

Kyrgyz Republic

**Community Development and
Investment Agency (ARIS)**



**National Community Initiatives Project
(P180909)**

Including the Original Financing and Additional Financing

Stakeholders Engagement Plan (SEP)

September 2026

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Abbreviations and acronyms

AA	Aiyl Aimak - rural subdistrict
AF	Additional Financing
AO	Aiyl okmotu - local self-government body
ARIS	Community Development and Investment Agency
BFM	Beneficiaries' Feedback Mechanism
CCCA	Community Climate Change Ambassador
CDSO	Community Development Support Officer
ED	Executive Director
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
FM	Financial Management
GBV	Gender-Based Violence
GM	Grievance Mechanism
KR	Kyrgyz Republic
LMP	Labor Management Procedures
LSG	Local Self-Government Bodies
MES	Ministry of Emergency Situations
MIS	Management Information System
M&E	Monitoring and Evaluation
MWRAP	Ministry of Water resources, Agriculture and Processing Industry National
NCIP	Community Initiatives Project
NGO	Non-Governmental Organizations
PDO	Project Development Objective
PIU	Project Implementation Unit
POM	Project Operations Manual
SEA	Sexual Exploitation and Abuse
SEDP	Socio-Economic Development Program
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
VIP-3 AF	Third Village Investment Project Additional Financing

1. INTRODUCTION/PROJECT DESCRIPTION

This document represents an updated version of the Stakeholder Engagement Plan (SEP) prepared for the Original Financing (OF) of the National Community Initiatives Project (NCIP) in the Kyrgyz Republic. The updated document reflects the changes to the Project resulting from the Additional Financing (AF) for the OF.

The development objective of the National Community Initiative Project and its Additional Financing is to improve access to climate-resilient local socio-economic infrastructure and enhance livelihood opportunities for women and youth in target communities.

The National Community Initiatives Project (NCIP) and its Additional Financing (NCIP AF) builds on a series of CDD operations (Village Investment and CASA-1000 Community Support projects). The Parent NCIP is implemented in the KR's 40 rayons (districts) across seven oblasts (regions)— Naryn, Issyk-Kul, Chui, Talas, Batken, Osh and Jalal-Abad – with a budget of US\$27 million for 2025–2029. The NCIP AF will additionally cover 21 new Ayil Aimaks in the same 40 rayons, with a budget of US\$20 million for 2027–2031. The total budget for the Projects amounts to US\$47 million.

The Projects will scale up, standardize, and deepen impact of CDD operations by: (i) providing a national platform covering all 40 districts (to date, different projects separately covered northern and southern regions); (ii) increasing average infrastructure sub-grants to target sub-districts; (iii) focusing livelihoods support on women and youth, and better linking livelihood activities with opportunities created by investments (e.g., helping women with children who can now attend kindergarten use time to pursue income-generating opportunities); (iv) streamlining project processes and institutional arrangements; and (v) embedding participatory approaches into the Local Self-Government Bodies (LSGs). The NCIP and NCIP AF will establish a national platform covering all 40 rayons. At this stage, one Ayil Aimak (AA, sub-rayon) has been selected in each rayon. Under the NCIP, 40 Ayil Aimaks are covered (i.e., 40 out of 230 Ayil Aimaks), selected based on criteria such as poverty, budget subsidies, remoteness from the rayon center, population size, and economic potential. Under the NCIP AF, the Project's geographic coverage will be expanded by an additional 21 Ayil Aimaks, which will be selected based on the same criteria, taking into account the proportional distribution across the rayons of the Kyrgyz Republic. Thus, the total number of target Ayil Aimaks under the two Projects will be 61. Each targeted AA will receive social mobilization, capacity building, and social infrastructure investments, plus a subset of the targeted AAs will also receive livelihoods activities targeting women and youth. Given limited funds and in order to strengthen incentives, Component 2 livelihood support will be provided to AAs based on their performance on Component 1 activities.

The existing SEP has been updated to reflect the expanded scale and geographic coverage of the Projects resulting from the NCIP AF, as well as the associated additional environmental and social impacts.

