

KYRGYZ REPUBLIC

REGIONAL ECONOMIC DEVELOPMENT PROJECT

STAKEHOLDERS ENGAGEMENT PLAN

April 2021

CONTENTS

1. INTRODUCTION.....	4
1.1. About the Project.....	4
1.2. Objectives of the Stakeholder Engagement Plan.....	5
1.3. Scope and structure of the SEP	6
2. REGULATORY FRAMEWORK	7
2.1. Key relevant legal provisions on disclosure of information.....	7
2.2. World Bank environmental and social standard on stakeholder engagement	7
3. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES	9
3.1. Key stakeholder meetings and consultations.....	9
3.2. Key issues/ findings emerged from the social assessment and consultations	11
4. STAKEHOLDER IDENTIFICATION AND ANALYSIS.....	13
4.1. Stakeholder mapping and analysis	13
4.2. Potential roles, interest, and influence of key stakeholders.....	13
4.3. Stakeholder Segmentation/ Prioritization.....	14
4.4. Disadvantaged / Vulnerable Individuals or Groups	17
5. STAKEHOLDER ENGAGEMENT PROGRAM	22
5.1. Project implementation arrangements	25
5.2. Roles and responsibilities on stakeholder engagement	26
5.3. Stakeholder Engagement Methods to be used.....	27
5.4. A strategy to incorporate the view of vulnerable groups.....	27
5.5. Information disclosure.....	28
5.6. Estimated Budget	28
6. GRIEVANCE REDRESS PROCESS	30
6.1. Beneficiary feedback and grievance redress	30
6.2. Receiving Grievances.....	31
6.3. World Bank Grievance Redress System.....	31
7. MONITORING AND REPORTING	33
7.1. Review of engagement activities in the field	33
7.2. Reporting Stakeholder Engagement activities.....	33
7.3. Quarterly and annual reports by ARIS	34
7.4. Six monthly E&S compliance reports to the World Bank.....	34
Annex 1. List of participants	35
Annex 2. List of participants	36
Annex 3. List of participants	37
Annex 4. Example Grievance Form	38

Abbreviations

ABCC	Agri-Business Competitiveness Center
ADB	Asian Development Bank
ARIS	Community Development and Investment Agency
CC	Civil Code
DDR	Due Diligence Report
EBRD	European bank for Rehabilitation and Development
EHS	Environment, Health and Safety General Guidelines
EIA	Environmental Impact Assessment
ES	Environmental Specialist
ESA	Environmental and Social Assessment
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
GIZ	German International Development Agency
GRM	Grievance Redress Mechanism
H&S	Health and Safety
HH	Household
IFIs	International Financial Institutions
IR	Involuntary Resettlement
LAR	Land Acquisition and Resettlement
MoAFPLR	Ministry of Agriculture, Food Processing and Land Reclamation
MoCIT	Ministry of Culture, Information and Tourism
MoE	Ministry of Economy
MoF	Ministry of Finance
MoH	Ministry of Health
NGO	Non-governmental organization
OHS	Occupational and Health and Safety
OP	Operational Policy
PAP	Project Affected Persons
PCR	Physical Cultural Resources
PIU	Project Implementation Unit
POM	Project Operational Manual
PPE	Personal Protective Equipment
RAP	Resettlement Action Plan
RED	Regional Economic Development Project
RoW	Right of Way
RPF	Resettlement Policy Framework
SAEPF	State Agency for Environmental Protection and Forestry
SEP	Stakeholders Engagement Plan
SS	Safeguards Specialist
TOR	Terms of Reference
USD	United State Dollar
WB	World Bank

1. INTRODUCTION

1. The Government of the Kyrgyz Republic has identified supporting regional development as one of the key policy areas to pursue in the coming decades. The country's President declared the years of 2018 and 2019 as the "Year of Regional Development". Moreover, the 2019-2040 National Sustainable Development Strategy (NSDS) cites regional development as one of its key pillars to support economic prosperity. It further recognizes that achieving sustained economic development requires addressing binding constraints in physical infrastructure and regulatory and enabling environment in sectors that are expected to contribute to the country's economic growth, such as tourism and trade (mainly agribusiness) and potentially unlock private solutions where appropriate. The **Regional Economic Development Project (RED)** responds to the request by the Government of Kyrgyz Republic and supports the Regional Development Strategy (2018-2022), the 2019-2040 NSDS, as well as sector-specific strategies such as the Tourism Sector Development Program for 2019-2023.

2. The focus on regional development and improvement in both the emerging sector of tourism and the traditional sector of agriculture will contribute to the creation of job opportunities and reducing poverty. The project will support improvements in infrastructure and livability of key urban growth centers, as well as diversification of economic opportunities (and reducing dependence on remittances) through strengthening the agriculture and tourism sectors. In addition, barriers to private sector development could be addressed through strengthening and building capacities of relevant institutions and stakeholders in the agriculture and tourism industries. Accessibility and linkages between rural-urban areas and within regional markets will also be improved and the regional and local potential enhanced. Together, these initiatives will contribute to reducing poverty and promoting shared prosperity.

1.1. About the Project

3. **The project area.** The RED will cover the Osh and Uzgen Cities and districts of Osh oblast/province (Figure 1.) in the Kyrgyz Republic, the priority investments in selected pilot region and cities are being identified through a participatory process engaging national, regional and local level stakeholders. The project's main coordination agency is the Ministry of Economy (MoE) and implementing agency will be Community Development and Investment Agency (ARIS) and the project will be implemented using the World Bank's Environmental and Social Framework (ESF).



Figure 1: Project area: Map of the Kyrgyz Republic, location of Osh Region highlighted¹

¹ Map source https://en.wikipedia.org/wiki/Osh_Region

4. The **Project Development Objective (PDO)** is to support the Government of Kyrgyz Republic (GoKR) to enhance economic and regional development through targeted interventions in the selected sectors in the Osh region. Project interventions will include a tailored package of investments/activities aimed at: (i) boosting the pilot region's unique economic potential and eliminating binding constraints, while supporting the (ii) elevation of living standards; and (iii) strengthening the institutional and private sector capacity in the target sectors. Aligned with the PDO of the project, the proposed project components are described below.

Component 1: Strengthening Regional Economic Planning and Regulatory Functions

- *Sub-component 1.1: Enhancing Regional Economic Planning.*
- *Sub-Component 1.2: Improving basic agricultural services and regulatory functions.*

Component 2: Strengthening Agri-Food Supply Chains and SMEs

Component 3: Catalyzing investments for tourism and urban development

- *Sub-component 3.1: Upgrading Osh and Uzgen Urban Cores and Tourism Circuits.*
- *Sub-Component 3.2: Tourism Product Development, Marketing and Promotion.*

Component 4: Supporting Tourism and Rural SME Development through Small Grants

Component 5: Implementation Support, Monitoring and Evaluation.

1.2. Objectives of the Stakeholder Engagement Plan

5. The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the project implementation. The SEP outlines the ways in which ARIS will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about, the project contractors, and the project(s) themselves. The involvement of the local population is essential to the success of the project(s) 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(s).

1.3. Scope and structure of the SEP

6. The scope of the SEP shall be as outlined in the World Bank's ESS10. The engagement will be planned as an integral part of the project's environmental and social assessment and project design and implementation. The project is planning to cover Osh Region.

7. This document has 7 chapters. The first chapter serves as an Introduction. It provides a brief about the project and the context in which the SEP is being prepared. Chapter 2 lists the regulatory framework in the Kyrgyz Republic, which provides legitimacy for SEP. A summary of the consultations held so far is presented in Chapter 3. All three chapters serve as a backdrop. Stakeholder identification and analysis, Impact assessment and risk management are elaborated in chapter 4. The stakeholder engagement program and implementation arrangements for executing the SEP are presented in Chapter 5. Grievance Redress Process follows in Chapter 6. Monitoring and reporting are presented in Chapter ~~7~~8.

2. REGULATORY FRAMEWORK

2.1. Key relevant legal provisions on disclosure of information

8. In the Kyrgyz Republic, in accordance with the Constitution of the Kyrgyz Republic, a number of regulatory legal acts and international treaties ratified by the Kyrgyz Republic, the basis for public access to information, including environmental information, has been determined.

9. The **Constitution** of the Kyrgyz Republic guarantees freedom of speech and expression, 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, freedom of the press, transmission and dissemination of information", "the adoption of laws restricting freedom of speech and press is not allowed."

10. The requirements of national legislation are limited to the disclosure of information and consultations at the stage of EIA and the passage of the State Environmental Expertise. Public participation in the implementation of the field development project is governed by the following documents:

- Regulation No. 60 "On the Procedure for Conducting an Environmental Impact Assessment (EIA) in the Kyrgyz Republic" (dated February 13, 2015);
- Law of the Kyrgyz Republic No. 54 "On Environmental Expertise" dated June 16, 1999.

2.2. World Bank environmental and social standard on stakeholder engagement

11. 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 (June 2018), 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.

12. A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts need to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If

significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100). For more details on the WB Environmental and Social Standards, please follow the below links: www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards and <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-socialframework/brief/environmental-and-social-standards>

3. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

3.1. Key stakeholder meetings and consultations

13. The project preparation has been carried out with the participation of various project stakeholders since December 2018. On December 7, 2020, the Financing Agreement between the Kyrgyz Republic and the International Development Association (World Bank) for the Regional Economic Development Project of Osh oblast and Osh city signed on May 12, 2020 in Bishkek, entered into force.
The following types of stakeholder engagement activities have taken place to date:
 - Formal and informal communication with government agencies at the national, regional and local level;
 - Formal and informal communication with private tourism companies and agribusiness associations;
 - Needs assessment meetings with agricultural producers;
 - Community meetings;
 - Meetings with potential destination management organizations and enablers;
 - Communication with local NGOs;
 - ESMF and RPF public consultations and initial informal meetings.
14. The implementing agency ARIS and World Bank project team conducted consultative workshops in Osh and Uzgen Cities with participation of the Osh oblast, Osh and Uzgen cities administrations, as well as representatives of tourism and agribusiness representatives and other interested stakeholders on July 23-24 and October 15, 2019, the list of participants is in Annex 1 and 2. The Ministry of Economy jointly with the World Bank hosted a Consultative Workshop on Regional Development for the REDP. The workshop has been carried out on October 11, 2019; the list of participants is in Annex 3. Details about the consultations held with and stakeholders of the program are presented below. The objectives of the workshop were to discuss the pre-appraisal stage for the proposed REDP and to present the key project parameters and scope.
15. On December 18, 2020, the 1st Meeting of the Supervisory Board of the REDP was held under the chairmanship of the Vice Prime Minister of the Kyrgyz Republic. Members of the Supervisory Board are representatives of the Office of the President of the Kyrgyz Republic, the Office of the Government of the Kyrgyz Republic, a number of state bodies, the Plenipotentiary Representation of the Government of the Kyrgyz Republic in Osh Oblast and the Osh City Hall (List of participants in Annex 4). During the meeting, the project and its action plan were considered (Rules and Procedures of the Supervisory Board of the Project in Annex 5, Decision of the 1st Meeting of the SB in Annex 6). Memorandum of Cooperation between ARIS and the city halls of Osh and Uzgen were signed for the implementation of the REDP (Annexes 7, 8).
16. January 25-29, 2021 the REDP project conducted a study tour and inspection of the proposed objects according to the list prepared at the stage of preparing the REDP. The REDP staff familiarized in detail with the current state of the subprojects, held meetings with the project beneficiaries, representatives of the involved state bodies and municipal services in the mayor's offices of Osh, Uzgen, the Nookat Rayon Administration and the Sulaiman-Too Complex (List of participants in Annex 9.10).
17. ARIS and the Agribusiness Competitiveness Center organized a number of seminars "Regional economic development and financing of business projects based on a cluster approach" for potential project beneficiaries and representatives of the involved state bodies and municipal services of Osh oblast from March 4-7, 2021.

