

**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**

STAKEHOLDER ENGAGEMENT PLAN

Rural Sanitation and Fecal Sludge Management Project

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Abbreviations

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

INTRODUCTION/PROJECT DESCRIPTION

1.1. INTRODUCTION

This document presents the Stakeholder Engagement Plan which has been prepared and will be implemented by the 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, in preparation for the Rural Sanitation and Fecal Sludge Management Project.

The proposed JSDF-supported Project will pilot an integrated, inclusive FSM model in Aksu District, combining sanitation infrastructure, service delivery, job creation, and safe reuse of treated sludge. 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-consumption 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.

1.2. PROJECT 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.

The Rural Sanitation and Fecal Sludge Management Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide

stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective/Description of SEP

2.1 Purpose and Objectives of the SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

The consultation and engagement with the local population is essential to the success of the Project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed Project.

2.2 SEP structure and scope

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

Project stakeholders include individuals or groups who:

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

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

- **developing sanitation and fecal sludge treatment infrastructure**
- increasing access to basic sanitation services, including toilet upgrades for vulnerable households;
- increasing access to modernized sanitation and hygienic facilities in social institutions such as general education, preschool and medical institutions;
- improving entrepreneurial skills and access to employment in the project area
- strengthening capacity to build technical, safety, and entrepreneurial skills in FSM
- educational activities on the importance of proper sludge emptying and transport, and how treated sludge can become valuable compost.

The SEP contains 8 chapters and is structured as follows:

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

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

2.3 Beneficiaries

Within the framework of this Project, the necessary activities will be carried out for the construction of a wastewater and fecal sludge treatment plant and rehabilitation/retrofitting of on-site sanitation systems, including toilet upgrades for vulnerable households and selected social institutions. Recipients of benefits from the implementation of this Project, according to the level of benefit received, are divided into the following categories, as direct and indirect:

Direct beneficiaries:

- 900 households or 4 530 people of which 50 % are vulnerable will directly benefit from investments aimed at the providing on-site sanitation improvements and FSM service, as well as related information and educational activities to improve health hygiene and change behavioral skills in educational institutions;
- increasing access to employment and entrepreneurial skills on FSM creating 25 new or better jobs
- about 100 people will be provided with training and business development skills on sanitation and FSM to join and/or establish businesses along the FSM service delivery chain
- 5 people (vulnerable) will be recruited for the O&M of the on-site sanitation systems at the 5 social institutions.
- about 5 local service providers such as village water enterprises (MWE) will strengthen the material and technical base for further sustainable operation of the FSM. In addition, relevant capacity-building activities will be organized to build technical, safety, and entrepreneurial skills in FSM.

Indirect beneficiaries:

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

- 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;
 - Local authorities (Aiyl Okmotu) in the participating project areas.
 - The Department of Disease Prevention and State Sanitary and Epidemiological Surveillance under the Ministry of Health of the Kyrgyz Republic and its district divisions will benefit from the Project in the form of laboratory equipment necessary for conducting monitoring and quality control of sludge, treatment processes, and sludge by-products..
 - The project will indirectly benefit the entire district population who will be provided with access to FSM services.

3. REGULATIONS AND REQUIREMENTS

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

3.1. Key relevant legal provisions of the Kyrgyz Republic

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

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

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

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

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

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

One of the principles of environmental protection, in accordance with **the Law of the Kyrgyz Republic "On environmental protection"**, is the principle of openness, transparency in solving environmental issues in economic and other activities that have environmental consequences, close communication with public organizations and the population, encouragement and incentives aimed to protecting and rational use of natural resources, a combination of national, regional and international interests in the field of environmental protection. The Law also ensures the right of

every citizen or institution to have access to information owned by the public authorities about the surrounding environment, that in accordance with the provisions of this Law.

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

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

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

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

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

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

3.2. World Bank Environmental and Social Standard on stakeholder engagement

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The ESF includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. ESS10 applies to all projects supported by the Bank through Investment Project Financing. The Borrower will engage with stakeholders as an integral part of the project's environmental and social assessment and project design and implementation.

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

- Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.