The project will include the following components:

Component 1: Village infrastructure Investments and institution strengthening. This component will provide subgrants to 40 AAs of the Original Financing to finance local-level, climate-resilient, socio-economic infrastructure that addresses priorities identified through a participatory village needs assessment and decision-making process as defined in the forthcoming project operations manual (POM). A similar approach will be applied under the NCIP AF to the 21 new Ayil Aimaks. It will provide associated social mobilization and capacity building activities to institutionalize CDD mechanisms to the local development processes. This component will strengthen the capacity of local self-government bodies (Aiyl Okmotu and Aiyl Kenesh) and community members and local level institutions, to engage with villagers and deliver services efficiently, fairly, and in a way that responds to the needs of citizens, including youth and women. Based on the modular approach, these activities will be extended to the 21 new Ayil Aimaks under the NCIP AF.

Component 2: Local economic development and livelihood opportunities for women and youth. This component will support local economic development to improve the economic well-being and the quality of life for the targeted community under the NCIP and NCIP AF with special focus on women and youth. Under the Parent NCIP, economic subprojects will be implemented in 30 Ayil Aimaks (16 of which have already been selected, while an additional 14 will be selected from the ranked list). Under the NCIP AF, 10 of the 21 new Ayil Aimaks will receive

support under Component 2. Thus, a total of 40 Ayil Aimaks will receive support for economic subprojects. The selection of Ayil Aimaks to receive livelihood grants will follow a common competitive approach under both Projects, based on the quality of the Cycle 2 social mobilization process and the sustainability of livelihood investment business plans. The selection mechanisms, including market analysis and business plan assessment, have already been established under the Parent NCIP and will be applied to the selection of Ayil Aimaks under the NCIP AF.

Component 3: Project Management. This component will finance project management and implementation of project-associated activities. It will cover the operating costs of the Community Development and Investment Agency (ARIS). It will support independent audits, monitoring and evaluation (M&E) (including collecting gender-disaggregated data), and quality assurance to ensure compliance with best procurement and financial management (FM) practices. This component will also support Environmental and Social (E&S) Framework compliance, including stakeholder consultation, a robust grievance mechanism (GM), online platform, communication and development of site-specific assessments and plans.

This component will finance the incremental operating costs and other eligible expenses associated with project implementation, which include the coordination and supervision of implementation activities, midline and endline evaluations, annual audits, and monitoring and evaluation. ARIS will also be responsible for preparing annual work plans and budgets for Ministry of Finance (MoF) approval, respectively, hiring of external auditors, and ensuring that the Projects maintain strong focus on gender inclusion and citizen engagement in project activities.

Component 4: Contingent Emergency Response Component (CERC). CERC is a zero-dollar component which could be used in the event of an urgent need for assistance in response to an eligible crisis or emergency, will enable the Government of Kyrgyz Republic to reallocate project funds to response efforts. The CERC would be implemented in accordance with the Bank's Policy on Investment Project Financing, Projects in Situations of Urgent Need of Assistance or Capacity Constraints. A specific annex to the POM will apply to this component, detailing the FM, procurement, environmental and social standards, eligible expenditures, and any other necessary implementation arrangements.

The NCIP and NCIP AF is being prepared under the World Bank's Environment and Social Framework (ESF). As per the Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, ARIS as an implementing agency should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. OBJECTIVE/DESCRIPTION OF SEP

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

Under the NCIP, priorities have now been identified and subprojects defined in the 40 Ayil Aimaks. Accordingly, stakeholder engagement is being conducted in a targeted manner in the specific target Ayil Aimaks. Under the NCIP AF, the exact locations of subprojects are not yet known, as investments will be selected by the communities themselves through a participatory social mobilization process. The locations of the subprojects will become known upon completion of the social mobilization stage in the 21 new Ayil Aimaks.

Accordingly, this SEP sets out the general principles and overall engagement strategy for the NCIP AF, aimed at identifying stakeholders and planning the stakeholder engagement process, while also updating the information on the Parent NCIP.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1. Methodology

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

- *Openness and life-cycle approach:* Public consultations for the NCIP and NCIP AF will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility:* The methodology should adapt to other forms of engagement depending on cultural context and project area, including various forms of internet- or phone-based communication and focus group discussions.

3.2. Affected parties and other interested parties¹

In accordance with the Environmental and Socio Standard ESS10, the Project has identified the following categories of a project individual or groups:

"Project Affected Parties" individuals or groups that are or may be directly affected by the project;

"Other stakeholders are" individuals or groups who may have an interest in the project.

Project Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the NCIP and NCIP AF. Specifically, the following individuals and groups fall within this category:

- Communities in 61 AA
- Representatives of AO and working groups
- Representatives of Ayil Keneshs
- Community leaders
- Vulnerable individuals or groups
- Climate Change Ambassadors
- Youth Facilitators
- State and local authorities interested and involved in project planning and implementation, coordination of project activities.

