



**KYRGYZ REPUBLIC**

**COMMUNITY DEVELOPMENT AND INVESTMENT AGENCY**

**SUSTAINABLE RURAL WATER SUPPLY AND SANITATION  
DEVELOPMENT PROJECT**

**ABBREVIATED RESETTLEMENT ACTION PLAN**

**«Rehabilitation of water supply system in Kichi-Oruktuu  
Subproject»**

**Bishkek**

**March 2022**

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## **ABBREVIATIONS AND ACRONYMS**

AK	Aiyl Kenesh, rural council
AO	Aiyl Okmotu, rural self-government unit
ARIS	Kyrgyz Republic's Community Development and Investment Agency
DDWSWD	Department for Drinking Water Supply and Wastewater Disposal
IDA	International Development Association
BFM	Beneficiary Feedback Mechanism
Cuy-off date	Date of registry or census that serves as the eligible cut –off date to prevent any further encroachers or other persons willing to take advantage of benefits. The cut-off date will be the date of commencement of the census for the Resettlement Action Plan
GRM	Grievance Redress Mechanism
NGO	Non-Governmental Organization
RPF	Resettlement Policy Framework
Ab-RAP	Abbreviated Resettlement Action Plan
PAP	Project Affected Person
POM	Project Operational Manual
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
SRWSSDP	Sustainable Rural water Supply and Sanitation Development Project
CDWUU	Community Drinking Water Users Union
SES	Sanitary and Epidemiological Service (old abbreviation indicated for convenience)

## **Executive Summary**

The Kyrgyz Republic's Community Development and Investment Agency is implementing the World Bank-funded Sustainable Rural Water Supply and Sanitation Development Project (the Project). A subproject for construction/rehabilitation of water supply system in Kichi-Oruktuu is being implemented under the Project Component 1. Based on the list provided by DDWSWD, this subproject has been included as being in desperate need for rehabilitated water supply system. The subproject is aimed towards access to safe drinking water and its compliance with quality standards for 1 796 residents in Kichi-Oruktuu Village, Tuyp Raion, Issyk-Kul.

Potential social impact is expected on an individual land owner and property during the subproject. In accordance with the World Bank OP 4.12 Involuntary Resettlement, social impact mitigation measures shall be prepared and implemented. This abbreviated resettlement action plan has been prepared describing potential social impacts and relevant mitigation measures in line with the project's Resettlement Policy Framework.

Social screening and assessment confirmed that there is a potential land acquisition as part of the subproject. The detected social impacts are associated with civil works for construction of water intake at acquired private land.

The design firm detected an aquifer and a site where the water intake for the subproject could be located based on geological survey meaning that suitable water could be extracted in the downstream part only. During negotiations with local government, it was determined that there was no municipal land in this part. Instead, local government proposed a private land plot that was most suitable for the subproject according to the design firm.

So, during the implementation of the project activities it became obvious that it is necessary to apply Bank's OP 4.12 «Involuntary Resettlement» and prepare an abbreviated Resettlement Action Plan in accordance with national legislation and the Resettlement Policy Framework of this Project.

[https://www.aris.kg/index.php?option=com\\_content&view=article&id=106&Itemid=275&lang=ru](https://www.aris.kg/index.php?option=com_content&view=article&id=106&Itemid=275&lang=ru)

This abbreviated RAP (Ab-RAP) includes sections such as Project background, objective of Ab-RAP, legal framework, description of the subproject area, the subproject impact assessment, , amount of compensation and consultations with the project affected person (PAP), consultations and information, action plan and arrangements for implementation Ab-RAP, monitoring and reporting, Grievance Redress Mechanism / Beneficiary Feedback Mechanism.

## **I. Project Background**

The objective of the Sustainable Rural Water Supply and Sanitation Development Project (SRWSSDP) is to improve access and quality of water supply and sanitation services in the Participating Rural Communities; and to strengthen capacity of the Recipient's institutions in the water supply and sanitation sector. The project covers 3 regions: Chui, Osh and Issyk-Kul.

The project is expected to benefit more than 193,000 people residing within the participating rural villages in Osh and Chui Oblasts. The majority of beneficiaries within the project areas will be provided with access to piped water services through a new household connection. Furthermore, some 34,000 people (mostly children), will directly benefit through the investments in sanitation facilities and associated hygiene, nutrition and behavior change interventions in schools and other eligible public institutions.

