM database and provide regular reports on the number and content of complaints.</li> </ul> |
| Consulting companies for preparing RAPs, if applicable. | <ul style="list-style-type: none"> <li>• Conduct social impact screenings in the subprojects with involvement of local authorities;</li> <li>• Prepare RAPs in consultation with relevant stakeholders and PAPs.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Rayon administrations and Local authorities             | <ul style="list-style-type: none"> <li>• Organize the publication of final plans resettlement on their official websites and organize public meetings with NGOs, community representatives, affected groups, etc.;</li> <li>• Official minutes will be prepared to record materials provided by participants;</li> <li>• Management of grievance redressal mechanism at district and local levels;</li> <li>• Facilitate community monitoring.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Contracting companies                                   | <ul style="list-style-type: none"> <li>• Comply with the requirements of RAP(s), ESMPs;</li> <li>• Compensate or repair all damages incurred during construction (e.g., crop damage, infrastructure) as indicated in the RAP(s)/RPF and agreed to by the PCU or Project representatives;</li> <li>• GRM management of the Contractor level.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| World Bank                                              | <ul style="list-style-type: none"> <li>• Review site/site specific RAP(s) and provide approval;</li> <li>• Publish final RAP(s) and reports on RAP implementation on the official WB website;</li> <li>• Conduct implementation support and supervision missions to ensure that the Project complies with the WB ESS5.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

The table above describes the optimal arrangements, based on existing responsibilities, to ensure that the requirements of these RPF are met for each project. These are based on the institutional

structures at the time the RPF is written. If these institutional structures change, this should be reflected in the arrangements outlined.

### **8.8 Implementation schedule, linking resettlement implementation to construction works**

Prior to the start of construction activities for specific facilities under the subprojects, PAPs will be required to be compensated in accordance with the provisions of the published and approved RAP(s), which is based on the data of the RPF. For activities related to land acquisition or loss, restricted access, it is further required that these measures include the provision of compensation and other assistance necessary for displacement up to the time of resettlement. Land and related assets may be removed only after compensation has been paid and, if applicable, displaced persons are provided with resettlement sites and transportation costs. PAPs who are to be physically resettled shall be able to either complete the construction of their houses on the replacement land parcels or the rent for temporarily accommodating them in alternative housing/apartment will be covered by the compensation budget. A written agreement must be signed between the parties to regulate the specific terms and conditions. Measures to comply with these RPFs will be included in RAP(s) to be prepared for each activity, including resettlement or compensation. The implementation schedule of the activities shall be agreed with the PCU, Municipal water supply enterprise/Local authorities and PAPs.

These include target dates for the start and completion of construction works, schedules for handover of completed construction works to PAPs, and tenure of land/facilities/services used by PAPs. The dates should be later than the date of handover of the completed construction works to the PAPs and payment of all compensation. It should also be agreed between the parties how these activities relate to the implementation of the overall subproject. The verification process should ensure that the RAP contains acceptable measures that link resettlement activities to civil works in accordance with this policy.

The distribution mechanism of these measures will ensure that no individual or affected household will be displaced (economically or physically) due to general construction activities before compensation is paid and resettlement sites with adequate facilities/facilities are prepared and made available for the affected individual or household. Once the RAPs have been approved by the designated authority - Director of PCU, the RAP should be forwarded to the World Bank for final review and approval. Compensation will be paid to individual PAPs only after written consent of the PAPs including both husband and wife.

### **8.9 Implementation budget**

At this stage it is not possible to estimate the exact number of people that may be affected as the technical designs and details have not yet been developed. Therefore, it is not possible to provide an approximate budget for the total cost of resettlement that may be associated with the implementation of this project. However, when these locations are known and after the site-specific socio-economic study is completed, information on specific impacts, individual and household incomes and the number of people affected, and other demographic data will be available. Detailed and accurate budgets for each RAP will be prepared by the PCU. Each RAP will include a detailed budget that will contain costs for the following:

- compensation may include, for example, costs of land, structures, crops; structural rehabilitation; public structures and services;
- relocation costs may include, for example, PAPs relocation costs, administrative costs of PAPs relocation;
- revenue recovery costs may include, for example, temporary revenue support for PAPs.

The PCU will be the responsible agency for the implementation of RAP, and administrative costs related to personnel costs, training and capacity building, monitoring and evaluation will be covered by the project funds.

## **9. CONSULTATION AND DISCLOSURE ARRANGEMENTS**

The RP summarizes results of measures taken to consult with displaced persons regarding the project, its likely impacts, and proposed resettlement measures. It also summarizes the meetings held with displaced persons (dates, locations, number of participants), including comments, questions, and concerns expressed by displaced persons during these meetings as well as responses provided to them. The DDWSWD discloses a draft RP to the displaced persons (and the public) after Bank review and solicits comments from displaced persons regarding the proposed plan. Disclosure of the final RP occurs following consideration of comments received and following Bank acceptance.

## **10. MONITORING AND EVALUATION**

The Social and Environmental Safeguards Specialists of the PCU (hereinafter - Specialists) will conduct monitoring throughout the implementation of the Program to review the effectiveness of measures to prevent negative impacts of the Program and track mitigation measures, assess the results of the compensation process, site restoration and resettlement implementation.