Other stakeholders include:

- Representatives of regional and district state bodies;
- Representatives of regional and district state administrations, representatives of regional structural subdivisions;
- Elected / appointed civil servants in aiyl okmotu and aiyl keneshs;
- Non-elected leaders who are widely recognized in their community, such as chairpersons of local initiative groups or water users' associations, teachers, representatives of schools, kindergartens or community organizations, including community youth organizations;
- Leaders of community organizations, civil society organizations, media, local NGOs and women's groups, youth committees and heads of women's councils, village neighborhood committees and businesses;
- Public service providers (institutions and enterprises);
- Business partners;
- Representatives of contractor organizations.

¹ "Stakeholder" refers to individuals or groups who: (a) are affected or likely to be affected by the project (project-affected parties); and (b) may have an interest in the project (other interested parties).

3.3. Disadvantaged/vulnerable individuals or groups²

Within NCIP and NCIP AF, vulnerable or disadvantaged groups may include but are not limited to the following:

- Working poor women and men - this includes a group of men 16-63 years old and women 16-58 years old who are registered in aiyl okmoty and have a social passport of a poor family;
- Unemployed women of working age - women between 16 and 58 years of age who receive unemployment benefits and do not have a temporary job;
- Poor families with 6 or more children - families with 6 or more children who are registered in aiyl okmoty and have a social passport of a low-income family;
- Poor female-headed households - female-headed households registered with aiyl okmotu and having a social passport of a low-income family.
- People with disabilities.

Vulnerable groups within the communities affected by the Projects may be added, further confirmed, and consulted through various means, as gatherings and focus-groups. The Table 1 below defines relevant areas of interests for the stakeholder groups. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

Table 1. NCIP and NCIP AF stakeholder mapping

Stakeholder groups	Area of interest in the project	Interest Level	Influence
Parties directly impacted by the Project			
Community members in 61 AA in Naryn, Issyk-Kul, Chui, Talas, Batken, Osh and Jalal-Abad Oblasts	Interest in the projects directly impacts livelihoods, involving an understanding of project benefits and, if necessary, compensation procedures	High	High
Vulnerable groups in all target Oblasts: • Working poor women and men - this includes a group of men 16-63 years old and women 16-58 years old who are registered in aiyl okmotu and have a social passport of a poor family; • Unemployed women of working age - women between 16 and 58 years of age who receive unemployment benefits and do not have a temporary job; • Poor families with 6 or more children - families with 6 or more children who are registered in aiyl okmoty and have a social passport of a low-income family;	Migrants who have returned from abroad due to the spread of the coronavirus pandemic and who want to stay and work in the country.	High	Medium
• Poor female-headed households - female-headed households registered with aiyl okmotu and having a social passport of a low-income family; • People with disabilities.			

² "Disadvantaged or vulnerable persons" means those who are more likely to be affected by project impacts and/or face greater constraints than others on their ability to benefit from the project. It is also more likely that such an individual or group will be excluded from or unable to fully participate in the main consultation process and may therefore require special measures and/or assistance.

Stakeholder groups	Area of interest in the project	Interest Level	Influence
State and local authorities involved in preparation and implementation of the Project			
- Ministry of Finance; - Ministry of Economy and Commerce; - Ministry of Natural Resources, Ecology and Technical Supervision - Department of Disease Prevention and State Sanitary and Epidemiological Surveillance - Administrations of Naryn, Issyk-Kul, Chui, Talas, Batken, Osh and JalalAbad Oblasts; - Heads of AAs; - Local councils; - Ministry of Health - State Agency for Civil Service and Local Self-Governance; - State Agency for Architecture, Construction and Housing and Communal Services.	Interest in project planning and implementation, coordination of project activities and distribution of services, addressing potential environmental, social, health and safety impacts.	High	Medium
Other stakeholders			
- Ministry of Water resources, - Agriculture and Processing Industry (MWRAPI); - Ministry of Labor, Social Security and Migration; - Forest Service under the Ministry of Emergency Situations; - Water Resources Service under the Ministry of Agriculture; - Veterinary Service under the MWRAPI; - Land and Water Supervision Service under the MWRAPI; - Department of Pastures and Livestock Breeding under the MWRAPI.	Potential interest in project planning and implementation, coordination of project activities and distribution of services, addressing potential environmental, social, health and safety impacts.	Medium	Medium
NGO, Local civil society organizations	Support for vulnerable groups	Medium	Medium