### **Detailed Component Description**

**Component 1: Water Supply Investments.** This component will finance the rehabilitation needs of existing and/or construction of new water supply systems in the target areas. The component will finance goods, works and services (including engineering design and construction supervision) and will include civil and electrical / mechanical installations for water supply production (bore holes, well fields, intakes etc., disinfection, and pumping as required), transmission, and distribution (networks, storage, meters etc.) to households in the project areas. This component will also finance preparatory activities including detailed engineering designs for scaling up investments under the program.

**Component 2: Sanitation Development.** This component will finance goods, works, services, and results-based incentive grants to provide support for improved sanitation within the villages and will further support implementation of the Government's strategy for improved sanitation in rural areas. This component will finance retrofitting of existing sanitary facilities in selected schools and other eligible public buildings (for example health clinics).

The component will also finance a number of other activities at the national and local levels, aimed at supporting sanitation improvement. This will include the development of a set of standard technical designs of latrines and septic tanks for rural areas, which, together with related training programs, will facilitate the investment of private households in their sanitary facilities.

**Component 3: Development of strategies and institutions of the sector.** Under this component, assistance will be provided in conducting strategic research and technical assistance in support of the Government in taking informed political decisions for the development, upgrading and reforming of water supply systems. Support will also be provided in getting consulting services and conducting research in aid of development and implementation: (i) activities to build the capacity of government agencies; and (ii) capacity-building of the Community Drinking Water Users Union (CDWUU), local authorities and other local institutions of water supply and sanitation.

**Component 4: Project Management.** This component will finance the project management costs of the PIU related to staffing, consultancies, and equipment costs, the M&E program, safeguards specialists, and financial management, including internal and external financial audits.

## **II. Objective of Ab-RAP**

This Ab- RAP has been prepared in compliance with the World Bank Resettlement Policy (OP 4.12) and the Kyrgyz Republic's legal framework for land management. The aim of Ab-RAP is to develop procedures to be followed in order to ensure that community and PAP are consulted,

risks identified and relevant mitigation measures are taken and adopted in line with guiding principles set forth in Resettlement Policy Framework (RPF).

The Ab-RAP shall also identify persons adversely affected by the Project as well as any assistance to avoid or mitigate resettlement impact that may occur as a result of the subproject.

### **III. Legal framework**

#### **1. Financing Agreement**

The Project Financing Agreement between the Kyrgyz Republic and IDA has been concluded on November 13, 2017, and on September 10, 2018 the Project became effective.

According to Annex 2 Implementation Arrangements, paragraph G. Safeguards Measures:

1. The Recipient shall instruct the Project Implementing Agency to implement the project in accordance with the current safeguards tools and, to this end
  - a) in case if for any kind of activity under the project requires the adoption of any Supplementary Tool for social and environmental safeguards, the Agency requests the Recipient of the Project to:
    - (i) prepare: (a) such Supplementary Tool for social and environmental safeguards in accordance with ESAMM and RPF; (b) provide such Supplementary Tool for social and environmental safeguards to the Association for review and approval; and (c) subsequently take such Supplementary Tool for social and environmental safeguards, acceptable to the Association, prior to the activities; and;
    - (ii) subsequently take such measures that are necessary or appropriate to ensure full compliance with the requirements of the Supplementary Tool for social and environmental safeguards;
  - b) in case if for any kind of activity under the project involves project-affected persons, there is a need to ensure that no resettlement (including limiting an access to the legally designated park and protected areas) is needed until implementation of resettlement activities under the relevant Supplementary Tool for social and environmental safeguards, including, in the case of resettlement, full compensation to persons affected by the project and other assistance needed for resettlement.
3. The Recipient shall ensure that the works requiring resettlement and/or land acquisition at a specific site on the territory of the participating rural communities is not commenced until full implementation of the relevant Supplementary Tool of social and environmental safeguards for the specified area.

#### **2. Resettlement Policy Framework**

A Resettlement Policy Framework (RPF) has been prepared for the Project. During preparation of the RPF, oblast-level public consultations on RPF have been conducted in Chui, Issyk-Kul and Osh inviting local community activists and officials. Comprehensive information on RPF principles and requirements has been communicated to the participants during these meetings. The document has been agreed upon with all participating Aiyl Okmotus including Kuturgu AO, and published on ARIS official Website.