The Specialists will conduct an audit of the RAP implementation process, which will be used as a basis for reporting. Field visits will be conducted to identify possible gaps in implementation and timely adjustments to the process. During field work, the Specialists will monitor such aspects as compliance with the timing of compensation/other assistance payments, proper dissemination of information to PAPs about the project and available payments, consultations and their quality, and consideration of complaints received. In addition, an assessment will be made of the achievement of the RAP objectives to summarize the implementation of the Plan.

The specialists will assess the quality of community mobilization, while other PCU activities of involvement, voting and interaction with the community will be measured/assessed through community scorecards, which will be reviewed and verified, along with financial documents and project implementation reports, during social audit meetings. Feedback and complaints received through the GRM will also be included in the semi-annual reporting. The PCU Social Specialist will be responsible for preparing the resettlement plan implementation report.

The specialists will monitor all sub-projects under the Program to ensure compliance with environmental and social requirements during construction, operation and maintenance. They will ensure that the terms of the contract are in full compliance with the RAP/RPA document. The final payment to the contractor shall be subject to the final inspection, with particular attention to the requirement to restore the site to its original condition after completion of the rehabilitation works.

The specialists will visit the sub-project sites as required. Based on the effectiveness of the safeguards measures of the various subprojects, the specialists will advise on subsequent payments to be made to contractors contracted to implement subprojects under the Program. If it is determined that the requirements of the RPF and/or ESS are also not met, further payments will be suspended until the ESS requirements are met. In addition, in the project areas, the PCU will be responsible for the environmental and social monitoring activities identified above as part of the preventive and mitigation measures proposed to address potential adverse impacts. This monitoring will be included in the overall project monitoring plan required by the World Bank as part of project implementation.

As part of its environmental and social monitoring activities, the PCU will conduct inspections of project sites on a regular basis to determine the effectiveness of measures taken and the social and

environmental impacts of subproject activities. The PCU will also be responsible for reviewing, resolving and monitoring complaints and other feedback, including those related to implementation of resettlement measures. Feedback and complaints received through the GRM will also be included in the semi-annual reporting. The PCU Social Specialist will be responsible for preparing a report on the implementation of the resettlement plan.

The PCU will be responsible for reporting on the RPF/RAP and will:

- Maintain records and preserve the results of project supervision and monitoring throughout the project life cycle. It will submit consolidated reports on the progress of RPF/RAP implementation and safeguards aspects of the sub-projects on a semi-annual basis to the World Bank;
- Prepare semi-annual reports on the progress of implementation of the measures proposed in the RPF/RAP for individual sub-projects and, as part of these reports, provide updates on any RAPs related to complaints/feedback received, addressed, or pending;
- Prepare semi-annual reports on social impacts arising from the implementation of sub-projects and an analysis of the effectiveness of mitigation measures applied to minimize adverse impacts;
- Prepare outlines and requirements for Contractors' reporting on resettlement mitigation measures and review the Contractor's monitoring plan and reports;
- Provide information to the general public on the impacts of mitigation measures and environmental and social protection measures through special publications or annual public seminars.

## **11. GRIEVANCE MECHANISM**

To ensure that displaced persons can raise complaints regarding the land acquisition process, calculation or payment of compensation, provision of assistance, or other relevant matters, the RP provides for an accessible and responsive grievance mechanism. The RP describes submission procedures, organizational arrangements, and responsive performance standards for handling grievances, and measures to be taken to inform displaced persons or communities about grievance initiation and response standards. The grievance mechanism does not preclude displaced persons from pursuing other legal remedies available to them.

The DDWSWD keeps a record of all complaints referred to the grievance mechanism, including a description of issues raised and the status or outcome of the review process.

As required by the World Bank's Environmental Social Standard (ESS) 10, PCU will adapt the Grievance Redress Mechanism (GRM). The GRM will streamline the process of receiving, reviewing and resolving grievances that may arise as a result of the implementation of the Project activities.

The GRM process is necessary to enable direct and indirect beneficiaries, stakeholders and Project staff, at all stages of Project implementation:

- to access information about the Project;
- at all stages of the Project operations to submit their appeals for improvement of the Project activities;
- in increasing transparency and openness in the process of implementation of the Project activities;
- timely addressing issues/problems preferably at no cost and with a guarantee of timely resolution.

Citizens' appeals directly related to the Project implementation are subject to consideration. Appeals or complaints can be either individual or collective. The mechanism will also allow for anonymous complaints to be filed and addressed. In accordance with the Law of the Kyrgyz Republic "On the Procedure for Consideration of Citizens' Appeals" dated 4 May 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.

**11.1. GRM key objectives**

- Register, verify, review, follow up and respond to complaints or appeals received related to social, environmental and any other issues related to Project activities;
- To reach mutually agreed solutions satisfactory to both the Project and Project-affected persons, and to resolve any grievances locally in consultation with the aggrieved party;
- To facilitate the development process at the local level while maintaining transparency, as well as to establish accountability to project affected persons;
- Establish feedback;
- Encourage vulnerable individuals and/or groups to express their views

**11.2. Grievance review and resolution process**

Grievance Redress Mechanism (GRM) is to provide avenues and express concerns or complaints voiced by project-affected persons and institutions; and other community stakeholders affected by activities resulting from the implementation of the Project. It will be implemented according to the following three levels, i.e., grievance commissions will be established at all levels.