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

4. STAKEHOLDER ENGAGEMENT ACTIVITIES CONDUCTED DURING THE PROJECT PREPARATION

4.1. Meetings and consultations with the World Bank

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

Table 1. List of meetings

Place	Date	Participants	Key issues
DDWSWD	10.03.2025	Representatives: WB DDWSWD PCU	WB vision for the implementation of the RSFSMP.
PCU	11.03.2025	Representatives: WB PCU	Social and environmental requirements of the project in accordance with WB ESF.
DDWSWD	12.03.2025	Representatives: WB DDWSWD PCU	Identification and approval of a list of villages. Meeting with the representatives of the local authority and community
PCU	12.06.2025	PCU Social and Environmental specialists	Local consultations with communities of Aksu district

4.2. Meetings and consultations with key stakeholders

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

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

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

Table 2. List of stakeholders and key issues for discussion

Stakeholders	Key issues for discussion
PCU	• Strategy for achieving the goals of the Project. • Indicators for measuring achievement of Project goals. • Mechanisms for the implementation of the Project. • Eligible purchases. • Social and environmental risks and impact of the Project. • Implementation of a project for the construction and restoration of drinking water supply systems using modern technologies.
DDWSWD WRS	• Investment viability of the Project. • Providing the population of remote regions of the country with safe drinking water.

	• Construction and restoration of drinking water supply systems using modern technologies. • The Project's contribution to economic development, poverty reduction and overall prosperity of the region.
MF KR MES KR MNRETS KR	• Bringing the Project into line with the National Development Strategy for 2018-2040. • Investment viability of the Project. • Sustainable development issues during the development of the Project. • The Project's contribution to economic development, poverty reduction and overall regional prosperity.
Rayon state administrations	• Economic development • Reducing poverty in rural areas. • Providing populated areas with safe drinking water. • Environmental and social requirements, including complaints handling.
Local government bodies	• Providing a favorable environment during the implementation of the water supply project. • Providing the population with safe drinking water. • Environmental and social requirements, including complaints handling.
District water management department (DWMD)	• Water management at the district level. • Sustainability of water supply system.
Municipal water enterprises	• Active participation in the process of construction and/or rehabilitation of drinking water supply systems. • Providing the local population with safe drinking water. • Ensuring the sustainability of water supply systems after completion of construction and/or rehabilitation.
Local Non-Profit Organizations/Community Based Organizations	• Assistance in mobilizing the population during the implementation of the subproject; • Involvement in the processes of discussing issues on providing the local population with safe drinking water and decision-making; • Assistance in disseminating information about the Project's activities among the population of the subproject.
Local population living in the project area	• Implementation of a project for the construction and rehabilitation of drinking water supply systems using modern technologies. • Social and environmental risks and impact of the Project. • Environmental and social requirements, including GRM. • Mechanisms for community involvement in decision-making process. • Participation of vulnerable groups (children, elderly people and persons with disabilities) to meet their specific needs. • Process of feedback and communication with the local community during the preparation and implementation of the project.

4.3. Public consultations

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

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

On August, 2025, the PCU published draft framework documents on social and environmental standards prepared for the Rural Sanitation and Fecal Sludge Management Project on the website www.tunuksuu.kg in order to inform stakeholders and the public about the development goals of this Program and the World Bank's environmental and social standards applicable to this Program.

To inform stakeholders about the Project (RSFSMP) and to disclose the results of the social and environmental documentation, the PCU held public consultations in the Ak-Suu district on June 12, 2025. The public hearings were attended by representatives of the district state administration, heads of ayil okmotus, village leaders, deputies of ayil kenesh, representatives of social services, local state and public institutions, and residents of Ak-Suu district.

Following the consultations, the participants raised no objections or comments regarding the presented framework documents on environmental and social safeguard measures. The participants unanimously supported the implementation of the Project. The minutes of the public hearings are provided in Annex 1.

5. STAKEHOLDER IDENTIFICATION AND ANALYSIS

5.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- Informed participation and feedback: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- Inclusiveness and sensitivity: Stakeholder identification is undertaken to support better communications and build effective relationships.

The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

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- Flexibility: If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

5.2. Categories of Stakeholders

1. **ESS10** identifies two broad categories of stakeholders: "project affected parties" and "other interested parties". ESS10 also indicates that the Borrower will identify those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable.
2. **Project affected parties (PAPs)** are individuals, groups and other parties in the project area who are directly or indirectly, positively or negatively (actually or potentially) affected by the project and/or who have been identified as the most susceptible to project-related changes and who should be actively involved in identifying impacts and their significance, as well as in deciding on mitigation and management measures.
3. **Other interested parties** are individuals/groups/organizations who believe or feel that their interests are affected by the project and/or who have the potential to affect the project outcomes and its implementation process in some way.