#### **3. Framework Agreement**

Cooperation Agreement has been concluded on August 26, 2021 between ARIS and Kuturgu Aiyl Okmotu. According to the agreement, AO in conjunction with ARIS will implement subproject activities in an established procedure. According to Article 28. If it is necessary to implement the Resettlement Action Plan, Aiyl Okmotu undertakes to organize the work of evaluation commissions to assess the assets of project affected persons and to make all efforts towards addressing such issues in compliance with the Resettlement Policy Framework.

Article 29. Aiyl Okmotu undertakes, as per established procedure, to allocate resources in the local budget for payment of compensations if there are PAPs identified, in line with RPF.

#### **4. World Bank OP 4.12 and Kyrgyz Republic's Legislation**

Land management affairs in the Kyrgyz Republic are governed by legislative and legal regulatory acts:

1. Land Code No.45 dated 2<sup>nd</sup> June 1999 – a systemized code of regulations governing legal relationships derived from ownership, use and disposal of land.
2. Civil Code that determines legal status of actors of civil transactions, basis for occurrence and procedure for exercising the rights, contractual obligations, material and non-property relations (dated May 8, 1996 №16).
3. Code of Civil Procedure, which determines procedure, rules and terms of judicial protection in case of litigations relating to involuntary resettlement (dated January 25, 2017 №14).

Legal acts stated above determine the procedure for withdrawal and provision of land as well as competencies of local self-government authorities for decisions on land acquisition.

The Kyrgyz Republic's legislation and OP 4.12 are meant to ensure that:

1. Measures are taken to mitigate involuntary resettlement.
2. Compensations are provided for loss of property at replacement value of the property.
3. Project affected persons are informed<sup>1</sup> of compensation options in a timely manner. As a rule, if people earn incomes from their lands, the best option would be to provide them with at least land plots equivalent in size and quality. Compensation for crops should be paid, too.
4. According to current law, citizens with ownership right for land can claim compensations. Persons that own land or occupy land illegally are not entitled for compensation of expenses incurred during illegal use of land.

Land acquisition in the Kyrgyz Republic largely comply with OP 4.12. However, regulatory acts of the Kyrgyz Republic do not provide for assistance to affected persons without full and legally set ownership for lost land or other property.

The Project makes positive impacts on private agricultural lands. The use of municipal lands is regulated by the Government and local self-governance authorities.

According to the Project legal document, ***“In case of discrepancy between the laws of the Kyrgyz Republic and the World Bank OP 4.12 Involuntary Resettlement, principles and procedures of OP 4.12 shall apply. Such priority of WB regulations over national legislation is a requirement to projects financed by the World Bank”.***

Documents to be followed:

1. World Bank OP 4.12 Involuntary Resettlement.
2. OP 4.12 Right for Compensation and Assistance for Resettlement.
3. OP 4.12 Annex A “Tools for organizing involuntary resettlement” as determining the constituents of resettlement plan.
4. RPF for the Project and this Ab-RAP.

#### **IV. Description of subproject area**

This is a single-village subproject Kichi-Oruktu located in Kuturgu Aiyl Okmotu, Tuyp Raion, on the northern shore of Issyk-Kul Lake, 35 kilometers from Tuyp Village, administrative center, ~75 kilometers from Cholpon-Ata and ~63 kilometers from Oblast capital Karakol. The nearest railroad station is in Kalykchy town. Absolute elevation is 1 700 meters a.s.l.

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<sup>1</sup> Awareness of project affected persons is stated in the constitutional law.