It is important to note that the PCU will implement the following one of the approaches applied in the process of implementation of the existing Project, through the establishment of Water Committee (WC) of rural settlement consisting of representatives of aiyl okmotu, aiyl kenesh, council of aksakals, council of women, council of youth, vulnerable category of population, ethnic minorities, Municipal Water Supply Enterprise, as well as interested rural residents. The main purpose of forming and interacting with the WC is to facilitate the Project to broadly involve rural residents in the process of addressing the rural settlement water supply and sanitation issues, as well as in:

- dissemination among the rural residents of reliable information on the progress of the project on construction/rehabilitation of the WSS and modernization of sanitary facilities of social institutions;
- assistance in increasing transparency and openness in the process of implementation of the Project activities;
- conducting joint monitoring of activities of aiyl okmotu and CDWUU/MWSE on water supply system management and provision of safe drinking water to the population.

Establishment of VWC at the subproject level is carried out at the introductory meeting of the rural settlement, where information on the Project, agreement on the composition of the WC and the adopted Regulation on the WC are provided, which are all together recorded in the Minutes of the general introductory meeting of the rural settlement. At the first meeting of the WC, a chairperson, a secretary and a person responsible for promotion of the GRM in the subproject are elected.

Further, the Commission for consideration of citizens of the local level is established at the level of aiyl okmotu on the basis of the Order of Aiyl Okmotu consisting of the head of Aiyl Okmotu, who is the Chairman of the Commission, the Chairman of Aiyl Kenesh is appointed as the Co-Chairman of the Commission, representatives of the regional branch of the state institution “Cadastre”, the territorial department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic, the Department of Disease Prevention and State Sanitary and Epidemiological Supervision of the Ministry of Health of the Kyrgyz Republic, director of CDWUU/MWSE, the Chairman of the WC subproject, rural resident and representative of the PCU in the subproject.

Regarding the Commission for consideration of citizens' appeals at the national level within the framework of the ongoing PCU Project, this Commission was established by the Order of the SAAACHCS with No. 27/p dated 09.11.2023. The Commission is composed of:

- The Director of the Department for the Development of Drinking Water Supply and Wastewater Disposal (DDWSWD) is the Chairman of the Commission for consideration of citizens' appeals;
- The head of the Department of Drinking Water and Wastewater Disposal is the co-chair of the Commission;
- A representative of the State Civil Service Agency and Local Government;

- 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 supervision of the Ministry of Health and Social Development of the Ministry of Health of the Kyrgyz Republic;
- The PCU Director;
- The PCU Environmental Specialist;
- The PCU Social Development Specialist;

Table 4 provides information on levels, timeframe and responsible persons for consideration of appeals and complaints of citizens and stakeholders.

**Table 4. Matrix for managing grievances/complaints from citizens affected by the Project**

| Step | Impact level                      | Process                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Timeframe        |
|------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 1    | Decision at subproject level      | At the initial stage, the Village Water Committee listens to the Applicant and proposes acceptable solutions. If, the Applicant is not satisfied with the decision of the WC, he or she shall file a complaint in writing with the local Grievance Commission.                                                                                                                                                                                                                                                                                                                                                                | 2-3 working days |
| 2    | Decision at the aiyl okmotu level | Upon receipt of a written request from the Applicant, the AO Commission at the local level will analyze the request and prepare a package of documents. The decision of a majority of the Commission members shall be considered final and the final MoM shall be signed. The decision shall be made within 14 working days with sending the conclusion of the commission's decision to the Applicant. If the Applicant is not satisfied with the decision of the Commission, he/she shall submit an appeal in writing to the Central Level Commission with the opinion and supporting documents received at the local level. | 14 working days  |
| 3    | Central level solution            | Upon receipt of a written appeal from the Applicant, the Commission at the central level will review and prepare the appeal package. The formal hearing shall be held on a date agreed upon by the Commissioners. 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 verify their accuracy if necessary. Within 14 working days of the filing of the appeal, the Commission shall make a decision and sign the final minutes for further submission to the Applicant.                                     | 14 working days  |

The following communication channels have been established in the PCU through which residents/beneficiaries of the subprojects can send appeals at different stages of Project implementation:

- by mail - Bishkek, Baytik Baatyr str. 34.
- by phone – 0312 54-54-55

- WhatsApp is an instant text messaging system for mobile devices with voice and video support - the GRM numbers are + 996 555 544 575 и +996 707 544 575;
- verbal or written communications received during on-site working meetings and by Project field specialists in the subprojects;
- incoming correspondence on purpose to the PCU reception desk;
- incoming e-mail correspondence [office@tunuksuu.kg](mailto:office@tunuksuu.kg)
- journals of registrations of citizens' appeals.

### 11.3. Handling sensitive complaints

All World Bank-financed projects must comply with the World Bank's Sexual Exploitation and Abuse/Sexual Harassment (SEA/SHA) Prevention Framework and implement measures to raise awareness and reduce the risks of SEA/SHA.