4. **Vulnerable groups** are individuals who may be disproportionately affected or further disadvantaged by the project(s) compared to any other groups due to their vulnerable status, and for whom special measures may be required to ensure their equal representation in consultation and decision-making processes related to the project(s).

Stakeholders Identification and Prioritization

5. Stakeholder identification aims to identify and prioritize Project stakeholders for consultation. Stakeholder identification is an ongoing process. Stakeholders have also been classified as per their interest and influence on the Project. Interest/influence has been classified into 3 categories: i) high; ii) medium; and iii) low. This categorization aims to assess the power relationship, impact, support, and attitude of the various identified stakeholders. The stakeholders are described in details in the Table 1 below.

Vulnerable groups

6. Disadvantaged/vulnerable individuals and groups may be affected disproportionately, either adversely or positively, by the project. Because of low socioeconomic profile, their voices may not be heard in the formal decision-making process, or included in consultation process but their feedback are not solicited in a manner that offers sufficient understanding of how they are affected, how they would respond, and what support they may need to avoid or mitigate such impact from their own perspective.

7. Identification of vulnerable individuals and groups, is an important step to effectively engaging them in the consultation process throughout the project cycle. This enables project implementing agency (PCU) to work out measures to avoid adverse impacts, or minimize or mitigate such impacts to vulnerable groups, if avoidance is not possible. Inclusion of disadvantaged/vulnerable individuals and groups, at the early stage of project `planning, can also assist in project design that provide them opportunities to restore and improve their livelihoods.

8. Vulnerable groups under the project may include the following categories, among others: 1) Low-income households and individuals; 2) The elderly in ; 3) People with disabilities;

5.1.1. Project Affected Parties

This category includes “those who may be affected by the Project due to actual impacts or potential risks to their physical environment, health, safety, cultural practices, well-being or livelihoods. These are the people or households most likely to see changes related to the environmental and social impacts of the Project. Analysis of affected parties by Project activities, see Table 3.

Table 3. Description of parties affected by the project

Affected Party	Description	Involvement	Importance
Residents of Aksu district	Rural population; 80% lack adequate sanitation.	Participation in district level consultations. Participation in educational programs aimed at raising awareness about the proper use of water, plant safety, reuse and ensuring sanitation and hygiene.	High
900 beneficiary-households of Aksu district of which 50 percent are vulnerable.	4,530 people with poor sanitation access (-900 households; -50% vulnerable)	Participation in design decision-making processes by making suggestions, providing feedback, as they are users of FSM system, so their needs and preferences should be taken into account when designing the system; Targeted consultations with clear communication on tariffs and subsidies; inclusive outreach; information on service access to safe treatment of wastewater and	High

		fecal sludge, tariffs and hygiene. Grievance redress mechanism	
Local service providers/Municipal Enterprises	Small local utilities created in the Project areas providing services for operation; enhanced service delivery and wastewater collection to individuals and legal entities.	Technical consultations/trainings, workshops and other capacity building activities	High
People with disabilities	Vulnerable group in the Project areas	- participation in village meetings to discuss issues FSM services, improving sanitation infrastructure; - participation in Project training activities; - participation in training to gain skills in sanitary and hygienic practices, which can help improve health and quality of life. -GRM	High
Elderly people (retired people according to Labor Code of the KR)	Vulnerable group in the Project areas	- participation in village meetings to discuss issues FSM services, improving sanitation infrastructure; - participation in Project training activities; - influence on the creation of favorable and comfortable conditions in the households;	from medium to high

		- health promotion; - improving the quality of life in rural areas. -GRM	
Female headed households /Women/Girls	Women, typically tasked with WASH, face time burdens and care responsibilities due to waterborne illnesses, reinforcing cycles of poverty, poor health, and human capital decline.	- ensuring access to improved WASH; - creation of favorable and comfortable conditions in households; - participation in training to gain skills in sanitary and hygienic practices, which can help improve health and quality of life. - devoting more time to raising children. -GRM	High
Local farmers	Smallholder with limited access to affordable fertilizers	Participation in design decision-making processes by making suggestions, providing feedback on potential converting sludge into a nutrient-rich organic fertilizer for agriculture for non-consumptive crops and other purposes (e.g., landscaping, reforestation, horticulture) Targeted consultations with risk-averse to sludge reuse; information on safe compost use and safe treatment of wastewater GRM	High