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement done during project preparation

During NCIP and NCIP AF preparation the meetings have been held with the World Bank and representatives of the state bodies. The SEP represents the starting point for an iterative process of developing a more comprehensive strategy and stakeholder engagement plan. It will be updated periodically as needed, with more detailed information provided in the first update scheduled after the NCIP and NCIP AFs approved. Stakeholders will receive information as the NCIP and NCIP AF develops, including reporting on the projects' environmental and social performance, as well as on the implementation of the Stakeholder Engagement Plan and grievance mechanism. This SEP will be updated and re-disclosed as necessary.

As part of the preparation of the NCIP AF, public consultations on the updated ESF documents were conducted in September 2026. The public consultations were held online through the ARIS platform from September 4 to 16, 2026. Participants reviewed the documents and, for the most part, expressed support for their content, noting that the documents were clearly written and took the interests of local communities into account. All comments and suggestions received will be analyzed and incorporated into the finalization of the documents. Detailed information, including quantitative data, is provided in Annex 2 to this SEP.

Table 2. NCIP and NCIP AF stakeholder consultations

Location	Date	Method of engagement and Participants	Key questions for discussion
Bishkek	18 October 2022	Meetings with the World Bank (WB) Representatives, the Coordinator and responsible specialists of the VIP-3 AF, responsible representatives of government agencies (Ministry of Finance of the Kyrgyz Republic, Ministry of Economy and Commerce of the Kyrgyz Republic, Ministry of Health of the Kyrgyz Republic, Ministry of Labor, Social Security and Migration of the Kyrgyz Republic, State Agency of State Services and Local Self-Government under the Cabinet of Ministers of the Kyrgyz Republic, Ministry of Digital Development of the Kyrgyz Republic, Ministry of Natural Resources, Environment and Technical Supervision of the Kyrgyz Republic).	Discuss planning activities and explore interest in livelihood activities, including interest of business players in participating in the value chain under the project, co-management at the local level, SEDP development and implementation, social accountability, capacity building, preschool education (supporting activities to improve preschool education, climate change adaptation and mitigation activities, income-generating activities for women with financing and earning opportunities
Bishkek	March-May 2023	Meetings of ARIS management with relevant committees of the Jogorku Kenesh of the Kyrgyz Republic	Providing information on the design of NCIP, providing explanations to representatives of parliamentary committees of the Kyrgyz Republic.
Bishkek	December 2023 - January 2024	Meetings with CDSO (field staff) and social mobilization specialists, using online platform (and other communication tools Zoom, MS team, Google meet etc.)	Discussion of the social mobilization activities and implementation arrangements of the project.
Kyrgyz Republic	19-29 January 2024	Public consultations with the representatives of district government bodies, ayil aimaks and keneshes, local residents of all 40 districts of the Kyrgyz Republic. (The details are given under the table below)	Project summary, components Selection criteria Institutional arrangements Environmental and social requirements of the project, Stakeholder engagement Grievance Mechanism
Kyrgyz Republic	4-16 September 2026	Public consultations with representatives of rayon state authorities, Ayil Okmotu, Ayil Keneshes, as well as local residents. <i>(Detailed information is provided in the table below.)</i>	General information about the Project; institutional arrangements; components; selection criteria; the Project's environmental and social management requirements; stakeholder engagement; and the Grievance Mechanism.

The drafts of ESF instruments prepared by ARIS, including the Environmental and Social Management Framework (ESMF), Stakeholders Engagement Plan (SEP), Labor Management Procedures (LMP) and Environmental and Social Commitment Plan (ESCP), Resettlement Policy Framework (RPF) have been disclosed for the public consultations from January 19, 2024 to January 29, 2024 at ARIS website. The communities were provided with the link to documents (https://www.aris.kg/index.php?option=com_content&view=article&id=1520&Itemid=444&lang=ru), as well as with the link to ARIS online platform (<https://kyrgyz-demo-republic-village-covid-19.yrpri.org/group/30464>). The ARIS online information platform was used to distribute the project's information and to receive feedback from beneficiaries and other stakeholders of the project. On January 29, 2024, an online conference was conducted via Zoom to discuss the developed documents. The session covered project information and details on the Environmental and Social Framework Documents. Participants were provided with the chance to ask questions during the meeting. Public consultations have been completed on January 29, 2024. 6012 beneficiaries familiarized with the document on the online platform; women's participation amounted to 3587 (60%) (6374

views on ARIS website). The online conference was attended by 846 people (293 women - 35%). More detailed information about the public consultations is in Annex 1.