At all stages of Project implementation, all the PCU staff and contractors will be informed on the principles of control and prevention of the SEA/SH risks. A clear GRM will be developed that will ensure accessibility and confidentiality of the complaints application mechanism and their consideration, and will allow the complainant to freely raise their concerns and will ensure that the applicant does not fear likely retaliation. These complaints will be investigated promptly and impartially and all those responsible, will be held accountable.

The Program will also introduce the following measures to prevent the risk of SEA/SH:

- A gender-sensitive approach will be taken into account when recruiting social workers in the PCU.
- E&S specialists will be appointed as SEA/SH coordinators. Such coordinators will also be appointed in contractors.
- The grievance redress mechanism will be accessible, transparent and ensure full confidentiality of personal information. All data related to complaints about SEA/SD will be securely stored and accessible only to authorized personnel.
- In addition to socio-cultural characteristics and non-violent communication methods, regular sessions on SEA/SH prevention, reporting procedures and the importance of confidentiality will be included in the training of staff. The training of staff will include, among other things, ways to identify violence and its types against women and the subsequent sanctions available to the person who committed SEA/SH.
- Information on SEA/SH risks, prevention measures and available support services will be disseminated through community meetings/information posters, information on women's rights, self-defence methods, emergency numbers, complaint mechanisms and confidentiality policies.
- An accessible, safe and confidential reporting mechanism for sensitive complaints will be established

The Contracting Organization will be responsible for developing personnel management procedures, occupational health and safety plans, and SEA/SH protocols to be applied to its own employees and to the employees of (sub)contractors hired by the Project. These procedures and plans will be submitted to the PCU for review and approval before contractors are allowed to commence construction work. All contractors will be required by contract to undertake an obligation against SEA/SH, and PCU staff responsible for supervising contractors will monitor and report the absence of SEA/SH cases. SEA/SH data will be included in the reporting on the progress of work in the subprojects.

### 11.4. The WB Grievance Redress Service

Communities and individuals who believe that they are adversely affected by a World Bank-supported Project may 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 may be submitted in English, Kyrgyz or Russian,

although complaints written in languages other than English will require additional time. You can file a complaint with the Bank's GRS through the following channels:

- by e-mail: [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 should clearly state the adverse impact allegedly caused or likely to be caused by the Bank-supported project. It should, where possible, be supported by available documentation and correspondence. The applicant may also indicate the desired outcome of the complaint. The complaint must include the name of the applicant or designated representatives and contact information. Grievances filed through the GRS shall be addressed as soon as possible so that Project-related issues can be quickly resolved.

In addition, communities and individuals affected by the Project may file complaints with the World Bank's Independent Inspection Panel, which then determines whether harm has been or may have been caused as a result of the World Bank's failure to comply with its policies and procedures. Complaints may be filed with the Inspection Panel at any time after the matters have been brought to the attention of the World Bank and after bank management has had an opportunity to respond. For information on how to file a complaint with the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

In order to obtain and facilitate resolution of concerns, applications and complaints of the affected people regarding the social and environmental performance of the project, a Social and Environmental GRM is proposed for the project. When and where the need arises, the mechanism will be used for addressing complaints that may arise during the implementation of project. The GRM promptly addresses the concerns and complaints of affected people using a clear and transparent process that is gender sensitive, culturally appropriate and easily accessible to all segments of affected people free of charge and without any encumbrances. The mechanism is not impeding access to the KR judicial or administrative remedies. The project initiator will duly inform the affected people about the mechanism before any construction work begins.

Stakeholders and project beneficiaries can send a complaint to through:

- Grievance Redress Mechanism of the Project,
- Grievance Redress Service (GRS) of the World Bank.

**12. ANNEXES****Annex 1. Report form on screening of expected social impacts  
(Report should be brief)**

Date « \_\_\_\_ » \_\_\_\_\_ 202\_\_

Composition:

| <b>№</b> | <b>Last Name, Name, Middle Name</b> | <b>organization</b> | <b>position</b> |
|----------|-------------------------------------|---------------------|-----------------|
| 1        |                                     |                     |                 |
| 2        |                                     |                     |                 |
| 3        |                                     |                     |                 |
| 4        |                                     |                     |                 |
| 5        |                                     |                     |                 |

---

**Subproject name:**

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**Location of subproject implementation:**

---

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*(Specify the location of implementation with a map/layout with photos included)***Type of activity:**

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*(New construction, reconstruction, rehabilitation, current repairs)***Estimated cost:**