Trainees in sanitation and FSM entrepreneurship	Local residents, informal workers, and youth	Inclusive training programs, consultations, workshops and other capacity building activities	High
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5.1.2. Other Interested Parties

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

Table 4. Description of other stakeholders

Interested party	Level	Description	Role in Project related issues	Importance
Ministry of Finance (MF)	National	MF is the central state executive body that provides functions for development and implementation of state policy in the field of public financial management, as well as policy in the field of internal audit and public procurement.	The main MF objective is to formulate state policy on public finance management and non-tax payments, improvement of legal regulation in the field of internal audit, accounting and financial reporting of the general government sector, public procurement and management of external and internal public debt of the Kyrgyz Republic.	High
WRS MWRAPI	National	WRS MWRAPI is the administrative department performing functions of an executive authority in the field	The WRS MWRAPI objective includes the development and implementation of a unified state policy in the field of drinking water supply and sanitation; implement measures for (re)construction and	High

		of drinking water supply and wastewater disposal.	rehabilitation of social objects and drinking water supply and sanitation facilities/ structures, financed from the republican budget, international projects and other sources that are not in contradiction to the legislation of the KR.	
DDWSWD	National	DDWSWD executes its activities in development of centralized drinking water supply and sanitation in a residential area.	DDWSWD is the implementing agency for public investment projects in the field of drinking water supply and sanitation; - acts as a customer for (re)construction of centralized drinking water supply and sanitation facilities/structures, financed from the republican budget and international projects.	High
Ministry of Natural Resources, Ecology and Technical Supervision (MNRETS)	National	MNRETS KR carries out the development and implementation of state policy and coordination in the areas of environmental protection, ecology and climate, geology and subsoil use, use and protection of natural resources, including biological resources,	MNRETS implements state policy in water quality management; conducts state environmental assessment of projects; supervision of compliance with environmental requirements.	Medium

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

			the rules and regulations of urban planning and architecture, sanitary standards, environmental measures in the manner prescribed by law.	
Department of Disease Prevention and State Sanitary and Epidemiological Surveillance of the Ministry of Health of the Kyrgyz Republic	National	The national authority responsible for protecting public health through sanitary, epidemiological, and hygiene control across the Kyrgyz Republic.	Department protects public health by monitoring and preventing sanitation-related diseases, enforcing sanitary and hygiene standards, and conducting laboratory control of drinking water, wastewater, sludge, and sanitation facilities. It assesses public health risks, provides regulatory oversight and technical guidance, and ensures that sanitation and fecal sludge management services—including reuse practices—comply with health and safety requirements.	High

5.1.3. Vulnerable individuals or groups

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

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

More detailed assessment for subprojects will be carried out at an early stage of the Project implementation and stakeholder engagement activities will be adapted to the needs of social groups who may be excluded on the basis of belief, ethnicity, gender, social status or any

other issues. Discussions with vulnerable/disadvantaged groups affected by the project are aimed at providing opportunities for a baseline study, on the ground, of the potential social impacts of the Project activities in selected subprojects. Focus group discussions will be organized for vulnerable groups, taking into account their specific needs (if any) and suggestions received during consultations.

Project will ensure that consultations with local communities include vulnerable groups, presentations will be made in Kyrgyz language .

Communities in Project areas will be engaged to ensure that the needs of vulnerable households are taken into account, for example, through support for vulnerable groups in FSM services with subsidized tariffs and improved household latrines. Transportation services (if any) for vulnerable groups to participate in public consultations will be coordinated and decided by the participating municipalities.

6. STAKEHOLDER ENGAGEMENT PROGRAM

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

6.1. Project implementation mechanism

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

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

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

Table 5. Key activities to inform/involve other Project stakeholders

Topic	Method	Schedule	Responsible
Environmental and social impacts of the Project.	Public consultations/hearings. Disclosure of information	According to the schedule for preparation and	PCU Aiyl Okmotu

	on the DDWSWD website. Social media of PCU Village meetings. WhatsApp messenger- instant messaging and voice communication via smartphone. GRM.	implementation of subprojects.	
Information about the Project implementation mechanism.	Information meetings. Information boards with Project information. Disclosure of information on the DDWSWD website. PCU social media. GRM	At the beginning of the Project implementation, then according to the schedule of preparation and implementation of subprojects.	PCU Aiyl Okmotu
Grievances, suggestions, consideration of opinions.	GRM	Regularly	PCU Aiyl Okmotu MWE
Capacity building of project affected parties.	In accordance with the developed plan and program of information and educational activities.	Regularly according to the schedule in accordance with the Program of information and educational activities.	PCU
Discussion of subprojects.	Information meetings/ consultations. DDWSWD website. PCU social media. Information disclosure.	According to the schedule of preparation and implementation of subprojects.	PCU Aiyl Okmotu MWE
Regular monitoring. Interim assessment. Final evaluation.	Questionnaire on the satisfaction of project beneficiaries/affected	Regularly. Mid-project implementation and	PCU Consultants on evaluation.