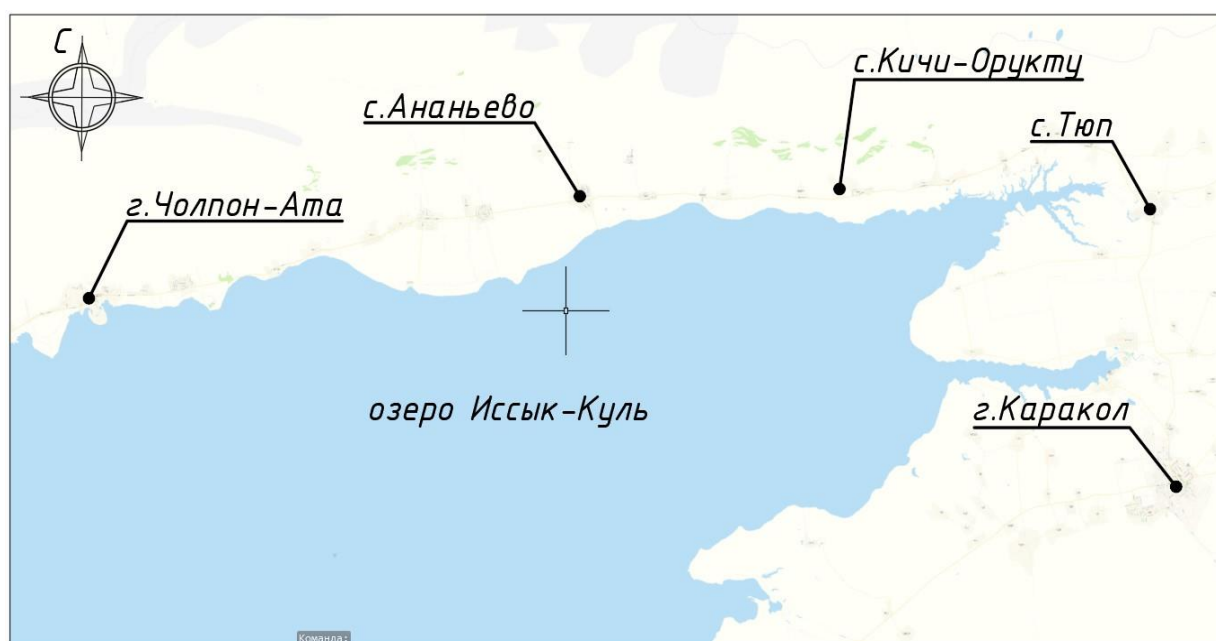


Figure 1. Kichi-Oruktu subproject (village) location

Socio-economic indicators and data on the existing social infrastructure of the Kichi-Oruktu subproject are in Tables 1.1. and 1.2. below.

Table 1. Socio-economic data on Kichi-Oruktu

S/N	Village	Households	Population	Livestock		
				Cattle	Sheep/goats	Horses
1	Kichi-Oruktu	375	1796	1400	2200	700

Table 2 Social infrastructure in Kichi-Oruktu

Facility	Qty	Capacity, students	No. of students
Secondary school (1-11 grades)	1		300
Kindergarten	1	50	
FAP (rural clinic)	1	5	
Library	1		
Community club	1	200	

### Current water supply system

There had been no centralized water supply in the subproject; people take water from open canalette and import from neighboring village Oi-Tal. In 1983, exploration well had been drilled 2 km west of Kichi-Oruktu, 120 meters deep, with 17.2 l/s as per its certificate No.6385. In addition, there is a well ~1 km to the south of Oi-Tal, which is currently not operating. There are no data on that well drilled for Oi-Tal. Water is mainly used by villagers and for watering of animals.

## V. Subproject Impact Assessment

As part of the Project, the design institute Encon Ltd has been contracted on December 1, 2020 to prepare detailed design and cost estimates for Kichi-Oruktu subproject.



### **Scope of works in Kichi-Oruktu**

Due to the elevation difference ~140 meters, second option stipulates for splitting the water supply system in three zones i.e. Zones 1, 2 and 3. Such system would be more reliable and avoid the need for pressure regulators and pressure-reducing chambers. The pressure system proposed for Kichi-Oruktu will use pumps and electrical power sources.

- 1) Zone 1: Underground water from the new tube well will be pumped by first-level pump via chlorination building where chlorine solution is added, to the first reservoir, then treated water will further flow by gravity to Zone 1 distribution network in the village.
- 2) Zone 2: Treated water from first reservoir, using second-level pump, is transmitted to the 2<sup>nd</sup> reservoir, then flow by gravity to the Zone 2 network.
- 3) Zone 3: Using third-level pump, treated water from second reservoir is transmitted by pressure to the Zone 3 network.

### **List of works planned for Kichi-Oruktu:**

1. Drilling 140 m tube well.
2. Construction of 2x100 m<sup>2</sup> reservoirs.
3. Construction of chlorination building.
4. 2<sup>nd</sup> and 3<sup>rd</sup>-level pumping stations.
5. Construction of water mains.
6. Construction of distributions network.
7. Ringfencing of water intake and reservoirs.
8. Construction of timber latrines and guardhouses.