---

---

**Planned date of commencement:**

---

---

**Technical drawings/characteristics reviewed:**

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---

**Checklist:**

| Possible impact factor                                                                                                                                                                                                                                                                             | Availability (yes/no) | Notes |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------|
| Does this subproject include rehabilitation of existing facilities or will new work be required?                                                                                                                                                                                                   |                       |       |
| Is this subproject closely related to any other activity not financed under the Project?                                                                                                                                                                                                           |                       |       |
| Is the ownership status and current use of the land/site to be used for construction known?<br>Free of encumbrances?                                                                                                                                                                               |                       |       |
| Will there be permanent or temporary loss of shelter and residential land due to land acquisition?                                                                                                                                                                                                 |                       |       |
| Will there be permanent or temporary loss of agricultural and other productive assets due to land acquisition?                                                                                                                                                                                     |                       |       |
| Will there be losses of crops, trees, and fixed assets due to land acquisition?                                                                                                                                                                                                                    |                       |       |
| Will there be permanent or temporary loss of businesses or enterprises due to land acquisition?                                                                                                                                                                                                    |                       |       |
| Will there be permanent or temporary loss of income sources and means of livelihoods due to land acquisition?                                                                                                                                                                                      |                       |       |
| If land or private property is purchased through negotiated settlement or willing buyer-willing seller, will it result in the permanent or temporary removal or displacement of renters, or leaseholders?                                                                                          |                       |       |
| If land or private property is purchased through negotiated settlement or willing buyer-willing seller, will it result in the permanent or temporary removal or displacement of informal land-users (people without legal rights on the land) or squatters?                                        |                       |       |
| Will the project involve any permanent or temporary restrictions in land use or access to legally designated parks or protected areas and cause people or any community to lose access to natural resources, communal land or communal facilities?                                                 |                       |       |
| Is there any impact on illegal land use practices?<br>Are there people ("spontaneous traders") who live / do business in the proposed sites / project locations to be used for construction works?<br>If yes, provide details of any temporary or permanent impact on them in the "Notes" section? |                       |       |
| Is it necessary to determine the level of assessment of institutional resources required for protection measures?                                                                                                                                                                                  |                       |       |
| Are there any third-party assets at the subproject site?                                                                                                                                                                                                                                           |                       |       |
| Are there any privately or commercially owned structures? If yes, indicate the type and number of structures.                                                                                                                                                                                      |                       |       |
| Are there disputed territories?                                                                                                                                                                                                                                                                    |                       |       |
| Will access roads and pedestrian routes to residences and commercial structures be available during construction?                                                                                                                                                                                  |                       |       |
| Will temporary or permanent land acquisition be required for construction as part of the project?                                                                                                                                                                                                  |                       |       |
| Will construction not lead to changes in the social environment, will not the income of commercial structures and the population be reduced?                                                                                                                                                       |                       |       |
| Are there any past involuntary resettlement impacts in the area that require remedial actions for unmitigated past resettlements?                                                                                                                                                                  |                       |       |

|                                                                                   |  |  |
|-----------------------------------------------------------------------------------|--|--|
| Give an estimate of the total number of people who will potentially be resettled. |  |  |
| Will tribal communities be vulnerable to potential resettlement?                  |  |  |

**Recommendations:**

*Based on the answers to the control questions, it will be determined whether or not further action is required to implement ESS 5 procedures.*

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**Name of Social Development Specialist:**

**Signature:** \_\_\_\_\_ / **Date:** \_\_\_\_\_ /

**Annex 2. Screening of affected assets/facilities affected by the Project and their characterization**

Name of subproject: «\_\_\_\_\_»

Date of Screening: «\_\_\_\_\_» \_\_\_\_\_ 202\_\_\_\_

**Data of persons potentially affected by the project and characterization of the affected asset**

| <b>№</b> | <b>PAP Name</b> | <b>Address</b> | <b>Location of the affected asset, parameters</b> | <b>Type of asset affected</b> | <b>How is the asset currently being used?</b> | <b>% reduction in income as a result of loss of asset</b> | <b>Comments, actions taken</b> | <b>Composition of the commission</b> | <b>Photo</b> |
|----------|-----------------|----------------|---------------------------------------------------|-------------------------------|-----------------------------------------------|-----------------------------------------------------------|--------------------------------|--------------------------------------|--------------|
| 1        |                 |                |                                                   |                               |                                               |                                                           |                                |                                      |              |
| 2        |                 |                |                                                   |                               |                                               |                                                           |                                |                                      |              |
| 3        |                 |                |                                                   |                               |                                               |                                                           |                                |                                      |              |
| 4        |                 |                |                                                   |                               |                                               |                                                           |                                |                                      |              |
| 5        |                 |                |                                                   |                               |                                               |                                                           |                                |                                      |              |
| 6        |                 |                |                                                   |                               |                                               |                                                           |                                |                                      |              |
| 7        |                 |                |                                                   |                               |                                               |                                                           |                                |                                      |              |

Enclosed: protocol of screening results and photographs.

## Annex 3. Forms of census of PAPs

| Name | Gender |   | Age | Nationality | Marital status | Breadwinner |    | Number of dependents | Employment |    | Type of employment | Income level | Total household income level | The level of education | Disability | Does he receive social assistance? | Access to public services (health care, education) | Resettlement preferences |
|------|--------|---|-----|-------------|----------------|-------------|----|----------------------|------------|----|--------------------|--------------|------------------------------|------------------------|------------|------------------------------------|----------------------------------------------------|--------------------------|
|      | M      | F |     |             |                | yes         | no |                      | yes        | no |                    |              |                              |                        |            |                                    |                                                    |                          |
| 1.   |        |   |     |             |                |             |    |                      |            |    |                    |              |                              |                        |            |                                    |                                                    |                          |
| 2.   |        |   |     |             |                |             |    |                      |            |    |                    |              |                              |                        |            |                                    |                                                    |                          |
| 3.   |        |   |     |             |                |             |    |                      |            |    |                    |              |                              |                        |            |                                    |                                                    |                          |
| 4.   |        |   |     |             |                |             |    |                      |            |    |                    |              |                              |                        |            |                                    |                                                    |                          |
| 5.   |        |   |     |             |                |             |    |                      |            |    |                    |              |                              |                        |            |                                    |                                                    |                          |
| 6.   |        |   |     |             |                |             |    |                      |            |    |                    |              |                              |                        |            |                                    |                                                    |                          |
| 7.   |        |   |     |             |                |             |    |                      |            |    |                    |              |                              |                        |            |                                    |                                                    |                          |