	persons.	final evaluation	
General information about the Project implementation process.	Press tours for the Mass media. PCU social media DDWSWD website. Reports.	Regularly throughout the Project implementation.	PCU

Table 6. Plan of activities for interaction with Project stakeholders

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

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

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

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

Table 7. Responsibilities of key participants/stakeholders in SEP implementation

Acting party	Responsibility
DDWSWD	- General coordination and supervision over a project progress; - Accountability to WRS MWRAPI under the Cabinet of Ministers KR.
PCU	- Planning and applying SEP; - Key Stakeholder Engagement Activities; - Grievance Mechanism; - Coordination/control of a (sub)contractor activities under ESCP and ESS; - Monitoring and reporting on social and environmental indicators to the Cabinet of Ministers KR and World Bank.
(Sub)contractors	- Inform the PCU of any stakeholder engagement issues; - Transmit and resolve (re)construction work grievances in close coordination and direction of the PCU; - Prepare, disclose as needed and implement ESMPs; - Inform local communities about any environmental monitoring, for example, monitoring of noise, vibration, water quality; - Announce important (re)construction works
State bodies: - Ministry of Economy and Commerce; - Ministry of Natural Resources, Environment and Technical Supervision; - State Agency for Land Resources. - other relevant state ministries and agencies.	- Monitoring a (sub)project compliance with the KR legislation; - Participate in implementation of some activities according to ESMF/RPF and SEP; - Participate in the implementation of a land acquisition process; - Make available and engage with the public in analysis and environmental and social impact assessment reports.
Project affected municipalities.	- Provide assistance to the PCU in carrying out activities with the participation of local communities within the framework of the SEP implementation; - Refer all grievances to the PCU Social specialist and participate in a local grievance process; - Provide assistance to the PCU in executing activities with participation of local communities while implementing SEP; - Provide access to disclosed environmental and social documents.

Project affected people	• Invited to participate and raise an issue about a (sub)project at meetings, and in discussions with the PCU Monitoring and Surveillance team, where it is of interest or relevance; • Filing grievances using the GRM defined in SEP (section on grievance mechanism); • Assist a (sub)project identify mitigation measures.
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6.3. Stakeholder engagement methods

6.3.1. Public consultations

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

6.3.2. Public Relations and social media

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

6.3.3. Communication materials

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

6.3.4. Strengthening the capacity of Stakeholders

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

6.3.5. Grievance mechanism

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

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

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

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

6.3.7. Information boards

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

6.4. Strategy to consider the views of vulnerable groups

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

6.5. Information disclosure

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

Table 8. Information disclosure

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

		relevant subproject area.	by EA/WB prior to start civil works.	Relevant AO/MWE information boards/ offices Public Consultations
News about the Project status in subprojects	PCU Relevant local authorities/ municipalities	All stakeholders, including local communities Project beneficiaries in relevant subproject area.	According to the project's implementation plan and schedule to start civil works.	DDWSWD website Relevant local authorities/ municipalities website, if any Relevant AO/MWE information boards/ offices. PCU Facebook page
Any brochures/leaflets about the project activities	PCU Relevant local authorities/ municipalities	All stakeholders, including local communities Project beneficiaries in relevant subproject area.	Throughout the project implementation	DDWSWD website. Relevant local authorities/ municipalities website, if any. Relevant AO/MWE information boards/ offices.