Table 1. Previous stakeholder consultations

Place	Date	Participants	Key points discussed
Consultative workshops in Osh and Uzgen Cities	July 23-24, 2019	Osh city and Uzgen city Administrations; Osh city and Uzgen city museums	The project activities related to tourism and city infrastructure development. Tourism sector human resources

		administrations; Hotels of Osh and Uzgen Cities, Non-Governmental Organizations; ARIS; Donor agencies; World Bank.	development; Financial support to the hospitality sector (Hotels)
The World Bank office in Bishkek	October 11, 2019	Ministry of Economy; President's Office; Ministry of Finance; Ministry of Agriculture; Ministry of Transport; ARIS; ABCC; World Bank.	The pre-appraisal stage for the proposed RED; The key project parameters and scope.
Consultative workshops in Osh and Uzgen Cities	October 15, 2019	Osh city and Uzgen city Administrations; Osh oblast district Administrations; ARIS; World Bank.	The project activities related to agriculture and tourism development. The key project parameters and scope.
1st Meeting of the Project Supervisory Board Official presentation of the project and signing of Memorandums of cooperation with the Mayor's Offices of Osh, Uzgen	December 18, 2020	Chairman - Vice Prime Minister of the Kyrgyz Republic R. Sabirov. Members of the SB: representatives of the Office of the President of the Kyrgyz Republic, the Office of the Government of the Kyrgyz Republic, the Plenipotentiary Representation of the Government of the Kyrgyz Republic in Osh oblast and the mayor's office of Osh.	Presentation of the Regional Economic Development Project and the Draft Implementation Action Plan. Signing of Memorandums of Cooperation between ARIS and the mayor's offices of Osh, Uzgen.
Working meetings in Osh, Uzgen and Osh oblast	January 25-29, 2021	ARIS, Ministry of Economy and Finance, Office of the Plenipotentiary Representation of the Government of the Kyrgyz Republic in Osh oblast, the Mayor's office of Osh, Uzgen, Nookat Raion Administration	Discussion and visit of the proposed objects according to the list prepared at the stage of preparation of the REDP
Consultative workshops	March 4-7, 2021	ARIS, ABBC, Ministry of Agriculture, Water Resources and Regional Development of the Kyrgyz Republic, the Plenipotentiary Representation of the Government of the	Series of seminars "Regional economic development and financing of business projects based on the cluster approach"

		Kyrgyz Republic in Osh Oblast, the Russian-Kyrgyz Development Fund, OJSC “Guarantee Fund”, JSC “Aiyl Bank” and the agribusiness sector.	
--	--	---	--

18. TO date, several consultations took place at the national level involving the MoEF and at the level of regional and local authorities involving other agencies and key stakeholders (see Table 2).

Table 2. List of stakeholders and key issues discussed

Stakeholder	Key discussed issues
MoEF	<ul style="list-style-type: none"> • Alignment of the project with national strategy. • Goals/objectives MoE wants to achieve. • Strategies to achieve goals. • Indicators the MoE wants to use to measure attainment of the goals. • Monitoring mechanism for the project. • Investment viability of the project. • Sustainability considerations in the project design. • Contribution of the project to the county’s economic development, poverty reduction and shared prosperity
Tourism Department at the Ministry of Economy and Finance	<ul style="list-style-type: none"> • Alignment of the project with national strategy. • Proposed touristic activities and background data and detailed measures/ • Contribution of the project to the county’s economic development, poverty reduction and shared prosperity
ARIS	<ul style="list-style-type: none"> • Strategies to achieve goals. • Indicators to measure attainment of the goals. • Monitoring mechanism for the project. • Safeguards of the project.
MAWRRD/ABCC	<ul style="list-style-type: none"> • Alignment of the project with national strategy. • Proposed agriculture activities and background data and detailed activities and basic budget estimates. • Sustainability considerations in the project design. • Contribution of the project to the county’s economic development, poverty reduction and shared prosperity. • Indicators the Ministry wants to use to measure the attainment of the goals (results framework). • Monitoring mechanism for the project.
MoCIT	<ul style="list-style-type: none"> • Alignment of the project with national strategy. • Proposed tourism activities and background data and detailed activities. • Contribution of the project to the county’s economic development, poverty reduction, and shared prosperity.
Osh district, Osh and Uzgen city Municipalities	<ul style="list-style-type: none"> • Conceptual planning/design for key selected tourism sites. • Contribution of the project to the county’s economic development, poverty reduction, and shared prosperity. • Proposed project tourism and agriculture activities.
Tourism Companies Association	<ul style="list-style-type: none"> • Activities of Association members in the tourism sector. • Challenges the sector is facing.
Development partners (DPs)	<ul style="list-style-type: none"> • Support provided by DPs in the regional development (tourism and agribusiness) sector. • Challenges the sectors are facing.

3.2. Key issues/ findings emerged from the social assessment and consultations

19. Findings of consultations:

- There is a need in full revitalization of the tourism assets of Osh and Uzgen cities and cities basic infrastructure;
- Getting permits to visit areas, located close to the state border is an issue.
- There is a need to build the capacity of the government and regional counterparts of the project;
- The local youth can greatly benefit from funding opportunities to open guest house, provide tourism service and benefit from employment opportunities;

Recommendations / suggestions derived from the consultations.

- To provide low-interest rate loans and start-up grants for entrepreneurs in tourism and agriculture.
- Simplify the process getting permits to visit areas, located close to the state border, or completely remove this requirement for popular and no risk locations.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1. Stakeholder mapping and analysis

20. ESS10 recognizes two broad categories of stakeholders: “Project-affected parties” and “Other Interested parties”. The latter includes “those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities”. They are the individuals or households most likely to observe changes from the environmental and social impacts of the project. In addition, vulnerable and disadvantaged population require special attention given their socioeconomic standing in the society that may make them vulnerable to disproportionately high negative impact or unable to tap into project benefits.

- **Project- Affected Parties** – persons, groups and other entities within the project area of influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. PAP include **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s).
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and

21. Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project and will enable the project to draw on their pre-existing expertise, networks, and agendas. It will also facilitate both the communities and institutional endorsement of the project by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.

4.2. Potential roles, interest, and influence of key stakeholders

22. The primary beneficiaries for this project are the inhabitants of participating regions and municipalities (both urban and rural), SMEs from the agricultural and tourism sectors, agricultural producers (farmers) and visitors who will benefit directly from improved accessibility, connectivity and infrastructure and services. Both male and female inhabitants of participating localities are also expected to indirectly benefit from increased job opportunities. Indirect beneficiaries will be the aggregate number of visitors to the cities (for work, visit markets, administrative, tourism and other purposes).

23. Government counterparts and associated entities will benefit from the project mainly through Component 1 initiatives on institutional and capacity strengthening. These include: (i) at the central level - Ministry of Economy and Finance; Department of Tourism at the Ministry of Economy and Finance, Ministry of Agriculture, Water Resources and Regional Development, Agribusiness Competitiveness Center (ABCC); and (ii) at the regional and local level - the regional Government in Osh Oblast, local administrations of Osh city, Uzgen City, and various districts within the Osh Oblast.

24. According to FAO National Gender Profile of the Kyrgyz Republic’s agricultural and rural livelihoods (2016), migration has a deep impact on the family members who stay behind, especially in rural communities of the country and Osh oblast in particular. Wives of migrants who remain behind, “carry a heavy burden of work within the household after their husbands leave”, especially as children and elderly family members are more likely to be excused from household work due to age, health issues or needing to concentrate on studies. Women are generally fulfilling their traditional role as carers for

family members and the household, while also taking on roles usually undertaken by men, such as tending livestock and carrying out physically heavy agricultural work².

25. The older generation, especially elderly women, also play an important role in raising their grandchildren and tending livestock or carrying some agricultural work, because a large number of Kyrgyz women migrate with their spouses³.

26. Poor and low-income population, as well as population that are located in geographically isolated parts of the Osh region and who is not sufficiently productive or do not have enough funds and assets to participate as part of agriculture producer groups and tourism sectors.

27. Disabled people of Osh oblast also can be included as project beneficiaries, as they may benefit from the project by disabled people friendly conditions at the rehabilitated tourism and city infrastructure. As well as, participation in tourism start-up and agribusiness components of the projects.

4.3. Stakeholder Segmentation/ Prioritization

28. The identified project stakeholders were segregated by their areas of influence. The stakeholders of high and substantial significance are described in the table below.

Table 4. Stakeholder segmentation

Stakeholder	Level	Description	Area of influence	Interest	Influence
Project Supervisory Board (PSB)	National	To ensure coordination and flow of information and timely decision making. The board was formed under the chairmanship of the Vice Prime Minister. Members of the PSB are: representatives from the ministry of economy, various relevant line ministries, government agencies. PSB carries out effective inter-agency project coordination and approves the annual work plans and project reports.	Strategic and programmatic aspects at the highest level	High	High
Ministry of Economy and Finance	National	The Ministry of Economy develops and implements state policy in the field of macroeconomic, antimonopoly, tariff, licensing, investment, foreign economic, fiscal policies, policies in the field of public-private partnerships, state	Project coordination. Ministry is responsible for overall project coordination with ministries and departments.	High	High

^{2, 4} FAO: National Gender Profile of Agricultural and Rural Livelihoods - Kyrgyz Republic, 2016.

		material reserves, economic and regional development. Also, the MoEF will provide supervision and control, the allocation of funds for the project to the executing agency. Monitoring the compliance of the financial statements of the project funds with the executing agency.			
Community Development and Investment Agency (ARIS)	National	ARIS is the organization in charge of the implementation of the development projects.	Project implementation entity (PIE) responsible for all fiduciary and safeguards functions for the RED.	High	High
Ministry of Agriculture, Water Resources and Regional Development	National	The Ministry of Agriculture and Land Reclamation is responsible for the implementation of the state policy in the field of agriculture, land, irrigation, and land reclamation infrastructure, and processing industry.	Provide project-specific information on agriculture, physical planning, and natural resources	High	High
Tourism Department under the Ministry of Economy and Finance	National	The Tourism Department is responsible for the development of policy in the field of tourism.	Provide information on tourism planning in sub-project areas.	High	High
Ministry of Culture, Information, Sports and Youth Policy	National	Ministry of culture, information and Tourism is responsible for the development of state policy in the area of culture and tourism.	Provide project-specific information on tourism planning and cultural-historical resources of the project areas.	High	High
Department of biodiversity and specially protected natural areas under State Committee of Ecology and Climate	National	State Committee of Ecology and Climate is the key institution responsible for the establishment and implementation of policy in the Kyrgyz Republic on ensuring preservation and sustainable functioning of specially protected natural areas.	Define issues and opportunities for development of natural parks.	High	High
Osh Oblast Administration	Regional	According to the laws of the country, Oblast Administration (OA) is the second level of government after National Government. Oblast administration provides political	According to the laws of the country, Oblast Administration (OA) is the second level of government after National Government, which makes Oblast Administration an	High	High

		guidance on socio-economic development of Osh oblast.	important stakeholder. Oblast administration provides political guidance on socio-economic development of Osh oblast.		
Local City Councils	City/districts	The legislative body representing the citizens of Osh city.	Community engagement Information and communication Land allocation (if possible) and provide the permissions needed at municipality level	High	High
Osh and Uzgen City Municipalities	City/districts	Oblast and Uzgen Cities administrations provide political guidance on socio-economic development of the cities.	Facilitate and monitor the implementation of the project on the municipal level. Lead in stakeholder engagement and consultations on municipal level. Municipal ownership of the project.	High	High
Local contractors	City/districts	Local contractors will execute construction works in Osh and Uzgen cities, and Osh oblast as a whole.	Renovation and construction of participating cities infrastructure (water supply, wastewater, roads, waste management) and other tourism related facilities.	High	Medium
State Commission of the Kyrgyz Republic for UNESCO	National	State Commission assists in the conservation and development of material and non-material heritage	Provide information to preserve and develop material and non-material heritage, in the context of historical and cultural monuments of Sulaiman-Too, Uzgen Minaret.		
State Institution “Cadastre” under the State Agency on Land Resources	District	State Institution “Cadastre” provides information on rights to the land and other immovable property.	Provide information on rights to the land and other immovable property for development project	Moderate	Low
Department of Sanitary and Epidemiological Surveillance under Ministry of Health and Social Development	National	Department develops state policy on sanitary-hygiene development.	Provide project specific information on sanitation and health safety policies.	Moderate	Moderate
State Inspectorate on Technical and Ecological Safety	National	State Inspectorate is in charge for execution of the State environmental	Have the overall oversight and responsibility of	Moderate	Moderate

		and technical safety policy regulations.	ensuring compliance to environmental and social regulations by all organizations, persons whose actions and processes have a potential environmental impact.		
Association of Tourist and Hotel SMEs	National	Provide perspectives from hospitality on issues and opportunities for tourism development in the Kyrgyz Republic.	Provide perspectives from hospitality on issues and opportunities for tourism development in Osh oblast.	High	Medium
Association of agrobusiness SMEs	National	Provide perspectives from agribusiness on issues and opportunities for tourism development in Kyrgyz Republic.	Provide perspectives from agribusiness on issues and opportunities for tourism development in Osh oblast.	High	Medium