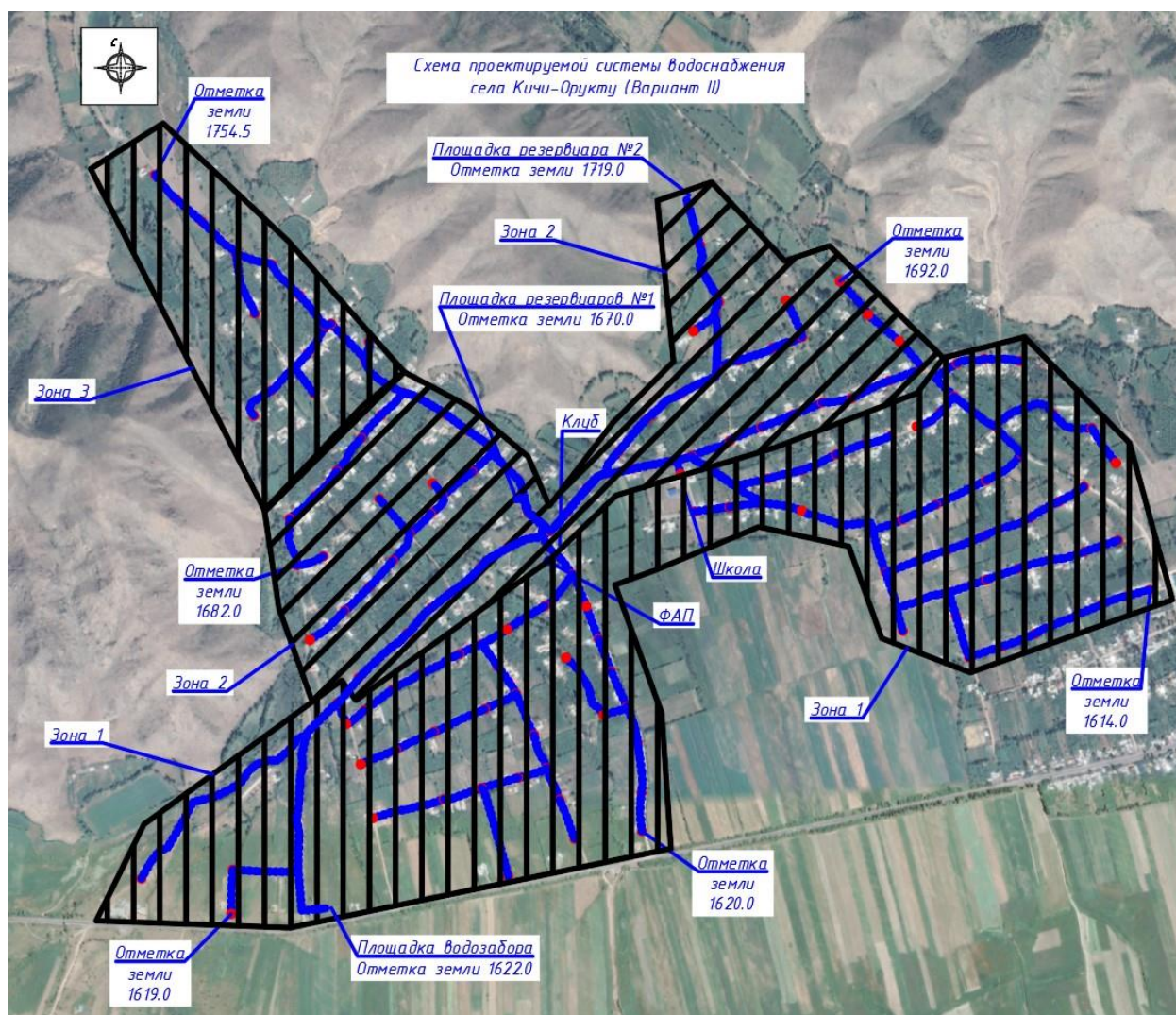


Figure 2. The scheme of the projected water supply system in the Kichi-Oruktu

### **Social screening and subproject impact assessment**

Three land plots are needed for the subproject, two of which will be used for reservoirs (lands are owned by the municipality and attributed to appropriate category) while water intake will be constructed on the third plot (owned by PAP). Water pipelines will be excavated on municipal lands.