6.6. Estimated budget

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

Table 9. Stakeholders Engagement Plan - estimated budget (4-year)

Stakeholder Engagement Activities	Quantity	Price per unit (USD)	Timeline	Total cost (USD)	Note
Staff travel expenses (cost per year)		3000	4	12 000	
Information boards (in each target residential area)	14	120	1	1 680	
Launching Project	1	2500	1	2 500	Rent of space, meal, printed materials
Meetings with local communities	10	100	4	1 000	
Information materials (brochures, posters, PR materials, including design)				5 000	different topics, community health/safety, environment and land acquisition, etc.
GRM activities:					
Information materials (brochures on GRM)	14	50	1	700	
Grand-total:				22 880	

7. GRIEVANCE REDRESS MECHANISM

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

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

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

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

7.1. Key objectives of GRM

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

7.2. Grievance review and resolution process

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

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

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

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

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

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

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

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

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

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

Table 10. Grievance management matrix

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

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

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

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

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

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

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

- WhatsApp group - an instant messaging system for mobile devices with support for voice and video communication to the following GRM numbers + 996 998 544 575 and +996 707 544 575;
- oral or written requests received during working meetings on site and by Project field specialists in the subproject;
- incoming correspondence of the PCU reception;
- incoming correspondence by email office@tunuksuu.kg
- by mail – Bishkek, Str. Baytik Baatyr 34.
- by phone – +996 312 54-54-55.

7.3. Handling sensitive grievances

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

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

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

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

7.4. World Bank Grievance Redress Service

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

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

- by email: grievances@worldbank.org
- 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, and by phone: +996 312 625262

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

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

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

8. MONITORING AND REPORTING

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

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

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

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

8.1. Reporting on stakeholder engagement activities

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

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

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

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

8.2. Semi-annual and annual reports of the PCU

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

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

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

9. ANNEXES

ANNEX 1. Minutes of public consultations and Registration sheet

MINUTES

(non-official translation)

of public hearings within the framework of the Rural Sanitation and Fecal Sludge Management Project

Purpose: to inform stakeholders and the public about the objectives of the Rural Sanitation and Fecal Sludge Management Project and to introduce the environmental and social safeguards framework.

Place, date, and time: Ak-Suu, district administration meeting hall

June 12, 2025, at 11:00 a.m.

The public hearing was organized by the Climate Resilient Water Services Project Implementation Unit in cooperation with the Ak-Suu District Administration.

Information about the public hearing was made available to the public through an official letter dated May 30, 2025, No. 55/25 to the Head of the Ak-Suy District State Administration, K.A. Kaldaraliev, requesting assistance in conducting the public hearing within the framework of the Project.

In accordance with the National Sustainable Development Strategy for 2018-2040, the Cabinet of Ministers of the Kyrgyz Republic has set itself the goal of ensuring universal access to at least basic water supply and sanitation services by 2030.

The proposed Rural Sanitation and Fecal Sludge Management Project (hereinafter referred to as the Project), will complement two ongoing investment operations financed by the World Bank, namely: the ongoing Sustainable Rural Water Supply and Sanitation Development Project (SRWSSDP, P154778) and the Climate Resilient Water Services Project (CRWSP, P173734), as well as the proposed 10-year project in the Kyrgyz Republic: Water Supply and Sanitation Universal Access Program, Phase 1 (WASUAP, P500620), with some investments aimed at increasing access to safe sanitation services at the household level in rural areas of the country, including in Ak-Suu district. The Project, financed by the Japan Social Development Fund, will also be supported by technical assistance from the WASUAP Project and ongoing sanitation activities in the areas of strategic planning, engineering design, and comprehensive engagement with stakeholders and awareness-raising on products developed under the grant-funded project.

The above-mentioned Project will be implemented by the State Institution for Drinking Water Supply and Wastewater Disposal under the Water Resources Service of the Ministry of Water Resources, Agriculture, and Processing Industry of the Kyrgyz Republic, which is a state executive body implementing state policy in the water supply and wastewater sector.

Meeting attendees:

1. K. A. Kaldaraliev - Head of the Ak-Suu District State Administration

2. O. I. Pavlova - PIU Social Safeguards Specialist
3. M. S. Asanbaeva - PIU Environmental and Social Safeguards Assistant
4. R. Ismailov - PIU Environmental and Social Safeguards Assistant
5. T. U. Imanbekov - PIU Environmental and Social Safeguards Assistant.
6. Representatives of local government and public institutions.
7. Ak-Suu district residents

Agenda:

- 1) Introduction of participants in the public hearing - Adilet Karypbekovich Karypbekov, Chief of Staff of the Ak-Sui District State Administration.
- 2) Presentation by PIU specialists on the objectives of the Rural Sanitation and Fecal Sludge Management Project.
- 3) Presentation to the public of the environmental and social safeguards framework documents by PIU specialists.
- 5) Questions, suggestions, and comments from community representatives in the attachment to these minutes.