29. **Other development partners:** A number of other donors are active in this sector in the Kyrgyz Republic and the project will provide a unique opportunity for collaboration and leveraging of resources in support of sustainable regional development. Some donors who are active in the infrastructure sector and already expressed interest to coordinate and contribute to the urban agenda are the Asian Development Bank (ADB), and the Islamic Development Bank (IDB). The European Bank for Reconstruction and Development (EBRD) also actively works with business entities and potential collaboration discussions on technical assistance have taken place with SECO and GIZ.

4.4. Disadvantaged / Vulnerable Individuals or Groups

30. It is likely that project-affected parties in the communities will include vulnerable /disadvantaged groups. Disadvantaged/vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies. Particular attention will be paid to potential adverse impacts on vulnerable/ disadvantaged groups who, because of their social position, may be vulnerable to changes brought about by project activities or excluded from project benefits. Initial assessment of project has not foreseen exclusion risks based on ethnicity or religion but found the following group may face risks of exclusion:

- physically disabled;
- women-headed households;
- households below the poverty line;
- elderly people and veterans of war;
- youth;
- unemployed persons.

31. A more detailed assessment will be conducted during the early phase of project implementation, and stakeholder engagement activities will be tailored to the needs of social groups who may be excluded based on beliefs, ethnicity, gender, social status or any other issues.

Table 4: Description of project-affected parties and vulnerable groups

Name of stakeholder	Description	Issues	Significance level
Women including female-headed	Women with no skills (school education only). Women engaged in seasonal	Women wish to be employed, but either they have no sufficient skills or have	High

households	agriculture. Women after maternity leave. Women with secondary vocational education. Single mothers/Female-headed households.	nobody to leave their children with, while they are at work. Lack of full time/official jobs in cities and rural areas. Lack of knowledge of rights and available social protection and employment programs.	
Youth	Young people with no skills (school education only). Unemployed young people engaged in seasonal agriculture or construction. Unemployed young people with secondary vocational education. Young people with limited economic opportunities to continue education. Young graduates with no job-relevant skills.	Want to get well-paid job and need training. Permanent job with official employment expected. Lack of employment in rural areas. No skills, insufficient knowledge, the only option to go for labor migration.	High
Individuals with disabilities	Individuals with disabilities willing to open businesses with limited skills and education.	There are no soft loans for disabled people in PFIs. There are no tourism and city infrastructures suitable for disabled people in Osh and Uzgen Cities.	High
Unskilled people	Do not have full secondary education, lack of financial resources, financial literacy, or technical skills.	Require skill training/ education	Medium to High

32. To ensure the participation of vulnerable groups' during the project design and implementation stages through public consultations, more information dissemination through the local mass media (as possible) and NGOs involvement is needed. The transport needs (if any) of vulnerable groups to participate in public consultations will be coordinated and solved by participating municipalities.

33. Discussions with the vulnerable/disadvantaged groups affected by the Project aim to provide opportunities for ground investigation on potential social impacts as a result of the project interventions with tourism and agribusiness sector development in Osh and Uzgen cities, as well as Osh oblast. Focus group discussions will be organized for vulnerable to take into account their specific needs (if any) and proposals received during initial public consultations.

34. To ensure that consultation with local communities is inclusive of disadvantaged groups, presentations will be conducted in Kyrgyz and other languages (as appropriate) to make more comfortable to local community members. Where necessary, additional formats such as location sketches will be used to enhance understanding. The assistance of community leaders will be needed to encourage effective representation of vulnerable /disadvantaged groups in group discussions throughout the project phases.

Table 5. Impact assessment and risk management

Stakeholders	Positive Impacts	Risks and Negative Impacts	Risk and remarks	Mitigatory Measures
Affected parties	<ul style="list-style-type: none"> - Improved employment opportunities; - Better infrastructure services for the cities inhabitants; - Increased knowledge of business knowledge and practice/ skills of tourism and SMEs from the agricultural and tourism sectors; - Increased labor productivity and economic activity of the population engaged in the agricultural and tourism sectors; - Increased family income; - Creation of additional jobs; - Increased number of taxpayers and social insurance payments; - Developed grievance and redress mechanism for RED beneficiaries. 	<p>Possible exclusion of eligible beneficiaries or vulnerable/disadvantaged groups due to lack of information or capacity to apply.</p> <ul style="list-style-type: none"> • Land and asset loss • Incidents, competition for local resources and services due to increase in visitors • Temporary limitation of access to public spaces, schools, medical organizations due to construction works and temporary termination of water and sewerage services 	<p>The social risk is rated as Moderate.</p>	<ul style="list-style-type: none"> - Public outreach/ awareness campaign program by the ARIS. - The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project. - In advance Public information on planned temporary termination of water and sewerage services due to construction works. <p>Mitigation measures for other risks and impacts</p>
Women	<ul style="list-style-type: none"> - Improved employment opportunities; - Increased family income; - Increased knowledge of business knowledge and practice/ skills of tourism and agricultural sectors; - Developed grievance and redress mechanism for RED beneficiaries. - Better infrastructure services for the cities inhabitants; 	<ul style="list-style-type: none"> • Land and asset loss; • Gender based violence (GBV) risk; • Incidents, competition for local resources and services due to increase in visitors; • Temporary limitation of access to public spaces, schools, medical organizations due to construction works and temporary termination of electricity, water and sewerage services. • Exclusion risks. 	<p>The social risk is rated as Moderate.</p>	<ul style="list-style-type: none"> - Public outreach/ awareness campaign program by the ARIS. - The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project. - In advance Public information on planned temporary termination of water and sewerage services due to construction works.

		•		
Youth	<ul style="list-style-type: none"> - More employment opportunities for youth; - Increased knowledge of business knowledge and practice/ skills of tourism and SMEs from the agricultural and tourism sectors; - Increased labor productivity and economic activity of the population engaged in the agricultural and tourism sectors; 	<ul style="list-style-type: none"> • Land and asset loss; • Labor risks related to forced labor and associated with contracted workers at subproject level. • Labor risk associated with an influx of temporary workers. • Exclusion risks. 	The social risk is rated as Moderate.	<ul style="list-style-type: none"> - Public outreach/ awareness campaign program by the ARIS. - The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project. - Implementation of LMP will reduce the risks of labor violations;
Farmers	<ul style="list-style-type: none"> - Improved employment opportunities; - Increased knowledge of business knowledge and practice/ skills of agricultural sector; - Increased labor productivity and economic activity of the population engaged in the agricultural and tourism sectors; - Increased family income; - Creation of additional jobs; - Increased number of taxpayers and social insurance payments; - Developed grievance and redress mechanism for RED beneficiaries. 	<ul style="list-style-type: none"> • Land and asset loss; • Labor risks related to forced labor and associated with contracted workers at subproject level. • Labor risk associated with an influx of temporary workers. • Exclusion risks. 	The social risk is rated as Moderate.	<ul style="list-style-type: none"> - Public outreach/ awareness campaign program by the ARIS. - The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project. - Implementation of LMP will reduce the risks of labor violations;
Entrepreneurs from tourism sector	<ul style="list-style-type: none"> - Improved employment opportunities; - Increased knowledge of business knowledge and practice/ skills of tourism and SMEs from the agricultural and tourism sectors; - Increased labor productivity and economic activity of the population engaged in the agricultural and tourism sectors; - Increased family income; - Creation of additional jobs; - Increased number of taxpayers and social insurance payments; - Developed grievance and redress mechanism for RED beneficiaries. 	<ul style="list-style-type: none"> • Land and asset loss; • Labor risks related to forced labor and associated with contracted workers at subproject level. • Labor risk associated with an influx of temporary workers. • Temporary limitation of access to their premises, and public organizations due to 	The social risk is rated as Moderate.	<ul style="list-style-type: none"> - Public outreach/ awareness campaign program by the ARIS. - The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project. - Implementation of LMP will reduce the risks of labor violations; - In advance Public information on planned temporary termination of water and sewerage services due to

		construction works and temporary termination of electricity, water and sewerage services. • Exclusion risks.		construction works.
Other interested parties.	- Institutional and capacity strengthening of the Government counterparts and associated entities; - Enhanced application and selection mechanism to ensure greater sustainability will be developed; - Strengthened M&E system of municipalities; - Streamlined online support services; - Developed statistical profiling tool and skill assessment tests for jobseekers.	The loan applications at participating PFIs are likely to go up, which will have implications on applicants, due to the lack of capacity of local staff.	The social risk is rated as moderate.	- Modernization of systems and procedures to reduce exclusion risks. - The capacity of national institutions and structures will be built to develop, plan and implement risk mitigation process. - Outreach and program promotion activities to ensure that targeted groups are aware of and able to access program benefits.
Disadvantaged / Vulnerable Individuals or Groups.	- Improved cities and tourism sites infrastructure for the disabled inhabitants of the cities;	Possible exclusion of these requirements due to lack of information or capacity to apply.	The social risk is rated as Moderate.	Tourism and city infrastructure design consultations with the inclusion of the beneficiaries.
Disabled people	- Improved cities and tourism sites infrastructure for the disabled inhabitants of the cities;	• Temporary limitation of access to their premises, and public organizations due to construction works and temporary termination of electricity, water and sewerage services. • Exclusion risks.	The social risk is rated as Moderate.	- In advance Public information on planned temporary termination of water and sewerage services due to construction works. - Tourism and city infrastructure design consultations with the inclusion of this sub-group beneficiaries.
Elderly people	- Improved cities and tourism sites infrastructure;	• Temporary limitation of access to their premises, and public organizations due to construction works and temporary termination of electricity, water and sewerage services. • Exclusion risks.	The social risk is rated as Moderate.	- In advance Public information on planned temporary termination of water and sewerage services due to construction works. - Tourism and city infrastructure design consultations with the inclusion of this sub-group beneficiaries.