On November 25, 2021 a letter has been received from Encon Ltd with justification for selection of site for water intake (Annex 1). According to hydrogeological statement, underground water was suitable for drinking on the southern (downstream) boundary only. Therefore, Kuturgu Aiyl Okmotu has been requested to provide land for construction of water intake in this part of the village. However, no municipal land was available here. Next, a private land plot was considered, which met all the required SanPiN and SNiP. In this regard, negotiations were held with Aiyl Okmotu and the owner of the land plot to provide it to municipal ownership for public needs - the construction of a water intake for the village of Kichi-Oruktuu in exchange for another land plot. Thus, with the consent of the owner, a private land plot of 1500 m<sup>2</sup> allocated to an individual [REDACTED] (Copy of PAP's ID card in Annex 2) "for construction of house" in the south-western part was proposed to the design institute. There are neither buildings nor plants on this land. Thus, a suitable site was selected by the design institute.





*Figure. 3 Photo of the private land plot owned by [REDACTED]*



*Figure 4. Social screening process with AO officials and PAP.*

During a social screening it became clear that OP 4.12 had to be applied and outreach activity launched for PAP.

On September 17, 2021, the start of the census and cut-off date were announced. The village population was informed about it, announcement about the census and cut-off date were placed on public places of the village: in AO administration building, retail outlets and the post office.

Following the social screening, land owner [REDACTED] has been found eligible for compensation. His land entitlement is confirmed by the State Certificate of Right for Ownership of Land No. 699309 (Annex 3). Right for ownership of land plot 1500 m<sup>2</sup> in size allocated by Kuturgu AO resolution No.206 dated December 28, 2010 to Mr. [REDACTED] and has been registered in the Uniform State Register of Rights for Immovable Property under No.1013 dated February 24, 2017. The purpose and category of land plot are for construction of house (ID No. 2-05-04-1002-0530; plot number on the map is 0530).

*This document is applicable in the Kyrgyz Republic as it has been prepared in compliance with the law.*

## **VI. Compensation and consultations with PAP**

*Eligibility criteria and Compensation type under this Ab-RAP is determined in the Entitlement Matrix in Project RPF.*

*Table 3. The Entitlement Matrix extract*

<b>Impact</b>	<b>PAP category</b>	<b>Asset affected</b>	<b>Compensation guideline</b>
Permanent land acquisition for works, construction or as part of first sanitary protective zone.	Owner	Land	Replacement land of equivalent market value acceptable to PAP as priority option within the acreage and fertility. In case of non-availability of land, cash compensation at market rate and replacement value will be paid, including fees for registration and re-registration of rights and the costs for recovery of land to ensure the condition of affected land. If the remainder of the plot is not economically viable the entire plot will be purchased upon the owner's request.

In regard to compensation [REDACTED] informed that he asked for 3 000 m<sup>2</sup> land plot from Aiyl Okmotu for 49 years of free-of-charge lease; it is neighboring with his father's land. The requested land belongs to the category «Other land» according to the letter of the Tyup branch of the State Institution "Cadastre". The father's land is a private «land share» that he has been using for several years for agricultural purposes (See the Figures 5 and 6). He wanted to widen his father's plot and cultivate crops. However, Aily Okmotu further decided to allocate same plot but 6000 m<sup>2</sup> in size.

Thus, both sites are suitable for agricultural use, since agricultural work has been carried out here for several years, and these plots are also irrigated with water.

*The Tyup Branch of the State Institution "Cadastre" and Kuturgu AO provided a letter specifying all dimensions of the land to be allocated as a compensation (Annex 4,5). Plot No. 766 (0.6 ha) belongs to Kuturgu AO and is referred to as "other land". In addition, it is not part of the State Agricultural Land Fund.*

**Property of PAP [REDACTED].**  
**affected by the subproject**  
 Private land  $S=1500 \text{ m}^2$  for construction of house.  
 No buildings / plants on the plot.



**Compensation to PAP**  
 Land plot  $S = 6000 \text{ m}^2$ .  
 (free-of-charge lease for 49 years, category –«other land».)  
 No buildings / plants on the plot).



Figure 5. Photo of land plot No.766 (6000 m<sup>2</sup>) for compensation



Figure 6. Layout map 1. Locations of PAP's land and Land for compensation

## **VII. Consultations and information**

### **1) Consultations with local government and outreaching PAP**

The World Bank policy and the Kyrgyz legal system require that affected community groups as well as other stakeholders should be consulted and their views should be taken into consideration.