Decision:

The participants of the public hearing unanimously supported the implementation of the Rural Sanitation and Fecal Sludge Management Project as crucial for ensuring improved sanitary conditions for residents in Ak-Suu district rural areas. Participants expressed no objections or comments on the environmental and social safeguards framework documents presented.

The Ak-Suu District State Administration also announced that it plans to take measures to seek and attract additional funding to further ensure the construction of sewage infrastructure facilities.

**Head of the Ak-Suu District
State Administration**

K.A. Kaldaraliev

PIU Social Safeguards Specialist

O. I. Pavlova

ПРОТОКОЛ

общественных слушаний в рамках проекта «Улучшение санитарных условий в сельской местности и управление фекальным илом»

Цель: информирование заинтересованных сторон и общественности о целях Проекта «Улучшение санитарных условий в сельской местности и управление фекальным илом» и презентация рамочных основ по экологическим и социальным мерам безопасности.

Место, дата и время проведения: Ак-Суу, малый зал районной администрации
12 июня 2025 года в 11:00

Общественное слушание организовано: Отделом реализации проекта «Улучшение водохозяйственных услуг, устойчивых к изменению климата» совместно с администрацией Ак-Суйского района.

Информация о проведении общественного слушания доведена до сведения общественности посредством официального письма от 30 мая 2025 года № 55/25 главе Ак-Суйской районной государственной администрации К.А. Калдаралиеву об оказании содействия в проведении общественного слушания в рамках Проекта.

В соответствии с Национальной стратегией устойчивого развития страны на 2018-2040 годы Кабинет Министров Кыргызской Республики ставит перед собой задачу обеспечить к 2030 году всеобщий доступ, по крайней мере, к базовым услугам водоснабжения и санитарии.

Предлагаемый проект «Улучшение санитарных условий в сельской местности и управление фекальным илом» (далее – проект) дополнит две текущие инвестиционные операции, финансируемые Всемирным банком, а именно: текущий Проект развития устойчивого сельского водоснабжения и санитарии (IPYCBC, P154778) и Проект улучшения водохозяйственных услуг, устойчивых к изменению климата (ПУВУИК, P173734), а также предлагаемый 10-летний проект в Кыргызской Республике: Программа всеобщего доступа к водоснабжению и санитарии, Фаза 1 (WASUAP, P500620), с некоторыми инвестициями, направленными на расширение доступа к безопасным услугам санитарии на уровне домохозяйств в сельских районах страны, в том числе в Ак-Суйском районе. Проект, финансируемый Японским Социальным Фондом Развития, также будет опираться на техническую помощь со стороны проекта WASUAP и текущих мероприятий в области санитарии по стратегическому планированию УФИ, инженерному проектированию, а также всестороннему взаимодействию с заинтересованными сторонами и повышению осведомленности о продуктах, разрабатываемых в рамках проекта, который финансируется за счет гранта.

Вышеуказанный Проект будет реализован Государственным учреждением «Питьевое водоснабжение и водоотведение» при Службе водных ресурсов Министерства водных ресурсов, сельского хозяйства и перерабатывающей промышленности Кыргызской Республики, которое является государственным органом исполнительной власти, реализующий государственную политику в секторе водоснабжения и водоотведения.

Участники мероприятия:

1. Калдаралиев К.А. - Глава Ак-Суйской районной государственной администрации
2. Павлова О.И. - специалист по социальным мерам безопасности ОРП.

3. Асанбаева М.С. – ассистент по экологическим и социальным мерам безопасности ОРП.
4. Исмаилов Р. – региональный специалист по институциональному развитию ОРП Иссык-Кульской области
5. Иманбеков Т.У. - региональный специалист по институциональному развитию ОРП по Иссык-Кульской области.
6. представители местных государственных и общественных учреждений.
7. жители Ак-Сууйского района

Повестка дня:

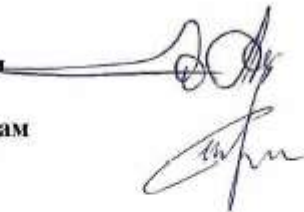
- 1) Представление общественности участников общественного слушания – Карыпбеков Адилет Карыпбекович, руководитель аппарата Ак-Сууйского РГА.
- 2) Выступление специалистов ОРП о целях проекта «Улучшение санитарных условий в сельской местности и управление фекальным илом», презентация.
- 3) Представление общественности рамочных документов по экологическим и социальным мерам безопасности специалистами ОРП.
- 5) Вопросы, предложения и замечания представителей общественности в приложении настоящего Протокола.