5. STAKEHOLDER ENGAGEMENT PROGRAM

35. The project investments and activities are being identified through a participatory process engaging national, regional and local level stakeholders. For example, during the studies for the urban regeneration of Osh and Uzgen city cores, the project team engaged in discussions and consultations with all stakeholders, including the public and private sector and representatives from the broader communities, presenting the findings and seeking inputs for finalization. The same approach was used to form the indicative long list of investments, informed by a tourism rapid assessment. A list of screening principles as well as selection criteria have been agreed upon and will be applied to the long list to prioritize investments and formed a shortlist of indicative investments during the project implementation, they are:

1. *Threshold screening principles:*

- (i) Full alignment with the PDO
- (ii) Not posing any significant social or environmental risks and negative impact

2. *Shortlisting criteria:*

- (i) **Economic impact** (e.g. contribution to the local and regional economy, ability to generate jobs)
- (ii) **Commitment or willingness to develop** (including government commitment, private sector interest, and community support)
- (iii) **Sustainability and Operation and Maintenance** (e.g. feasibility for long-term sustainability, sound operation and maintenance commitments and arrangements in place)
- (iv) **Tourism attractiveness** (e.g. value of heritage assets, natural beauty, appeal to visitors, demand)

36. During the project implementation, the team will continue profoundly involving the citizens and beneficiaries in the finalization of the proposed detailed designs by organizing the community meetings and consultative workshops. Furthermore, the project will have a dedicated Grievance Redress Mechanism (GRM) under the Beneficiary Feedback Mechanism (BFM). BFM reporting of feedback and grievances covers all ARIS-implemented projects. The BFM utilizes various avenues by which ARIS can be contacted or receive information including telephone and widely used web apps such as Facebook, WhatsApp. Information with contact phone numbers, ARIS web site will be displayed at the respective city halls all project construction sites. For the small grants program, information for the interested parties will be offered through awareness raising campaigns, announcements (posters) in public places and at easy to access information boards.

Table 6. Planned stakeholder engagement activities

Subgroup	With whom	Channels of Engagement	Venue	Frequency	Engagement methods	Purpose
World Bank (WB)	ARIS, MoEF	E-mails, implementation support and supervision missions, prior review of bids, mid-term and final review.	Virtual, site visits to the target districts, VCs.	Quarterly reports, biannual missions, regular monitoring visits by the CMU.	Aide Memories, Monitoring reports.	To keep informed about the project implementation progress, challenges faced and seek approvals for the project transactions and procurements.
Supervisory Board	MoEF, ARIS	Official communications	Government office, MoEF, official meetings	As needed	Protocols, recommendations	
Ministry of Economy and Finance	Other stakeholders, Beneficiaries, WB	Official internal and External communications.	MoEF, GoK, official meetings.	Regularly.	Monitoring, progress reports, face-to-face meetings, virtual and offline.	Sharing of information, reviews, clearance and seeking support.
ARIS (Central office)	Stakeholders, Beneficiaries, WB	Stakeholder and beneficiaries awareness-raising and consultations campaigns.	Internal or external event venues, virtual.	Annual, Regularly.	Press conferences, seminars, face-to-face meetings with all project stakeholders, mass/ social media, information desks, stakeholders/ beneficiaries /PAP opinion/ perception surveys, communication materials.	Sharing information, to keep informed about the project achievements.
	Regional Office of ARIS.	Operational meetings, trainings.	Regional office of ARIS.	Quarterly.	Monitoring reports, face-to-face meetings with regional employment services centers.	To implement the project components.
	All stakeholders/ beneficiaries including PAPs.	GRM	ARIS offices.	Regularly.	The website, telephone, email, online letter, social media, leaflets,	To ensure beneficiaries are informed about the project-level GRM.

					ads, posters, brochures, hand-outs, public consultations.	
ARIS (Regional office)	All stakeholders / potential beneficiaries.	Stakeholder awareness and consultations campaigns.	ARIS Regional Office, Community premises.	Regularly.	Public/community meetings, seminars, face-to-face meetings, information desks, leaflets, posters, brochures, handouts.	To increase awareness, provide consultations and collect feedbacks.
	All stakeholders/ beneficiaries including PAPs.	Stakeholders/ beneficiaries consultations and outreach campaigns GRM.	ARIS Regional Office, Community premises.	Regularly.	Public/community meetings, seminars, face-to-face meetings leaflets, posters, brochures, handouts. Participatory beneficiary / PAP needs assessment, information desks.	To increase awareness, provide consultations and collect feedbacks, to ensure beneficiaries are informed about the project level GRM.

5.1. Project implementation arrangements

- (a) To ensure coordination and flow of information and timely decision making on strategic and programmatic aspects at the highest level, the project will be overseen by **Project Supervisory Board (PSB)**. The composition of the PSB is approved by the Resolution of the Government of the Kyrgyz Republic. The responsibilities and liabilities of the members of the PSB are defined in the rules and procedures of the PSB (Annex 5). The chairman of the PSB is a representative of the office of the government of the Kyrgyz Republic, his deputy is a representative of the Ministry of Economy and Finance. Also, members of the PSB are representatives of the Ministry of Agriculture, Water Resources and Regional Development, the Ministry of Culture, Information, Sports and Youth Policy, the State Agency for Architecture, Construction and Housing and Communal Services, the Department of Tourism, the Plenipotentiary Representative of the GoKR in Osh oblast. The PSB carries out effective inter-agency coordination of the Project and approves the annual work plans and project reports.
- (b) The **MoEF** is defined as the *project coordination Ministry* responsible for overall project coordination together with the President's Office, Government's Office, and line ministries and departments.
- (c) The Tourism Department under the Ministry of Economy and Finance will actively participate in the planning and implementation of project activities in the field of tourism.
- (d) The Community Development and Investment Agency (or **ARIS**) will be the *project implementation entity (PIE)* responsible for all fiduciary (eg. procurement, financial management, preparation of annual reports, budgets etc.) and safeguards (eg. assessments, document preparation and embedding safeguard specialists in local and regional government to carry out supervision, monitoring and compliance) functions for the RED. ARIS will also be responsible for key technical aspects of the project (eg. preparation of technical assessments, design and tender documents, organization of evaluation, consultations, oversight on agriculture activities carried out by ABCC, etc.), especially for tourism and urban development aspects of the project.
- (e) The Ministry of Agriculture, Water Resources and Regional Development is responsible for setting priorities and objectives for agricultural activities under the project; identification and approval of activities under subcomponent 1.2 and component 2; participation in the selection, assessment and monitoring of targeted investment subprojects under Part 2 (b) of the Project, sub-component 1.2 "Improving basic agricultural services and regulatory functions", also in component 2 "Strengthening agri-food supply chains and small agricultural producers (SMEs)".
- (f) **ABCC** will provide technical support to ARIS on behalf of MoAWRRD in the implementation of agriculture-related activities. ABCC will play a lead role in facilitating implementation of Component 1 activities related to supply chain strengthening sub-projects and for other agriculture-related activities liaise with relevant departments in Ministry of Agriculture to provide technical support where needed. In order to fulfill their role, ABCC will place technical staff members in its Osh City office and draw on technical staff in Bishkek.
- (g) The **Regional and Local Governments in Osh Region** will actively participate in project implementation and facilitate coordination and the work of the project. Inter alia, they will facilitate project implementation at the regional and local level, monitor all aspects of the project that involve public safety and public health, facilitate civic engagement and

communication with the citizens and project-affected people, participate in tender evaluation committees to evaluate the proposals and provide inputs for the final decisions and ensure both horizontal and vertical coordination for cross-sector activities with the support of a regional inter-agency consultative working group. Local representatives of ARIS will ensure effective coordination and support from regional and local governments for project-specific activities.

5.2. Roles and responsibilities on stakeholder engagement

37. A core Stakeholder Engagement Team comprised of ARIS staff (Coordinator, Environmental and Social, Monitoring and Evaluation specialists) and the Public Relations Department will take responsibility for and lead all aspects of the stakeholder engagement. However, to implement the various activities envisaged in the SEP, the Engagement Team will need to closely coordinate with other key stakeholders – other national and local government departments/agencies, the contractor along with sub-contractors, affected municipalities, and PAPs. The roles and responsibilities of these actors/stakeholders are described table below.

Table 7. Responsibilities of key actors/stakeholders in SEP Implementation

Actor	Responsibilities
ARIS	<ul style="list-style-type: none"> • Planning and implementation of the SEP; • Leading stakeholder engagement activities; • Management and resolution of grievances; • Coordination/supervision of contractors on ESCP and SEP activities; • Monitoring of and reporting on social performance to Government and the World Bank.
Contractors/sub-contractors	<ul style="list-style-type: none"> • Inform ARIS of any issues related to their engagement with stakeholders; • Transmit and resolve complaints caused by the construction activities in close collaboration with and as directed by ARIS; • Prepare, disclose and implement various plans (e.g. ESMP, Labor Management Plan, etc.); • Inform local communities of any environmental monitoring e.g. noise, vibration, water quality monitoring; • Announce important construction activities.
State Ministries: <ul style="list-style-type: none"> • Ministry of Economy and Finance; • Tourism Department under the Ministry of Economy and Finance; • Ministry Culture, Information, Sports and Youth Policy; • Ministry of Agriculture Water Resources and Regional Development; • Department of biodiversity and specially protected natural areas under State Committee of Ecology and Climate; • State Inspectorate on Environmental and Technical Safety; • State Agency on Land 	<ul style="list-style-type: none"> • Monitor Project compliance with Kyrgyz legislation; • Participate in the implementation of some activities in the ESMP/RPF and SEP; • Participate in the implementation of the Land Acquisition process; • Make available and engage with the public on the Scoping and EIA Reports.

Resources, Land Cadastre.	
Project affected municipalities and local communities.	<ul style="list-style-type: none"> • Transfer all complaints to the ARIS GRM Focal Point; • Make available the disclosed ESIA documents;
Project affected people	<ul style="list-style-type: none"> • Invited to engage and ask questions about the Project at Project Meetings and through discussions with ARIS M&S Team where it is of interest or of relevance to them; • Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP (Section on Grievance Mechanism); • Help the Project to define mitigation measures.

5.3. Stakeholder Engagement Methods to be used

38. **Public/community meetings.** At the start of the project, ARIS will organize project launch meetings in each of the 2 municipalities and regional center. From then on, ARIS E&S Team will help organize community meetings sessions in the municipalities on a quarterly basis throughout the project's lifecycle. Meetings in the project municipalities will also be organized on a monthly basis.

39. **Mass/social media communication.** ARIS Public Relations Department will be engaged on the project in order to post information on the dedicated project and ARIS Facebook page and to communicate with the local population via social media campaigns throughout the project's lifecycle. Social media channels will be used as much as possible to disseminate information as rates of social media use (especially Facebook) appear to be high across users of different ages and backgrounds in project-affected communities.

40. **Communication materials.** Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. ARIS will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project's environmental and social performance both in English and Russian. The website will also provide information about the grievance mechanism for the project (see next sub-section).

41. **Grievance redress mechanism.** In compliance with the World Bank's ESS10 requirement, a specific grievance mechanism will be set-up for the project. Dedicated communication materials (GRM pamphlets, posters) will be created to help local residents familiarize themselves with the grievance redress channels and procedures. Internal GRM training will also take place for ARIS and contractor staff. The ARIS's website will include clear information on how feedback, questions, comments, concerns and grievances can be submitted by any stakeholder and will include the possibility to submit grievances electronically.

42. **Project tours for media, local representatives.** At appropriate points during the construction phase, site visits or demonstration tours will be organized for selected stakeholders from media organizations or local government. On average, it is planned that 4 such tours will be planned per year.