On October 27, 2021 a meeting took place in Kuturgu AO office with participation of ARIS team, members of local council (Aiyl Kenesh), AO officials and PAP. At the meeting, ARIS delivered full information on the project/subproject, engineering solutions, procedures under OP 4.12 “Involuntary resettlement”, Project Resettlement Policy Framework and results of preliminary review of PAP’s assets.

*A mandatory condition for project is to follow OP 4.12 “Involuntary Resettlement” of providing compensation for the affected property. **According to Financing Agreement between the Kyrgyz Republic and IDA, compensations to PAPs shall be paid by the Kyrgyz Republic i.e. Aiyl Okmotu.** Likewise, Kyrgyz Republic shall ensure that works requiring resettlement/land acquisition on specific site should not start until relevant supplementary social security instrument is fully exercised for such site. No works are allowed until RAP is effective. RAP shall be tentatively agreed with the Bank and Implementation Report should be approved by the WB prior to commencement of construction works.*

The ARIS Safeguards Specialist has conducted the meaningful consultations with land owner [REDACTED] (PAP) informing the latter of his rights and information on results of preliminary land review conducted by ARIS on September 17, 2021, with photographs of status of affected assets. During consultations [REDACTED] mentioned that he was not opposed to construction of the works and will be satisfied with land proposed by Aiyl Okmotu for compensation. The PAP also provided a letter of consent (Annex 6) by which he expressed willingness for compensation with land plot No.766 (3000 m2) as it was adjacent to his father’s land, which could further be increased and used for crops. The land plot No. 766 is across the street from the PAP’s land (same elevation).

However, in acknowledgement of PAP’s assistance to the Project the Aiyl Okmotu and local Kenesh (council) passed a decision to grant the same land plot No.766 but of larger size i.e. 6000 square meters.

Likewise, discussions have been held with local Kenesh members as the municipal land was proposed for compensation to an individual. All Kenesh members supported the subproject and provided their no-objections to allocation of municipal land to PAP as compensation.

Also, PAPs and representatives of AO were provided with full information about the Grievance Redress Mechanism / Beneficiary Feedback Mechanism and provided with channels through which they can apply to ARIS.

Entire information has been communicated to PAP in an accessible language (Kyrgyz) and to local officials in Russian. The minutes of the meeting have been prepared and countersigned by all parties (Annex 7).





Figure 6. Photo of the consultations with local government officials and PAP

## 2) Procedure for communication

Once prepared, this Ab-RAP will be submitted to the Project Coordinator for no-objection and further distribution to PAP and Kuturgu AO.

After the receipt of comments/feedback, their assessment for incorporation in Ab-RAP and subsequent re-approval by the manager, in order to meet OP 4.12 requirements the Ab-RAP will be forwarded to the Bank for review and no-objection.

Further, based on the principle of public awareness i.e. disclosure of information in an established order, the Ab-RAP shall be published on the websites of ARIS and the World Bank and further resent to Aiyl Okmotu and PAP. It will be accessible on the ARIS website both in English and Russian.

## VIII. Action plan and arrangements for implementation this Ab-RAP, monitoring and reporting

The implementation schedule includes the activities of the Ab-RAP, starting with preparation, implementation and monitoring. The implementation schedule of the Ab-RAP is presented in the Table below, reflecting the individual stages of preparation, completion, as well as the responsibilities of the main stakeholders.

Table 4. Ab-RAP implementation schedule

<i>Task</i>	<i>Responsibility for implementation</i>	<i>Period</i>
<b>Preparation of Ab-RAP</b>		
Survey and identification all stakeholders, PAP, conducting of social screening	ARIS, Design institute, AO	September 2021
Collection of documents for land plots from Aiyl Okmotu and Tupskey branch "Cadastre", related documentation	AO Kuturgu	September-December 2021
Stakeholder Engagement, Consultations	ARIS	October 2021
Developing Ab-RAP	ARIS, AO	December 2021