Under the Additional Financing (NCIP AF), public consultations on the updated Framework Documents were conducted in September 2026: From September 4 to 16, 2026, the updated documents were made available for public consultation on the official ARIS website and online platform. Information about the launch of the consultation, as well as links to the documents and the online platform, were disseminated through WhatsApp groups of local communities with the support of ARIS oblast offices and CDSOs. Participants reviewed the documents, provided comments, and raised questions.

The updated documents are available at the following links:

- **ARIS website:** <https://www.aris.kg/projects/proektyprogrammy-aris/dopolnitelnoe-finansirovanie-nacionalnogo-proekta-po-iniciative-soobschestv-df-npis>
- **ARIS online platform:** <https://op1.aris.kg/projects/npis/post/387?lang=ru>

Following the public consultations under the NCIP AF, a consultation report were prepared, including an analysis of all comments and suggestions received. No further amendments to the updated Framework documents are required. The report is included as an updated Annex 2 to this SEP.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Overall, the NCIP and NCIP AF projects is built around broader and more systematic interaction between ARIS, local government, and its stakeholders and citizens. The project is providing capacity building to Aiyl Okmotu and Aiyl Kenesh on the mandated participatory processes related to needs assessment, preparation of local development plans, and engagement of community members on annual performance via public hearings. In addition, the project investments call for increased participation of women and men through elected committees in planning and implementing subprojects and monitoring the service delivery. It is anticipated that the impact of enhanced participation will help to: (i) build the confidence and strengthen the capacity of local communities to engage in decision-making on a broad range of services, which directly affect people's lives; (ii) make government especially at the local level be more responsive and accountable to its citizens; (iii) enhance the quality of services and the efficiency of their delivery (by using robust ICT supported feedback system and GM); and (iv) ensure that the views and voices of the most vulnerable groups, especially and female headed households, are reflected in the selection and implementation of subprojects under Component 1 and 2 for both the Parent NCIP and the NCIP AF, collectively covering 61 target Ayil Aimaks.

Different engagement methods are proposed to cover different needs as given in the Stakeholder Engagement Plan given below:

- Information meetings, press tours, public hearings, public meetings/gatherings at the village/aimak level, public organizations, media;
- Use of digital tools, including online platforms, social networks, online groups, online meetings of the parties;
- Robust interactive online "platform" which not only provides up to date information but also allows for consultations, feedback and decision making for the stakeholders;
- Participation in working groups to discuss normative legal act, organize and conduct certain local activities, public discussions on topical issues, organize demonstration actions, forums, exhibitions;
- Joint assessment of community needs in different areas, joint planning, joint monitoring and evaluation, accountability, etc.

4.3. Stakeholder engagement plan

A core stakeholder engagement team consisting of ARIS staff (coordinator, environmental and social specialists, monitoring and evaluation specialist) and beneficiaries' feedback mechanism specialist will be responsible for and manage all aspects of stakeholder engagement for both the Parent NCIP and the NCIP AF. Stakeholder engagement activities, including those targeting vulnerable groups, are presented in Table 3 by implementation stage.

Table 3. NCIP and NCIP AF Stakeholder engagement plan

Project Stage	Estimated Date/TimePeriod	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsible parties
Stage 1					
1.1. Project Awareness-Raising Campaign at the Oblast level	First year of the Implementation of the Projects	Information about the Project, including environmental and social requirements and GM	Official meetings/ consultations , official letters/email s, Online platform, GM.	Ministries/State agencies which are part of selection of AAs LSGs of selected AAs	ARIS
1.2. Project Awareness-Raising Campaign at the Rayon level	First year of the Implementation of the Projects	Information about the Project, including environmental and social requirements and GM	Official meetings/co nsultations, official letters/email s, Online platform,	LSGs of selected AAs Representatives of selected communities, including vulnerable groups	ARIS
1.3. Project Awareness-Raising Campaign at the Local level	First year of the Implementation of the Projects	Information about the Project, including environmental and social requirements and GM	Public consultations , meetings, focus group discussions, local communication channels	Communities of selected AAs including vulnerable groups Other interested parties	ARIS, LSGs
Stage 2					
2.1. Prioritization and design of subprojects by the communities at local level	During the project implementation period	Project Priorities, Design of subprojects, including environmental and social requirements	Meetings, Focus groups with vulnerable community members, Online platform, GM,	Communities of selected AAs including vulnerable groups Other interested parties	ARIS, LSGs
Stage 3					
3.1. Implementation of social infrastructure subprojects	During the implementation period of the Projects	Subproject information, including environmental and social requirements ESMP, RAP preparation and implementation. GM	Meetings, Public Consultations, Focus groups with vulnerable community members, Online platform, GM.	All stakeholders, including community members and vulnerable groups	ARIS, LSGs