43. **Information Desks.** Information Desks in each municipality will provide local residents with information on stakeholder engagement activities, construction updates, contact details of the ARIS Local Representative, etc. Local Representatives in the affected municipalities will set up these information desks, either in their offices or other easily accessible places where they can meet and share information about the project with PAPs and other stakeholders. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

5.4. A strategy to incorporate the view of vulnerable groups

44. In order to guarantee full involvement of the disadvantaged and vulnerable groups, ARIS will conduct an initial project area level Social Assessment for both agribusiness and tourism components to identify subgroups of project beneficiaries and drivers of exclusion/the challenges they face in accessing project benefits. The result of SA will be used to do a more in-depth assessment on exclusion risks and to further refine the selection criteria, modes of engagement, design of TA activities, etc., to address the risk.

45. The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to involve in project activities, access information and benefits of the project, provide feedback, or submit grievances. The deployment of local environmental and social specialists of ARIS will help to ensure proactive outreach to all population groups. Training and awareness-raising sessions will be conducted in project municipalities to ensure higher participation of targeted population. All above mentioned Stakeholders Engagement methods dedicated consultations specifically to vulnerable groups will be utilized by ARIS as appropriate.

5.5. Information disclosure

46. The current ARIS website (www.aris.kg) is being used to disclose project documents, including those on environmental and social performance in both Russian and English. ARIS will create a webpage on the Project on its existing website. All future project-related environmental and social monitoring reports listed in the above sections will be disclosed on this webpage. Project updates (including news on construction activities and relevant environmental and social data) will also be posted on the homepage of ARIS's website. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be disclosed on the website.

47. All information brochures/fliers will be posted on the website. An electronic grievance submission form (BFM) is also available on ARIS's website. Contact details of the E&S Team and headquarters and all E&S Specialists at the Municipalities level will also be made available on the website. ARIS will update and maintain the website regularly (at least once a quarterly basis).

5.6. Estimated Budget

48. A tentative budget for implementing the stakeholder engagement plan over five years is attached in Table 8. The stakeholder engagement activities featured below cover a variety of environmental and social issues, which may be part of other project instruments/activities, so it is possible that they have also been budgeted in other plans. However, the table below summarizes all the stakeholder engagement activities in one place for better coordination and monitoring. ARIS will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision will be consulted/cleared by the World Bank and disclosed.

Table 8: Stakeholder Engagement Plan - Estimated Budget (5 Years)

Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/ Years	Total Cost (USD)	Remarks
ARIS Public relations specialist	1	700	5	42,000	
Travel expenses for staff (cost per year)		5000	5	25,000	
Information desk (one in each municipality)	9	200	1	2,000	
Project launch meetings (in 3 municipalities)	3	2500	1	7,500	Space rent, catering, printed materials
Osh and Uzgen communities'	2	100	5	5,000	

meetings (in 2 municipalities, quarterly)					
Osh oblast Districts Meetings (in 1 oblast center, quarterly)	1	200	5	10,000	
Communication materials (pamphlets, posters, PR kits-including design)				20,000	10 different topics - GBV, EMF, community health/safety, environment, land acquisition, contractor damages, etc.
Project tours for media	12	1,000	2	24,000	
GBV training for relevant ARIS and contractor/consultant staff	2	500	2	2,000	
Citizen/PAP perception surveys		2,500	2	5,000	
Social Assessment of tourism and agriculture components	1	10,000	2	20,000	
Contingency (10%)				16,250	
Sub-total				112,090	
Grievance Redress Activities					
Communications materials (GRM pamphlets)	5000	0.5	2	5,000	
Suggestion boxes (in each municipality)	9	50	1	270	
Internal GRM Training for ARIS and contractor staff	1	500	5	2,500	
Contingency (10%)				771	
Sub-total				8,841	
Total				187,591	

6. GRIEVANCE REDRESS PROCESS

6.1. Beneficiary feedback and grievance redress

49. ARIS has introduced an institutional BFM which includes an expanded Grievance Redress Mechanism (GRM) that includes all project activities, not just safeguards.⁴ The systems and requirements (including staffing) for the grievance redress chain of action – from uptake, sorting and processing, and acknowledgement and follow-up, to verification and action, monitoring and evaluation, and finally feedback – are embodied in this BFM. To encourage proactive beneficiary engagement, the BFM will be communicated at project orientation and on city and district center notice boards, to direct and indirect project beneficiaries. As a part of the improved system, ARIS will conduct annual outreach and ensure that staff are fully trained, and that information is available in target communities. The RED will utilize this system (written and telephone complaints channels), while ensuring all project-related information is disseminated and complaints and responses are disaggregated and reported. The use of the GRM for involuntary resettlement purposes will be elaborated in the Resettlement Policy Framework.

50. The tools and approaches used for dissemination of information about the BFM are as follows:

- presentation of information by the BFM specialists to local city and village authorities, AO, deputies of the local kenesh;
- presentation of information at public hearings, trainings conducted by ARIS staff, the BFM team conducts an entire information campaign in the communities;
- banners in district administrative buildings in cities and villages;
- BFM section at the official program website.

51. All grievances and appeals received from citizens are delivered to the corporate system for further processing and follow-up.

Channels for submitting grievances

<p>1. Hotline: +996(550)70-05-22, (calls are received around the clock, the conversation will be recorded);</p> <p>2. WhatsApp: +996(770)70-05-22, (instant messaging system for mobile devices with voice and video support);</p> <p>3. Social networks (Facebook – “МОО АРИС”);</p> <p>4. Web-site address: www.aris.kg.</p> <p>5. Verbal or written grievance received during the on-site working meetings;</p> <p>6. Incoming correspondence via courier to ARIS reception;</p> <p>7. Incoming correspondence by e-mail: bfm@aris.kg</p> <p>8. CO ARIS tel.: +996 (312) 301805 (reception)</p> <p>9. CO ARIS address: 102 Bokonbayeva St., Bishkek, Kyrgyz Republic</p>	<p>1. Grievances are recorded in the BMF logbook under incoming correspondence and are considered if the following information is present:</p> <ul style="list-style-type: none"> • Full name; • Address of registration and residence or telephone number; • Content of the grievance; • Other reference information. <p>If a grievance lacks any of the above data, it is recorded in the logbook under incoming correspondence of the BFM and the results of the grievance will be published in the media at the local level, on ARIS website or made public at the session of the Village and City Keneshs (Councils).</p> <p>2. Grievances are entered into the BFM configuration in the IC system for analysis and monitoring.</p> <p>3. Grievances may be submitted anonymously. Confidentiality shall be insured in all cases.</p>
---	--

⁴ To improve accountability, independence, and responsiveness to citizens and Project Affected Persons, ARIS will no longer create separate project GRMs, but utilize an independent central mechanism managed at the institutional level by ARIS, that will accept and solicit feedback on all project issues.

6.2. Receiving Grievances

52. When receiving a grievance, the following points are determined:

- Type of grievance;
- Category of the grievance;
- Persons responsible for review and execution of the grievance;
- Deadline for grievance resolving;
- Agreed actions.

53. After the type of action is determined, the BFM specialist registers details regarding the actions in the incoming correspondence journal, and then in the BFM configuration of the IC system. The applicant will receive a notification by the BFM specialist by phone or through other BFM channels:

- Full name of the executor (Program officer) to whom the grievance was forwarded;
- Deadline for execution (minimum 10 days, maximum 30 days from the registration date);
- The deadline and actions are determined in accordance with the ARIS instructions for handling the grievance.

54. *Notification.* Notification will be registered in the outgoing correspondence logbook. The BFM specialist will assist the applicant at all stages of his grievance and ensure that his grievance is properly handled.

55. In case the affected person is not satisfied with the decision resulting from the consideration of grievance, he / she has the right to appeal. Appeal claim is considered by the special ARIS Review Committee on consideration of appeals. ARIS Executive Director will form the Review Committee for consideration of appeals from Program managers and heads of departments, who will conduct hearings of appeal. The Appeals Review Committee will consist of 15-17 persons, of which, two are BFM members and two are persons independent from the Program implementation units and the Government of the Kyrgyz Republic.

56. After review of the appeal, if the citizen / beneficiary is unsatisfied with the solution, he/she has the right to appeal the decision in a judicial procedure. General information on reported grievances (reference number, type of a grievance), their status and evolving problems will be included in regular Program reports submitted.

6.3. World Bank Grievance Redress System

57. Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaints directly to the Bank through the Bank's Grievance Redress Service (GRS) (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English, Uzbek or Russian, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank 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
- Through the World Bank Kyrgyz Republic Country Office in Bishkek: 210 Moskovskaya Street, Bishkek, Kyrgyz Republic, bishkek@worldbank.org, Tel. +996 312 625262

58. The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the

complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s, and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

59. In addition, project-affected communities and individuals may submit complaints to the World Bank's independent Inspection Panel, which will then determine whether harm occurred, or could occur, as a result of the World Bank's non-compliance with its policies and procedures. Complaints may be submitted to the Inspection Panel at any time after concerns have been brought directly to the World Bank's attention, and after Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

7. MONITORING AND REPORTING

60. Monitoring and evaluation of the stakeholder process is considered vital to ensure ARIS is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Adherence to the following characteristics/commitments/activities will assist in achieving successful engagement:

- Sufficient resources to undertake the engagement;
- Inclusivity (inclusion of key groups) of interactions with stakeholders;
- Promotion of stakeholder involvement;
- Clearly defined approaches; and
- Transparency in all activities.

61. Monitoring of the stakeholder engagement process allows the efficacy of the process to be evaluated. Specifically, by identifying key performance indicators that reflect the objectives of the SEP and the specific actions and timings, it is possible to both monitor and evaluate the process undertaken.

62. Two distinct but related monitoring activities in terms of timing will be implemented:

- During the engagement activities: short-term monitoring to allow for adjustments/improvements to be made during engagement; and
- Following completion of all engagement activities: review of outputs at the end of engagement to evaluate the effectiveness of the SEP as implemented.

7.1. Review of engagement activities in the field

63. During engagement with stakeholders ARIS Engagement team (E&S Specialists) will assess the activities using a feedback evaluation form or asking questions to participants, depending on the stakeholder group, to ensure that messages are being conveyed clearly. The engagement team will conduct debriefing sessions while in the field. This assesses whether the required outcomes of the stakeholder engagement process are being achieved and provide the opportunity to amend the process where necessary.

64. The use of engagement tools developed through the ESIA engagement including:

- Stakeholder database;
- Issues Log or Issues and Response table; and
- Meeting records of all consultations held.

65. Moreover, the tool can be used to manage on-going Project issues, and for stakeholder identification and analysis processes.

7.2. Reporting Stakeholder Engagement activities

66. Performance will be reviewed following the engagement sessions conducted in the field. In addition, there will be opportunity for the ESIA Engagement team (E&S Specialists) to review and assess performance in between the engagement sessions depending on the level of feedback received from stakeholders during these periods.

67. Evaluation of performance will be assessed based on the extent to which the engagement activities and outputs meet those outlined in this SEP. In assessing performance, the following will be considered:

- Materials disseminated: types, frequency, and location;
- Place and time of formal engagement events and level of participation including specific stakeholder groups (e.g. women, youth, community leaders);
- Number of people attending public or formal meetings

- Number of comments received on specific issues, type of stakeholder and details of feedback provided;
- Numbers and type of stakeholders who meet the Project team by mail, telephone and any other means of communication;
- Meeting minutes, attendance registers and photographic evidence;
Comments received by government authorities, community leaders and other parties and passed to the Project;
- Numbers and types of feedback and / or grievances and the nature and timing of their resolution; and the extent to which feedback and comments have been addressed and have led to corrective actions being implemented.

68. The reporting on Environmental and Social activities conducted by ARIS during the project implementation phase will be undertaken in accordance with the requirements of the ESMF.

7.3. Quarterly and annual reports by ARIS

69. During the Project development and construction phase, the E&S Team will prepare brief monthly reports on E&S performance for ARIS Management which will include an update on implementation of the Stakeholder engagement plan. Monthly reports will be used to develop quarterly, and annual reports reviewed by ARIS Coordinator. The quarterly and annual reports will be disclosed on the Project website and made available in the Town halls of the project affected municipalities.