Coordination of the Ab-RAP with all interested parties	ARIS, AO, PAP, WB	December, January 2022
Conducting Consultations with PAPs and Kuturga AO	ARIS	February 2022
Approval of the Ab- RAP by the World Bank	WB	March 2022
<b>Implementation of Ab-RAP</b>		
Carrying out procedures for the exchange of land plots: <ul style="list-style-type: none"> <li>✓ Conclusion of a lease agreement between AO and PAP</li> <li>✓ Preparation of documents for the transfer of PAP land to AO</li> </ul>	AO Kuturgu, PAP	April 2022
Ensure the registration of land titles in the cadaster authority with the State acts both for:  - a new land plot provided to PAP as compensation; - land plot for the construction of a water intake.	AO Kuturgu	April 2022
Preparation of the Implementation Report, WB approval prior to start civil works in the subproject	ARIS, WB	April 2022
Address PAPs requests, concerns/ complaints, if any	ARIS	Throughout project implementation
Monitoring and Reporting	ARIS	Upon completion of construction work in the subproject

### Abbreviated RAP implementation costs

The Ab-RAP implementation and associated costs including compensation to the PAP, shall be incurred by Kudurgu Aiyl Okmotu being the Client for the works.

*Table 5. Type of compensation and Ab-RAP implementation costs*

s/n	Description	Type of compensation and Costs in Kyrgyz Som	Responsible for payment
1	Compensation to PAP for land 1500 m2	Land plot on 6000 m2 for 49 years. Free of charge	Kudurgu AO
Other administrative costs			
2	<ul style="list-style-type: none"> <li>- Expenses associated with lease agreement between AO and PAP</li> <li>- Expenses associated with obtaining of Certificate for Temporary Land Use (land plot</li> </ul>	3000	Kudurgu AO



	No.766)		
3	Expenses associated with land allocation files and obtaining of entitling documents for land plot (water intake)	13500	Kudurgu AO
4	Transport etc.	3500	Kudurgu AO
	<b>TOTAL</b>	<b>20 000</b>	
<i>Kudurgu Aiyl Kenesh shall issue its Resolution to exercise these measures and a budget will be allocated for the implementation of Ab-RAP.</i>			

To achieve the policy objectives, the WB requires, that particular attention is paid to the needs of vulnerable groups among the resettled population, especially those below the poverty line, the landless, the elderly, women and children, and ethnic minorities

Vulnerable groups/persons shall be determined on the basis of Entitlement Matrix (eligible PAP) of SRWSSDP Resettlement Policy Framework.

*Table 6. The Entitlement Matrix extract*

Project Impact	PAP Category	Asset Affected	Compensation Guide
Vulnerable people	Identified on the basis of social assistance payments (disability payments, pensioners, widows, femaleheaded households, and poor households) as determine by consultations,	Residential and commercial assets	1. In addition to compensation for assets lost, a disturbance allowance set to be one year of supplemental social assistance payments. 2. Support rendered in removal and transportation of materials. 3. Special attention will be paid to income recovery.
<b>Thus, Project Affected Person [REDACTED] is not deemed to be a vulnerable person as not being eligible for this matrix.</b>			

## **IX. Grievance Redress Mechanism / Beneficiary Feedback Mechanism**

Beneficiary Feedback Mechanism is a process of receiving prompt and objective information, assessment and consideration of appeals (statements, suggestions, complaints, requests, positive feedback) that come from citizens/beneficiaries during all stages of ARIS projects implementation for further improvement of works. BFM facilitates strengthening the communication with project beneficiaries and provides channels for feedback; facilitates revealing and resolving the problems during the implementation of projects, increases transparency and accountability.

Persons interested in the Project may send relevant enquiries through different means of ARIS beneficiary feedback mechanism:

- WhatsApp: + 996 (770) 70-05-22, phone: + 996 (550) 70-05-22;
- ARIS web-site; [www.aris.kg](http://www.aris.kg)
- ARIS online digital platform;
- <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/group/2831>
- E-mail: [bfm@aris.kg](mailto:bfm@aris.kg);
- Social media: <https://www.facebook.com/kgariskg>  
[https://www.youtube.com/channel/UCRapQxzs\\_z6XEUZlpAcc0\\_Q](https://www.youtube.com/channel/UCRapQxzs_z6XEUZlpAcc0_Q)

- Verbal and written appeals;
- Letters by special delivery;
- ARIS Reception: Bishkek, Bokonbaeva 102

ARIS will respond objectively to every recourse in a timely manner, in compliance with internal procedures and the law of the Kyrgyz Republic governing the procedure for grievance management.