Name of the Interviewer: \_\_\_\_\_

AO representative: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name of the representative of the land management service:

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



Annex 4. Inventory of land fund of PAP

Venue: \_\_\_\_\_

Date: \_\_\_\_\_

| No. of interview | Full Name of Household Head | Number of households | Number of families in the household | Total land area owned by the family, (m²/ha) | Official land and lease documents | Status of land, how land is used | Area of land to be withdrawn, (m²/ha) | Is there public/government infrastructure on the land? | Total % loss | Loss of assets, (m², m, pcs., etc.) (specify type and number of assets: structures, fences, wells. | Area of loss of housing stock, (m²) | Fruit trees, type and quantity, (pcs.) | Crop loss | Yield loss | Other losses, (specify type of loss: rented housing structure, etc.) |
|------------------|-----------------------------|----------------------|-------------------------------------|----------------------------------------------|-----------------------------------|----------------------------------|---------------------------------------|--------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------|-----------|------------|----------------------------------------------------------------------|
|                  |                             |                      |                                     |                                              |                                   |                                  |                                       |                                                        |              |                                                                                                    |                                     |                                        |           |            |                                                                      |

INTERVIEWER FULL NAME: \_\_\_\_\_

Annex 5. The rights of PAP for compensation

| No. of interview | Full Name of Household Head | Land compensation               |                                       |             | Compensation for construction   |                                       |             | Compensation for crops and trees |                                       |             | Compensation for other assets and losses (wells/boreholes, business, etc.) |                                       |             | Compensation for transportation costs and other resettlement assistance |       | Additional compensation to vulnerable PAPs |       |
|------------------|-----------------------------|---------------------------------|---------------------------------------|-------------|---------------------------------|---------------------------------------|-------------|----------------------------------|---------------------------------------|-------------|----------------------------------------------------------------------------|---------------------------------------|-------------|-------------------------------------------------------------------------|-------|--------------------------------------------|-------|
|                  |                             | Quantity (m <sup>2</sup> or ha) | Unit price per (m <sup>2</sup> or ha) | Entitlement | Quantity (m <sup>2</sup> or ha) | Unit price per (m <sup>2</sup> or ha) | Entitlement | Quantity (m <sup>2</sup> or ha)  | Unit price per (m <sup>2</sup> or ha) | Entitlement | Quantity (m <sup>2</sup> or ha)                                            | Unit price per (m <sup>2</sup> or ha) | Entitlement | Сумма                                                                   | Право | Сумма                                      | Право |
|                  |                             |                                 |                                       |             |                                 |                                       |             |                                  |                                       |             |                                                                            |                                       |             |                                                                         |       |                                            |       |

INTERVIEWER FULL NAME: \_\_\_\_\_

**Annex 6. Summary of RAP and abbreviated RAP**

Content of the Resettlement Action Plan. The scope and level of detail of the resettlement plan depends on the scale and complexity of the resettlement. The plan is based on updated and reliable information on (a) the proposed resettlement and its impact on displaced persons and other disadvantaged groups, and (b) legal issues related to resettlement. The resettlement plan covers the elements below, as applicable. If any element is not relevant to the project conditions, this should be noted in the resettlement plan.

1. Project Description. General description of the project and definition of the project area.
2. Potential impacts. Identification
  - a project component or activity that results in resettlement;
  - area of impact of such component or activity;
  - alternatives considered to avoid/minimize resettlement;
  - mechanisms established to minimize resettlement to the extent possible during project implementation.
3. Purposes. Main objectives of the resettlement program.
4. Social and economic research. Results of socio-economic research to be conducted in the early stages of project preparation and with potentially displaced people, including
  - (a) census results, covering:
    - (i) current residents of the affected area to provide a basis for the developing a resettlement program and excluding the subsequent influx of people eligible for compensation and resettlement assistance;
    - (ii) standard characteristics of displaced households, including descriptions of production systems, work and household organization; and basic information on the livelihoods (including, as appropriate, levels of production and income derived from both formal and informal economic activities) and living standards (including health status) of displaced populations;
    - (iii) the amount of expected loss of assets, total or partial, and the degree of displacement, physical or economic;
    - (iv) information on vulnerable groups or persons for whom special provisions may be made; and
    - (v) provisions for regular updates on the livelihoods and living standards of displaced persons, so that the latest information is available during their displacement.
  - (b) Other studies describing the following:
    - (i) Land tenure and land transfer systems, including inventories of common property natural resources from which people derive their livelihoods and basic necessities, usufruct systems not based on ownership (including fishing, grazing or use of forested areas) are regulated by local land allocation mechanisms, including any issues arising from different tenure systems in the project area;
    - (ii) social interaction patterns in affected communities, including social networks and social support systems, and how these will be affected by the project;
    - (iii) public infrastructure and social services that will be affected;
    - (iv) social and cultural characteristics of displaced communities, including a description of formal and informal institutions (e.g., public organizations, ritual groups, nongovernmental organizations (NGOs) that may be relevant to the consultation strategy and to the development and implementation of resettlement activities.
5. Legal Framework. Results of the regulatory and legal framework analysis, covering:
  - (a) the scope of authority within the compulsory alienation of property and the nature of the compensation associated with it, in terms of assessment methodology and timing of payment;
  - (b) applicable legal and administrative procedures, including a description of the remedies available to displaced persons in the legal process and the accepted timeframe for such procedures, as well as any available alternative dispute resolution mechanisms that may be relevant to resettlement under the project;
  - (c) relevant law (including customary and traditional law) regulating land use, valuation of assets and losses, compensation and rights to use natural resources; customary personal law

related to displacement; and environmental and social security legislation;