7.4. Six monthly E&S compliance reports to the World Bank

70. Six-monthly E&S reports will be prepared and submitted to the World Bank during the project implementation period. A section on stakeholder engagement will be included in these reports which will include an update on implementation of the stakeholder engagement plan.

Annex 1. List of participants

Consultative Workshop on Regional Development for the Regional Economic Development Project (RED), July 23 - 24, 2019

Location: Osh Governor office

1. Ulanbek Chonoev, Safeguards Specialist, ARIS
2. Ulanbek Baigonchokov, Institutional Development Specialist, ARIS
3. Zamira Jusupova, Deputy Director, Landscaping Department, Osh city
4. Gulnaz Zairova, Investments Specialist, Osh city Zelenstroy
5. Imanbek Sovetbekov, Specialist, Osh city Administration
6. Ismail Kursantbekov, Specialist, Osh city Administration
7. Melis Obozov, Specialist, Osh city Administration
8. M. Isa, BiyOrdo Hotel
9. Gulmira Mamatova, Specialist, UNDP
10. Abdyvaly uulu Askaraly, General Manager, Royan Hotel
11. Zumurat Ibraimzhanova, Director, Sunrise Osh Hotel
12. Abdyrasul Akmatov, Osh Destination
13. Asel Mamatova, Head, Ethno Hotel Osh
14. Akmaral Satikbaeva, Public Organization “Youth of Osh”
15. Nazira Matkadyrova, GIZ
16. Emil Ysmanov, Deputy Director, “Suleimantoo”
17. J. Batyrhanova, Accountant
18. A. Aliev, Tourism Council
19. J. Azimov, Vice Mayor, Osh city Administration
20. Orozaliev, Leading Specialist, Osh city Administration
21. Imonaly Turkbaev, Helvetas Kyrgyzstan
22. Burulkan Abdlapakov, Osh Destination.

Workshop on July 24

Location: Uzgen City Administration

1. Baktygul Ormonova, Administrator, Kara Shoro Restaurant
2. Turarbek Abdyrahmanov, Director, Uzgen Museum Complex
3. Burulai Mamashoripova, Zakia café
4. Aigul Mamanova, Autostop
5. Umut Ismanova, JCS Autobeket
6. Yashnarbek Egashev, Deputy Director, Azem-Ata
7. Meilikan Duishembieva, Leading Specialist, Uzgen City Administration
8. Sabyrbek Kaberdiev, Leading Specialist, Uzgen City Administration
9. Rahman Atadzhanov, Vice Mayor, Uzgen City Administration
10. Kursanbek Joldoshev, Manager, Almaz Restaurant
11. Salymbek Abdyrahmanov, Farmer Union
12. Shavdanbek Mamediev, National Park Kara-Shoro Administration
13. Avaz Tursunbaev, Leading Specialist, Uzgen Museum Complex
14. Akylbek Abdyrahmanov, Head, Uzgen City Administration
15. Gulnara Azimbaliyeva, Archivist, Uzgen City Administration
16. Muhtarjan Namarov, Paizabad Company

Annex 2. List of participants

Consultative workshop on October 15, 2019 in Osh Oblast

1. Zhylykbaev Uzarbek, The GoK Plenipotentiary Representative in Osh region
2. Makhammadov Akhmadzhan, Deputy The GoK Plenipotentiary Representative in Osh region
3. Turduev Saibzhan, First Deputy Mayor of Osh
4. Kayymov Talantbek, Head of the Department of Economics, Osh City Hall
5. Abdraev Nurlan, Head of the Regional Development Department of the PPKR of Osh Oblast
6. Satybaldiev Toychubay, first deputy head of the Aravan region
7. Adiev Kapar, First Deputy Head of the Kara-Suu District
8. Zhaparov Zamirbek, First Deputy Head of Nookat District
9. Dyikanbaev Bolotbek, First Deputy Head of the Uzgen District
10. Mirzabaramov Payzilla, director of the department of agrarian development of the Aravan region
11. Mamedov Kubanych, Director of the Department of Agrarian Development of the Kara-Suu District
12. Turduev Muhamed, Director of the Department of Agrarian Development of Nookat District
13. Kamchybekov Zholdosh, director of the department of agricultural development of the Uzgen district
14. Zhoroev Ibrahim, manager of Aiyl Bank, Osh
15. Representatives of travel agencies
16. Private entrepreneurs
17. Activists

Annex 3. List of participants

Consultative Workshop on Regional Development for the Regional Economic Development Project (RED), October 11, 2019

The Office of the President of the Kyrgyz Republic:

1. Mirbek Koozhoev, Deputy Head, Public Policy and Organizational Audits Department
2. Tenirberdi uulu Azamat, Expert, Public Administration Policy and Organizational Inspection Department
3. Kasymali uulu Kanybek, Expert, Policy of Strategic Development, Economics and Finance Department

The Ministry of Economy of the Kyrgyz Republic:

4. Aibek Kadyrov, Head, Strategic Planning and Regional Development Department

The Ministry of Finance of the Kyrgyz Republic:

5. Suerkul Abdybaly tegin, Deputy Minister
6. Nurbek Mamasydykov, Head, State Investments Program Unit
7. Elvira Akulueva, Leading Specialist, State Investments Program Unit
8. Mehri Davlesova, Financial Manager, Credit Line Management Unit

The Ministry of Agriculture, Food Industry and Melioration of the Kyrgyz Republic:

9. Zhumabek Asylbekov, Advisor to the Minister
10. Emilbek Kydykmanov, Head of Department of Agrarian Policy and Economic Forecasting
11. Raisa Kabylova, Department of Plant Quarantine
12. R. Ibraev, Head of Department, Ministry of Agriculture, Food Industry and Land Reclamation of the Kyrgyz Republic
13. Bek Dzhekshembaev, Deputy Director, Department of Expertise of Crops, Ministry of Agriculture, Food Industry and Land Reclamation of the Kyrgyz Republic

The Ministry of Transport

14. Almazbek Duyshebaev, Head of Department of the Ministry of Transport of the Kyrgyz Republic

The Community Development and Investment Agency (ARIS)

15. Bekjan Supanaliev, Executive Director
16. Asel Mambetkulova, Deputy Director
17. Ulan Zainalov, Financial Manager
18. Ulan Baigonchokov, specialist

The Agribusiness Competitiveness Center

19. Torogul Bekov, Director
20. Aigul Zholochieva, Project Manager

Annex 4. List of participants of the 1st Sitting of the Project Supervisory Board, December 18, 2020**List of Participants of the Sitting of the Project Supervisory Board on Regional Economic Development Project in Osh oblast and Osh city****Date:** December 18, 2020**Venue:** Office of the Plenipotentiary Representative of the Government of the Kyrgyz Republic in Osh oblast

№	Full name	Place of work, Position
1.	SABIROV R.A.	Vice Prime Minister of the Kyrgyz Republic
2.	ALYBAEV A.SH.	Deputy Minister of Economy of the Kyrgyz Republic
3.	ATTOKUROV E	Deputy Head of the Government Office, Head of the Department for Organizational and Inspection Work and Regional Development of the Government Office
4.	KOKOCHAROV U.K.	Director of GOSTROY KR
5.	SUPANALIEV B.T.	ARIS Director
6.	BAIGONCHOKOV M.K.	Deputy Minister of Finance of the Kyrgyz Republic
7.	KERIMALIEV ZH.K.	Deputy Minister of Agriculture, Food Industry and Land Reclamation of the Kyrgyz Republic
8.	KENZHEMATOVA K.	Acting Director of the Tourism Department of the Ministry of Culture, Information and Tourism of the Kyrgyz Republic
9.	BEKOV A.T.	Deputy Head Department of Strategic Planning and Development of the Office of the President of the Kyrgyz Republic
10.	BEKOV T. N.	Director of ABCCC
11.	KADYROV A. A.	REDP ARIS
12.	ABDURAIMOV ZH.O.	Plenipotentiary Representative of the Government of the Kyrgyz Republic in Osh Oblast
13.	ALAYCHIEV B. B.	First Deputy Plenipotentiary Representative of the Government of the Kyrgyz Republic in Osh Oblast
14.	MAKHAMMADOV A.M.	Deputy Plenipotentiary Representative of the Government of the Kyrgyz Republic in Osh Oblast
15.	ESHBAEV T. T.	Head of the Capital Construction Directorate of Osh oblast
16.	TURDUBEKOV T.	Head of the Osh Regional Department of the Southern Interregional Department of the Ministry of Economy
17.	ZHAPAOV SH. J.	deputy akim of Alay Rayon State Administration
18.	SATYBALDYEV T. A.	deputy akim of Aravan Rayon State Administration
19.	ALMABASHOV M.	deputy akim of Kara-Kulja Rayon State Administration
20.	ZHOROIEVA M.	deputy akim of Kara-Suu Rayon State Administration
21.	ZHAPAROV Z. P.	deputy akim of Aravan Rayon State Administration
22.	ALIEV JALAL ABDYKADYROVICH	deputy akim of Uzgen Rayon State Administration
23.	AKMATOV ABDIBAIT AMANOVICH	deputy akim of Chon-Alay Rayon State Administration
24.	OSMONALIEV SHAVKAT TOYCHUEVICH	Vice-Mayor of Kara-Suu

25.	NURDINOV ZHOOMART AMADALIEVICH	Mayor of Nookat
26.	KHOLMATOV MUKHTARZHAN	Mayor of Uzgen city
27.	KADYROV A.SH.	Head of the architectural service of Alay rayon
28.	CHOKOEVI J.	Head of the architectural service of Kara-Kulja rayon
29.	AKMATOV M.	Head of the architectural service of Uzgen rayon
30.	ANARBAEV A.	Head of the architectural service of Uzgen City
31.	BEKMAMATOV K.	Head of the architectural service of Chon-Alai rayon
32.	AKMATALIEV B.	Head of the architectural service of Aravan rayon
33.	NURUEV ABDIMITALIP	Head of the architectural service of Nookat rayon
34.	ASHIROV RAVSHAN	Head of the architectural service of Kara-Suu rayon
35.	UMAROV SHAVKAT	Deputy Head of the architectural service of Kara-Suu city
36.	SARYBASHOV TAALAI BEK NASIRBEKOVICH	Mayor of Osh
37.	AZIMOV ZHASUR MAKHMUDOVICH	Vice Mayor of Osh city
38.	SHADYKHANOV EMIL TOKTOSUNOVICH	
39.	KHALMATOV M	Acting Vice Mayor of Osh
40.	ABZHOSHEV ZAMIRBEK SHARIPOVICH	Chief specialist of the department of economics, finance and investments
41.	PIRMATOV ALTYNBEK ABDIMITALIPOVICH	Acting Head of the Department of Urban Development and Municipal Property
42.	YUSUPOV ZAMIR BAYISHOVICH	Head of External Relations and Analytics Department of Osh City Hall
43.	TOKOSHEV ALTYNBEK ASKARBEKOVICH	Head of the Osh Regional Department of Urban Development and Architecture
44.	TOLONOV SAPAR ABILAZOVICH	Head of the Interregional Administration of the Ministry of Economy in Osh city
45.	AZZAM ZHENBAY UULU	Director of Osh JIA
46.	ABYLKASYMOVA GULNUR	Self-employed, JIA member
47.	SARTMAMETOV BAKYT	Osh JIA lawyer
48.	DUYSHEEV ZAMIR	Osh JIA financier

Annex 5. Rules of Procedure of the Project Supervisory Board

Regulations for the work of the Project Supervisory Board for the implementation of the "Regional Economic Development Project in Osh oblast and Osh city"

1. General Provisions

1. These Regulations determine the procedure for the work of the Supervisory Board (hereinafter referred to as the Board) for the implementation of the “Regional Economic Development Project in Osh oblast and Osh city (hereinafter referred to as the Project).