Решение:

Участники общественного слушания единогласно поддержали реализацию Проекта «Улучшение санитарных условий в сельской местности и управление фекальным илом», как крайне важный для обеспечения улучшенных санитарных условий для жителей сельской местности Ак-Сууйского района. Участники не имеют возражений и комментариев по представленным рамочным документам по экологическим и социальным мерам безопасности.

Также Ак-Сууйская районная государственная администрация проинформировала, что с её стороны планируется принятие мер по поиску и привлечению дополнительного финансирования, с целью дальнейшего обеспечения строительства объектов канализационной инфраструктуры.

Глава Ак-Сууйской районной
государственной администрации



Калдаралиев К.А.

Специалист по социальным мерам
безопасности ОРП

Павлова О.И.

Лист регистрации участников Общественных слушаний по проекту

«Улучшение санитарных условий в сельской местности и управление фекальным илом»

12 июня 2025 года

№	ФИО участника	Должность, организация	Пол	Контактный номер	Подпись
1	Медведев Михаил Михайлович	Тех. директор	муж	0708856265	
2	Мамонтов Андрей Александрович	Бухгалтер	м	0708508456	
3	Демисович Татьяна Викторовна	Бухгалтер	ж	0500191148	
4	Семидинов Михаил Александрович	д/башня	м	0704925623	
5	Байрашев Евгений Евгеньевич	д/башня	муж.	0702457697	
6	Богачев Павел Александрович	д/башня	муж	0702888136	
7	Виноград Александр Александрович	д/башня	муж	403640419	
8	Савельева Екатерина Александровна	д/башня	жен.	0703070700	
9	Сунташ Зинаида Юрьевна	д/башня	М	0702640532	
10.	Синица Александр Александрович	д/башня	м.	0505386343	

11	Buttsanda M. M.	Chairman, Sany	men.	0908150968	
12	Abeyaratne G. A.	Chairman, Sany	men.	0908198551	
13	Amuneroth M. Z.	Chairman, Sany	men.	05000910357	
14	Amuneroth P.	Chairman, Sany	men.	0508281185	
15	Amuneroth M. Z.	Chairman, Sany	men.	0707007121	
16	Amuneroth A. Z.	Chairman, Sany	men.	0704213829	
17	Amuneroth P. C.	Chairman, Sany	men.	0554106043	
18	Amuneroth K. T.	Chairman, Sany	men.	0705422208	
19	Amuneroth P. K.	Chairman, Sany	men.	0700454962	
20	Amuneroth P. K.	Chairman, Sany	men.	0520408866	
21	Amuneroth K. M.	Chairman, Sany	men.	090020 200	
22	Amuneroth A. B.	Chairman, Sany	men.	0708063003	
23	Amuneroth M. Z.	Chairman, Sany	men.	0708168534	
24	Amuneroth A. Z.	Chairman, Sany	men.	0700900819	
25	Amuneroth M. B.	Chairman, Sany	men.	0702330398	

26	Beaudetel. P. P.	ward chair M. B. Kuyene	0555209703	
27	Mwagao ST	opener, Mwagao ST	0150236712	
28	Loiswet T.K	gangs H. H. H.	0700032018	
29	Duyrouuk m. h	h. - Deyouka	0702705878	
30	Kenneth H. 3	capito Koyouka	0505150079	
31	Mwagao ST. P.	capito Koyouka	0505701904	
32	Mwagao m. h	capito Koyouka	070527040	
33	Mwagao ST. P.	capito Koyouka	0700745927	
34	Mwagao ST. P.	capito Koyouka	0700571515	
35	Mwagao ST. P.	capito Koyouka	0744345678	
36	Mwagao ST. P.	capito Koyouka	0707050751	
37	Mwagao ST. P.	capito Koyouka	0705636957	
38	Mwagao ST. P.	capito Koyouka	0558885985	
39	Mwagao ST. P.	capito Koyouka	0554199438	
40	Mwagao ST. P.	capito Koyouka	077803492	

ANNEX 2. Sample grievance form

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

describe)			
	Short description	Accepted? (yes\no)	Confirmation signature
Suggested solution 1			
Suggested Solution 2			
Suggested Solution 3			