(d) laws and regulations relating to the agencies responsible for carrying out resettlement activities;

(e) gaps, if any, between local laws related to compulsory alienation and resettlement and World Bank resettlement policies, and mechanisms to address such gaps; and

(f) any legal steps necessary to ensure effective implementation of resettlement activities under the project, including, if necessary, the process of recognizing claims to legal rights to land, including claims arising from customary law and traditional use.

6. Institutional Framework. Results of the analysis of the institutional framework, covering:

a) identification of institutions responsible for resettlement activities and NGOs that can play a role in project implementation;

b) assessing the institutional capacity of such institutions and NGOs; and

c) any steps that are proposed to improve the institutional capacity of agencies and NGOs responsible for implementing resettlement.

7. Eligibility. Definition of displaced persons and criteria for determining their eligibility for compensation and other resettlement assistance, including relevant deadlines before eligibility is terminated.

8. Valuation and indemnification. The methodology to be used in assessing losses to determine their replacement cost; and a description of the proposed types and levels of compensation in accordance with local law and such additional measures as are required to achieve the replacement value of the lost assets.

9. Resettlement Measures. Description of compensation packages and other resettlement measures that will help each category of eligible displaced persons achieve policy objectives (see ESS 5). In addition to being technically and economically feasible, resettlement packages must be compatible with and prepared in consultation with the cultural preferences of displaced persons.

10. Site selection, site preparation for moving. Alternative relocation sites and an explanation of the selected sites are considered, including:

a) Institutional and technical measures to identify and prepare resettlement sites, whether rural or urban, for which the combination of productive capacity, location advantages, and other factors are at least comparable to those of older sites, with an estimate of the time required to acquire and transfer land and supporting resources;

b) any measures necessary to prevent land speculation or the influx of non-compliant persons on selected sites;

c) Project physical relocation procedures, including a schedule for site preparation and handover;

d) Legal mechanisms to regulate tenure and transfer rights to resettled persons.

11. Housing, infrastructure and social services. Plans to provide (or finance the provision of) housing, infrastructure (e.g., water, access roads), and social services (e.g., schools, health services) to resettled persons; plans to provide comparable services to the host population; and any necessary site development, engineering, and architectural designs for these facilities.

12. Environmental protection and management. A description of the boundaries of the resettlement area; and an assessment of the environmental impacts of the proposed resettlement and the measures to mitigate and manage these impacts (coordinated with the environmental assessment of major investments requiring resettlement, if necessary).

13. Community Involvement. Involvement of resettled persons and host communities:

- description of the strategy for consultation and participation of resettled persons and hosts in the design and implementation of resettlement activities;

- summary of the views expressed and how these views have been taken into account in the preparation of the resettlement plan;

- review of resettlement options provided and decisions made by displaced persons regarding the options available to them, including options related to: forms of compensation and resettlement assistance; moving as individual families or as part of pre-existing communities or kin groups; maintaining existing model of group organization; and maintaining access to cultural assets (e.g., cultural places of worship, pilgrimage centers, cemeteries);

- institutionalized mechanisms through which displaced persons can communicate their concerns to project management during planning and implementation; and measures to ensure adequate representation of vulnerable groups such as indigenous peoples, ethnic minorities, the landless and women.

14. Integration with the host population. Measures to mitigate resettlement impacts on any host communities, including:

- consultation with host communities and local authorities;
- measures for prompt tendering of any payments due to owners for land or other property provided to resettled persons;
- measures to resolve any conflict that may arise between resettled persons and host communities;
- any measures necessary to expand services (e.g. education, water, health and production services) in host communities to make them at least comparable to those available to resettled persons.

15. Grievance Procedures. Acceptable and accessible procedures for third-party resolution of disputes arising from resettlement; such grievance redress mechanisms should take into account the possibility for communities to go to court and traditional dispute resolution mechanisms.

16. Organizational Responsibilities. Organizational framework for resettlement implementation, including identification of agencies responsible for implementing resettlement measures and providing services; mechanisms to ensure proper coordination among agencies and jurisdictions involved in project implementation; and any measures (including technical assistance) needed to strengthen the capacity of executing agencies to design and implement resettlement activities; provisions for transferring to local authorities or the resettled persons themselves the responsibility for managing the facilities and services provided under the project, and for transferring other such responsibilities from the resettlement agencies, where appropriate.

17. Implementation Schedule. An implementation schedule covering all resettlement activities from preparation to implementation, including target dates for achieving the expected benefits to resettled persons and hosts and the termination of various forms of assistance. The schedule should indicate how the resettlement activities relate to the implementation of the overall project.