2. The Board was formed in order to ensure efficient and uninterrupted implementation of the Regional Economic Development Project in Osh oblast and Osh city.

3. The main tasks of the Board are:

- ensure overall coordination and providing the necessary assistance in the implementation of the Project;
- consideration and approval of the priorities and goals identified within the project for the development of agriculture and tourism;
- consideration of annual work plans for the implementation of the Project;
- coordination of the activities of state bodies, local self-government bodies, other interested parties in the implementation of the Project;
- management of the development process, regular updating and provision of the necessary reports on the implementation of work plans for the implementation of the Project;
- discussion and approval of the results of the Project implementation for the reporting period, including monitoring of achievements and deviations in its activities;
- consideration and approval of work plans for the implementation of the Project for the incoming period;
- provision of jointly discussed recommendations and solutions to ensure effective activities for the implementation of the Project;
- coordination of other key partners with programs / projects;
- discussion of any issues that may arise during the implementation of the Project and making proposals for their solution.

4. The Board in its activities is guided by the Constitution, laws of the Kyrgyz Republic, decrees and orders of the President of the Kyrgyz Republic, decisions of the Jogorku Kenesh of the Kyrgyz Republic, decisions and orders of the Government of the Kyrgyz Republic, as well as international treaties that have entered into force in the manner prescribed by law, to which the Kyrgyz Republic is a party, and these Regulations.

5. The Board carries out its activities on the principles of transparency, collegiality and good faith.

2. Organization and powers of the Board

6. The Board organizes its work through meetings.

7. Sitzings of the Board are convened on the initiative of the chairman or members of the Supervisory Board.

8. Sitzings of the Board are held as needed, but at least once every six months. By the decision of the Chairman of the Board or the proposal of the Head of the Program, extraordinary meetings may be convened.

9. A sitting of the Board is considered competent if attended by more than half of its members.

10. The Board is chaired by a chairman who:

- carries out general management of the Board's activities;
- determines the agenda, place and time of meetings of the Board;
- convenes meetings of the Board and presides over them;
- identifies a speaker for a specific issue under consideration.

11. During the absence of the Chairman of the Board, his functions are performed by the Deputy Chairman of the Board - the Minister of Economy of the Kyrgyz Republic.

12. The Secretary of the Board is the state body responsible for the overall coordination of the Project, which provides information, analytical and organizational support for the activities of the Board, including ensuring the preparation of agendas of the Board meetings and other materials necessary for organizing its work, submits them for consideration by the Board members not later than three working days before the scheduled meeting.

13. Information on the results of meetings of the Board is posted on the official website of the Secretariat of the Board.

14. Powers of the Board:

- consideration of relevant technical proposals at the strategic and legislative level;
- attract in the established order in the work of the Board meetings the relevant specialists of state bodies and other institutions;
- receive upon request from state bodies data and materials on issues within the competence of the Board;
- consider the reports of the heads of state bodies on the implementation of the Project;
- consideration and discussion of the progress of implementation of work plans for the implementation of the Project;
- coordination and decision-making on amendments to work plans for the implementation of the Project;
- the board ensures that stakeholders and the public are informed about the activities of the Project;
- hears the members of the Board, heads of state bodies, local self-government bodies, other organizations and institutions for the implementation of the Project;
- accept and submit appropriate recommendations and proposals for further improvement of the implementation of the Project;
- recommend the implementation of the decisions of the Board adopted on the Project by state bodies, local self-government bodies;
- invite representatives of local self-government bodies, civil society, the private sector, international organizations and independent experts to the Board meetings and hear proposals of state bodies to effectively implement the project.

3. Decisions of the Board

15. Decisions of the Board are adopted by open vote by a majority of votes from the total number of members of the Board present at the meeting. In case of equality of votes of the members of the Board, the vote of the chairman is decisive.

16. Decisions of the Board are formalized in minutes signed by the Chairman of the Board.

17. Decisions of the Board are advisor rather than mandatory.

18. The activities of the Board are terminated upon completion of the Project.

19. Minutes of meetings and other materials of the Board are drawn up in accordance with the rules of office work established by the legislation of the Kyrgyz Republic and are kept by the Secretariat of the Board.

Annex 6. Decision of the 1st Meeting of the Project Supervisory Board

Minutes of the meeting of the Supervisory Board on the Regional Economic Development Project in Osh oblast and Osh city

After hearing and discussing the information on the Regional Economic Development Project and the Action Plan for the implementation of the Regional Economic Development Project in Osh oblast and Osh city, the members of the Board decided:

1. Take into account the information on the Regional Economic Development Project in Osh oblast and Osh city.
2. Approve the Action Plan for the implementation of the Regional Economic Development Project in Osh oblast and Osh city and start implementation
3. Control over the implementation of this decision shall be entrusted to the Ministry of Economy of the Kyrgyz Republic.

Chairman of the Project Supervisory Board

R.A. Sabirov

Annex 7. Memorandum of Cooperation between ARIS and Osh City Hall

СОГЛАШЕНИЕ О СОТРУДНИЧЕСТВЕ
в рамках Проекта «Региональное экономическое развитие»
в Ошской области и городе Ош
между
Агентством развития и инвестирования сообществ Кыргызской Республики
и
Мэрией города Ош

Настоящее Соглашение о сотрудничестве между Агентством развития и инвестирования сообществ Кыргызской Республики (далее - АРИС) в лице исполнительного директора **Супаналиева Бекжана Торобаевича**, действующего на основании Указа Президента Кыргызской Республики «Об образовании Агентства развития и инвестирования сообществ Кыргызской Республики», с одной стороны, и Мэрией города Ош (далее - Мэрия) в лице мэра города Ош **Сарыбашова Таалайбека Насирбековича**, действующего на основании Законов Кыргызской Республики «О местном самоуправлении», «О статусе города Ош» и Устава местного сообщества города Ош, с другой стороны, подписано «___» _____ 20__ года (далее - Соглашение),

вместе именуемые «Стороны» и по отдельности «Сторона», принимая во внимание, что АРИС является реализующим агентством Проекта «Региональное экономическое развитие» (далее - Проект), целью которого является усиление экономического и регионального развития в сфере туризма, сельского хозяйства и повышения институционального потенциала в Ошской области и городе Ош,

принимая во внимание важность устойчивого социально-экономического роста Ошской области и города Ош, развития местного сообщества и местной инфраструктуры,

принимая во внимание, что сотрудничество по вопросам улучшения предоставления инфраструктурных услуг, поддержки институционального развития и улучшения управления на местном уровне способствует развитию местных сообществ и региона,

Стороны подтверждают свое намерение тесно взаимодействовать по вопросам реализации Проекта, направленного на содействие в решении вопросов местного значения,

Стороны согласились о проведении регулярных обменных встреч по вопросам реализации Проекта,

Стороны будут обеспечивать выполнение настоящего Соглашения в соответствии с законодательством Кыргызской Республики, документами, регулирующими деятельность Сторон, Проектными документами, и на основе взаимного уважения и равенства в принятии решений,

Стороны настоящим, свидетельствуют о взаимопонимании, и согласились о нижеследующем:

Статья 1. Предмет Соглашения

1.1. Предметом настоящего Соглашения является сотрудничество Сторон по обеспечению эффективности, своевременности и успешности Проекта «Региональное экономическое развитие», реализуемого АРИС в Ошской области и городе Ош.

1.2. Стороны будут взаимодействовать на условиях и в порядке, предусмотренных настоящим Соглашением и на основе соглашений, заключенных между Сторонами по вопросам реализации Проекта.

Статья 2. Права и обязанности Мэрии

2.1. Мэрия имеет право:

- 1) на получение информации, консультаций по вопросам реализации Проекта, реализуемого АРИС;
- 2) на внесение предложений по повышению эффективности реализации Проекта, реализуемого АРИС;
- 3) на участие в тренингах, семинарах по развитию потенциала Мэрии, организуемого АРИС.
- 4) получить в установленном порядке в муниципальную собственность завершённые работы/объекты и товары, приобретенные в рамках Проекта.

2.2. Мэрия обязуется:

- 1) оказывать содействие АРИС в рамках Проекта в решении вопросов, отнесенных к компетенции мэрии;
- 2) оказывать содействие в сборе и обработке данных, необходимых по Проекту;
- 3) обеспечить сотрудников, консультантов АРИС соответствующим для работы помещением без взимания арендной платы, в случае необходимости;
- 4) содействовать реализации и продвижению Проекта. В случае необходимости, предоставить в установленном порядке техническую помощь в разработке проектов/подпроектов/микропроектов на безвозмездной основе в качестве вклада;
- 5) определить (назначить) уполномоченного представителя Мэрии по вопросам взаимодействия с АРИС в рамках Проекта, с информированием АРИС;
- 6) содействовать проведению круглых столов, семинаров, общественных обсуждений по Проекту;
- 7) содействовать распространению информации о Проекте, в целях вовлечения в их реализацию местное сообщество;
- 8) содействовать в предупреждении и разрешении разногласий/споров между органами местного самоуправления, местным сообществом, иными организациями по вопросам реализации Проекта;
- 9) содействовать в получении соответствующих разрешений и одобрений городского кенеша, необходимых в рамках Проекта;

10) выделять средства в установленном порядке из местного бюджета для выплаты компенсаций, в случае если будут выявлены лица, подвергшиеся воздействию Проекта в соответствии с требованиями Основ политики переселения в рамках Проекта (ОР 4.12 ВБ);

11) регулярно проводить мониторинг и обеспечить целевое использование полученных в рамках Проекта ресурсов.

Статья 3. Права и обязанности АРИС

3.1. АРИС имеет право:

1) на соответствующее для работы помещение на безвозмездной основе, в случае необходимости;

2) на получение информации, данных, необходимых по Проекту, реализуемого АРИС;

3) организовывать и проводить тренинги, семинары по развитию потенциала Мэрии и местного сообщества в рамках Проекта;

4) содействовать в организации и проведении социальной мобилизации населения для реализации Проекта;

5) проводить в установленном порядке тендера на закупку товаров, работ и консультационных услуг, администрирование контрактов и осуществление иных мероприятий, определенных в рамках Проекта.

3.2. АРИС обязуется:

1) в соответствии с Проектными документами и соответствующими техническими и иными требованиями обеспечивать в установленном порядке реализацию Проекта;

2) оказывать в рамках Проекта помощь местным сообществам и органам местного самоуправления по вопросам местного значения;

3) проводить информирование по вопросам Проекта;

4) в соответствии с Проектом проводить совместно с местным сообществом мероприятия по развитию потенциала местного сообщества, по разработке планов, инициатив устойчивого экономического развития города Ош.

Статья 4. Дополнительные положения

4.1. В настоящее Соглашение могут быть внесены изменения только на основании письменного согласия Сторон, оформленных в виде Дополнений к настоящему Соглашению, подписанных обеими Сторонами и являющихся неотъемлемой частью настоящего Соглашения.

4.2. Любые споры, разногласия, которые могут возникнуть между Сторонами при применении и реализации настоящего Соглашения, подлежат урегулированию путем переговоров и консультаций между Сторонами. При недостижении согласия между Сторонами, спор подлежит урегулированию в соответствии с законодательством Кыргызской Республики.

Статья 5. Заключительные положения

5.1. Настоящее Соглашение вступает в силу с даты его подписания Сторонами и действует до даты полного завершения Проекта.

5.2. Настоящее Соглашение может быть расторгнуто по инициативе одной из Сторон, с направлением письменного уведомления за 3 месяца до даты прекращения его действия. Прекращение действия настоящего Соглашения не влияет на выполнение проектов/подпроектов/микропроектов, реализуемых АРИС, начатых в период действия настоящего Соглашения, но не завершенных на дату прекращения действия Соглашения, если Стороны не договорятся об ином.

5.3. Настоящее Соглашение составлено в двух экземплярах на русском языке, имеющих равную юридическую силу, по одному для каждой Стороны.

Подписи Сторон:

**Исполнительный директор
Агентства развития и
инвестирования сообществ
Кыргызской Республики**



Б.Т. Суаналиев

Мэр города Ош



Т.Н. Сарыбашов

Annex 8. Memorandum of Cooperation between ARIS and Uzgen city hall

СОГЛАШЕНИЕ О СОТРУДНИЧЕСТВЕ
в рамках Проекта «Региональное экономическое развитие»
в Ошской области и городе Ош
между
Агентством развития и инвестирования сообществ Кыргызской Республики
и
Мэрией города Узген

Настоящее Соглашение о сотрудничестве между Агентством развития и инвестирования сообществ Кыргызской Республики (далее - АРИС) в лице исполнительного директора **Супаналиева Бекжана Торобаевича**, действующего на основании Указа Президента Кыргызской Республики «Об образовании Агентства развития и инвестирования сообществ Кыргызской Республики», с одной стороны, и Мэрией города Узген (далее - Мэрия) в лице мэра города Узген **Халматова Мухтаржона Маматжановича**, действующего на основании Закона Кыргызской Республики «О местном самоуправлении», и Устава местного сообщества города Узген, с другой стороны, подписано «___» _____ 20___ года (далее - Соглашение),

вместе именуемые «Стороны» и по отдельности «Сторона»,

принимая во внимание, что АРИС является реализующим агентством Проекта «Региональное экономическое развитие» (далее - Проект), целью которого является усиление экономического и регионального развития в сфере туризма, сельского хозяйства и повышения институционального потенциала в Ошской области и городе Ош,

принимая во внимание важность устойчивого социально-экономического роста Ошской области и города Ош, развития местного сообщества и местной инфраструктуры,

принимая во внимание, что сотрудничество по вопросам улучшения предоставления инфраструктурных услуг, поддержки институционального развития и улучшения управления на местном уровне способствует развитию местных сообществ и региона,

Стороны подтверждают свое намерение тесно взаимодействовать по вопросам реализации Проекта, направленного на содействие в решении вопросов местного значения,

Стороны согласились о проведении регулярных обменных встреч по вопросам реализации Проекта,

Стороны будут обеспечивать выполнение настоящего Соглашения в соответствии с законодательством Кыргызской Республики, документами, регулирующими деятельность Сторон, Проектными документами, и на основе взаимного уважения и равенства в принятии решений,

Стороны настоящим, свидетельствуют о взаимопонимании, и согласились о нижеследующем:

10) выделять средства в установленном порядке из местного бюджета для выплаты компенсаций, в случае если будут выявлены лица, подвергшиеся воздействию Проекта в соответствии с требованиями Основ политики переселения в рамках Проекта (ОР 4.12 ВБ);

11) регулярно проводить мониторинг и обеспечить целевое использование полученных в рамках Проекта ресурсов.

Статья 3. Права и обязанности АРИС

3.1. АРИС имеет право:

1) на соответствующее для работы помещение на безвозмездной основе, в случае необходимости;

2) на получение информации, данных, необходимых по Проекту, реализуемого АРИС;

3) организовывать и проводить тренинги, семинары по развитию потенциала Мэрии и местного сообщества в рамках Проекта;

4) содействовать в организации и проведении социальной мобилизации населения для реализации Проекта;

5) проводить в установленном порядке тендера на закупку товаров, работ и консультационных услуг, администрирование контрактов и осуществление иных мероприятий, определенных в рамках Проекта.

3.2. АРИС обязуется:

1) в соответствии с Проектными документами и соответствующими техническими и иными требованиями обеспечивать в установленном порядке реализацию Проекта;

2) оказывать в рамках Проекта помощь местным сообществам и органам местного самоуправления по вопросам местного значения;

3) проводить информирование по вопросам Проекта;

4) в соответствии с Проектом проводить совместно с местным сообществом мероприятия по развитию потенциала местного сообщества, по разработке планов, инициатив устойчивого экономического развития города Ош.

Статья 4. Дополнительные положения

4.1. В настоящее Соглашение могут быть внесены изменения только на основании письменного согласия Сторон, оформленных в виде Дополнений к настоящему Соглашению, подписанных обеими Сторонами и являющихся неотъемлемой частью настоящего Соглашения.

4.2. Любые споры, разногласия, которые могут возникнуть между Сторонами при применении и реализации настоящего Соглашения, подлежат урегулированию путем переговоров и консультаций между Сторонами. При недостижении согласия между Сторонами, спор подлежит урегулированию в соответствии с законодательством Кыргызской Республики.

Статья 1. Предмет Соглашения

1.1. Предметом настоящего Соглашения является сотрудничество Сторон по обеспечению эффективности, своевременности и успешности Проекта «Региональное экономическое развитие», реализуемого АРИС в Ошской области и городе Ош.

1.2. Стороны будут взаимодействовать на условиях и в порядке, предусмотренных настоящим Соглашением и на основе соглашений, заключенных между Сторонами по вопросам реализации Проекта.

Статья 2. Права и обязанности Мэрии

2.1. Мэрия имеет право:

- 1) на получение информации, консультаций по вопросам реализации Проекта, реализуемого АРИС;
- 2) на внесение предложений по повышению эффективности реализации Проекта, реализуемого АРИС;
- 3) на участие в тренингах, семинарах по развитию потенциала Мэрии, организуемого АРИС.
- 4) получить в установленном порядке в муниципальную собственность завершённые работы/объекты и товары, приобретенные в рамках Проекта.

2.2. Мэрия обязуется:

- 1) оказывать содействие АРИС в рамках Проекта в решении вопросов, отнесенных к компетенции мэрии;
- 2) оказать содействие в сборе и обработке данных, необходимых по Проекту;
- 3) обеспечить сотрудников, консультантов АРИС соответствующим для работы помещением без взимания арендной платы, в случае необходимости;
- 4) содействовать реализации и продвижению Проекта. В случае необходимости, предоставить в установленном порядке техническую помощь в разработке проектов/подпроектов/микропроектов на безвозмездной основе в качестве вклада;
- 5) определить (назначить) уполномоченного представителя Мэрии по вопросам взаимодействия с АРИС в рамках Проекта, с информированием АРИС;
- 6) содействовать проведению круглых столов, семинаров, общественных обсуждений по Проекту;
- 7) содействовать распространению информации о Проекте, в целях вовлечения в их реализацию местное сообщество;
- 8) содействовать в предупреждении и разрешении разногласий/споров между органами местного самоуправления, местным сообществом, иными организациями по вопросам реализации Проекта;
- 9) содействовать в получении соответствующих разрешений и одобрений городского кенеша, необходимых в рамках Проекта;

Статья 5. Заключительные положения

5.1. Настоящее Соглашение вступает в силу с даты его подписания Сторонами и действует до даты полного завершения Проекта.

5.2. Настоящее Соглашение может быть расторгнуто по инициативе одной из Сторон, с направлением письменного уведомления за 3 месяца до даты прекращения его действия. Прекращение действия настоящего Соглашения не влияет на выполнение проектов/подпроектов/микропроектов, реализуемых АРИС, начатых в период действия настоящего Соглашения, но не завершенных на дату прекращения действия Соглашения, если Стороны не договорятся об ином.

5.3. Настоящее Соглашение составлено в двух экземплярах на русском языке, имеющих равную юридическую силу, по одному для каждой Стороны.

Подписи Сторон:

Исполнительный директор
Агентства развития и
инвестирования сообществ
Кыргызской Республики



Б.Т. Сунаналиев

Мэр города Узген



М.М. Халматов

Annex 9. The list of participants in the working meeting in Osh, January 29, 2021

Лист регистрации участников рабочей встречи по проекту ПРЭР

Тема встречи: Рабочая встреча по ознакомлению с реализацией и планами ПРЭР

Дата: 29.01.2021

Место проведения: г. Ош

№	Ф.И.О.	Организация, должность	телефон, эл.почта (если есть)	подпись
1	Жомишиев О.	Директор орг-ра		
2		зам. начальника	0558740318	
3	Исраилов И.	Директор орг-ра	0555001616	
4	Мирман Т. У.	Мэрия	0558121244	
5	Табиев Ш.	зам. н.м. орг-ра	0559162088	
6	Ибрагимов И.	г.р.ст. мэрии		
7	Жомишиев О.	Директор орг-ра	0553878804	
8	Самиев С.	Директор орг-ра	0551003004	
9	Салимбаев М.	УБП культуры	055933110	
10	Орозалиев И.	мэрия г. Ош	0555177818	
11	Бакитов И.	Дир. ОРДТ	0772190914	
12	Абдусамидов Р.	Ош Зеленохоз	0555132040	
13	Абдусамидов З.	мэрия	0550331807	
14	Ибрагимов И.	УМС г. Ош	0555800033	
15	Ибрагимов И.	юр. служба ЗС	0770452543	
16	Абдусамидов Р.	УБП культуры	0771033890	
17	Абдусамидов Р.	Директор орг-ра	0555290188	
18	Салимбаев С. И.	Зеленохоз г. Ош	0500900920	
19	Бакитов И.	АРИС	0550332319	
20	Абдусамидов Р.	АРИС	0550244185	
21	Абдусамидов Р.	АРИС	0550331184	
22				
23				
24				

Модератор: Ибрагимов И.

Координатор: Ибрагимов И.

Annex 10. The list of the participants in the working meeting in Uzgen, January 29, 2021

Лист регистрации участников рабочей встречи по проекту ПРЭР

Тема встречи Рабочая встреча по ознакомлению с реализацией и планами ПРЭР

Дата 27.01.2021 г.

Место проведения г. Узген

№	Ф.И.О.	Организация, должность	телефон, эл.почта (если есть)	подпись
1	Абдураимов С.А.	«Содис-сервис-Транс»	0552523299	
2	Арибаев Д.	Узген АРМ	0552530238	
3	Абдураимов С.А.	директор Узген АРМ	0552520203	
4	Турсунбаев Д.	науч. сотрудник АРМ	0552122160	
5	Абдураимов С.	зам. старшего	0556569720	
6	Алимов Т.	зам. зам. зам.	0402648998	
7	Курбанов И.И.	заместитель	6205354236	
8	Орджоникев К.И.	зам. замест. АРМ	0552520203	
9	Ташматов Н.	Узген тор. инспектор	0771207114	
10	Султаматов Д.	зам. зам. зам.	0974493113	
11	Алимов Т.	зам. зам. зам.	0402648998	
12	Алимов Т.	зам. зам. зам.	0402648998	
13	Алимов Т.	зам. зам. зам.	0402648998	
14	Алимов Т.	зам. зам. зам.	0402648998	
15	Алимов Т.	зам. зам. зам.	0402648998	
16	Алимов Т.	зам. зам. зам.	0402648998	
17	Алимов Т.	зам. зам. зам.	0402648998	
18	Алимов Т.	зам. зам. зам.	0402648998	
19				
20				
21				
22				
23				
24				

Модератор

Координатор

Annex 4. Example Grievance Form

Grievance Form			
Grievance reference number (to be completed by GRM Focal Point):			
Contact details (may be submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Kyrgyz	<input type="checkbox"/> Russian	<input type="checkbox"/> other _____
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like municipality or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of Focal Point person assigned responsibility			
Resolved or referred to Local level?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to Central level?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted? (Y/N)	Acknowledgement signature
1 st proposed solution			
2 nd proposed solution			
3 rd proposed solution			