18. Expenditures and Budget. Tables showing detailed cost estimates for all resettlement activities, including adjustments for inflation, population growth, and other contingencies; cost schedules; sources of funds; and mechanisms for the timely flow of funds and financing for resettlement, if any, in areas outside the implementing agency's jurisdiction.

19. Monitoring and Evaluation. Measures to monitor resettlement activities by the implementing agency, supplemented by independent monitors, as deemed necessary by the Bank, to ensure complete and objective information; performance monitoring indicators to measure costs, services delivered and results of resettlement activities; involvement of displaced persons in the monitoring process; evaluation of resettlement impacts within a reasonable period of time after completion of all resettlement and development activities; using the results of resettlement monitoring to guide subsequent implementation.

The content for the abbreviated RAP covers the following minimum elements:

- displaced persons survey and asset valuation;
- description of compensation and other resettlement assistance to be provided;
- consultation with displaced persons on acceptable options;
- institutional responsibility for implementation and grievance procedures;
- monitoring and implementation mechanisms;
- schedule and budget.

**Annex 7. Voluntary land donation form**

|                                                                                              |                |                                             |                                                            |                           |
|----------------------------------------------------------------------------------------------|----------------|---------------------------------------------|------------------------------------------------------------|---------------------------|
| Oblast:                                                                                      |                |                                             |                                                            |                           |
| Local authority:                                                                             |                |                                             |                                                            |                           |
| Rayon / City:                                                                                |                |                                             |                                                            |                           |
| Name of the Subproject:                                                                      |                |                                             |                                                            |                           |
| Date of public hearing                                                                       |                |                                             |                                                            |                           |
| The land plot owner name:                                                                    | Law ownership: | Beneficiary of the subproject:<br>Yes<br>No |                                                            |                           |
| Gender:                                                                                      | Age:           | Occupation:                                 |                                                            |                           |
| Address:                                                                                     |                |                                             |                                                            |                           |
| Description of the land, to be obtained under the subproject:                                | Affected Area: | Total land holding:                         | Ratio of affected and to total area of land in possession: | Map coding, if available: |
| Description of annual crops currently grown on the land and, description of project impacts: |                |                                             |                                                            |                           |
|                                                                                              | Details        |                                             | Quantity                                                   |                           |
| Trees that will be removed                                                                   |                |                                             |                                                            |                           |
| Fruit trees                                                                                  |                |                                             |                                                            |                           |
| Trees used for other household purposes                                                      |                |                                             |                                                            |                           |
| Mature forest trees                                                                          |                |                                             |                                                            |                           |
| Describe any other assets that will be lost or must be relocated to implement the project:   |                |                                             |                                                            |                           |
| Value of donated assets:                                                                     |                |                                             |                                                            |                           |
| Will the donated land/asset be less than 5% of the land / property?                          |                |                                             |                                                            |                           |
| Acknowledgement from LA/MWSE                                                                 |                |                                             |                                                            |                           |

By signing this form, a representative of the PCU confirms that land donations are voluntary and in accordance with the protocol, agreed upon with the World Bank. By signing this form, MWE/CDWUU/LA (representative) hereby acknowledges that donations of land are recognized and agreed to with an expression of gratitude as described above.

By signing this form, the land user or owner agrees to contribute assets to the project. The contribution is voluntary. If a land user or owner does not want to contribute his or her assets to the project, he or she should refuse to sign or provide a thumbprint and instead ask for compensation.

Signature of the PCU representative: \_\_\_\_\_

Signatures of the affected persons (both husband and wife):

\_\_\_\_\_  
Signature of the local representative: \_\_\_\_\_

Date: \_\_\_\_\_ \ \_\_\_\_\_ \ \_\_\_\_\_



## Annex 9. Forms of Public Consultations documents

### PUBLIC CONSULTATIONS PROGRAM

**The event aims:** Public awareness on socio-environmental safety of the planned construction/rehabilitation of the water supply system in Chuy, Issyk-Kul and Osh oblasts under the “Water Supply and Sanitation Universal Access Project”.

**Venue:** \_\_\_\_\_

**Date and time:** \_\_\_\_\_

| Activity                                                                                                       | Responsible | Time |
|----------------------------------------------------------------------------------------------------------------|-------------|------|
| Participant registration                                                                                       |             |      |
| Meeting opening                                                                                                |             |      |
| Project Concept Presentation                                                                                   |             |      |
| Presentation of the Environmental and Social Management Plan and Resettlement Policy Framework of the Project. |             |      |
| Discussion of presentations, Q&A, free speeches, summarizing and closing the meeting.                          |             |      |

### INVITATION

Dear \_\_\_\_\_

We invite you to participate in the public hearings on socio-environmental safety measures under the planned by the PCU for construction and/or rehabilitation of water supply systems in \_\_\_\_\_ oblast under the Project « \_\_\_\_\_ »

The public hearing will be conducted\_ \_\_\_\_\_ 202\_\_ in \_\_\_\_\_  
in \_\_\_\_\_ (time), registration of participants in \_\_\_\_\_(time).

Please confirm your participation by tel. \_\_\_\_\_ or by e-mail  
\_\_\_\_\_