3.2. Implementation of livelihoods subprojects	During the implementation period of the Projects	Selection of a Business Partner for implementation of the livelihood subprojects. Subproject information, including environmental and social requirements. ESMP, RAP preparation and implementation	Meetings, Public Consultations, Focus groups with vulnerable community members, Online platform, GM.	All stakeholders, including community members and vulnerable groups. Women and youth	ARIS, LSGs
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4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the NCIP and NCIP AF develops through various communication tools such as messengers, WhatsApp groups, online platform, meetings and etc., including reporting on environmental and social performance of the Projects and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the projects' overall implementation progress.

The Project Information in Russian and Kyrgyz languages will be disclosed on ARIS website and online platform as follows:

- Draft ESF instruments (ESMF, SEP, LMP, RPF, ESCP) prior to public consultations;
- ESF instruments once cleared by the Bank and approved by ARIS;
- Environmental and Social Framework instruments updates as needed;
- Draft ESMP, RAP prior to public consultations;
- ESMP, RAP and RAP implementation reports once approved by the Bank;
- Grievance Mechanism (GM) for the Project activities and Project workers;
- E&S performance semi-annual reports once finalized;
- Updated subproject information on the online platform.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.2. Resources

ARIS will be in charge of stakeholder engagement activities. The preliminary budget for the implementation of the stakeholder engagement plan for five years will be developed upon finalizing the designs of the Projects.

Table 4. NCIP and NCIP AF Tentative Budget (7 years)

Budget Category	Quantity	Unit Costs	Times/ Years	Total Costs	Remarks
1. Estimated staff salaries* and related expenses					
1a. ARIS PR specialists	1	1100	7 years	77000	
1b. Travel costs for staff (annual cost)		5000	7	35000	
2. Events					
2a. Information roundtable (one for every 61 AA)	61	400	5	24400	
2b. Meetings on project initiation (in 7 Oblasts)	7	3000	1	21000	Rental of space, food,

Budget Category	Quantity	Unit Costs	Times/ Years	Total Costs	Remarks
1. Estimated staff salaries* and related expenses					
1a. ARIS PR specialists	1	1100	7 years	77000	
1b. Travel costs for staff (annual cost)		5000	7	35000	
2. Events					
2c. Meeting with communities in 61 AA twice a year	122	200	7	170800	
2r. Meetings in rayons of each oblast (in 1 Oblast center, twice a year)	14	400	7	39200	
3. Communication campaign					
3a. Information materials (brochures, posters, PR-materials, including design)				20000	10 different topics about Project activities, E&S
3b. Tours of the projects for the media	12	1000	2	24000	
4. Trainings					
4a. Training on GBV for relevant ARIS staff and contractor/consultant	2	500	2	2000	
4b. Assessment of perception of citizens / project affected persons		2500	2	5000	
5. Beneficiary surveys					
5a. Mid-project perception survey	1	500		2500	
5 b. End-of-project perception survey	1	500		2500	
6. GM					
6 a. training of GM (in each 40 AA)	61	500	1	30500	
6b. GM communication materials (GM brochures)	10000	0,5	2	10000	
Total				463900	
7. Other expenses					
7a. Contingencies (10%)				463900	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET				510290	

Note: *Salary costs can be indicative

6. GRIEVANCE MECHANISM

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

ARIS has implemented an institutionalized beneficiaries' feedback mechanism (BFM), which includes an enhanced grievance mechanism (GM) that incorporates all project activities.

Table 5. Addressing complaints under NCIP and NCIP AF

Step	Description of Process	Time Frame	Responsibility
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1. Responsible Person at the Central and Regional Levels	Tasks at the Central Level: - Facilitate the collection of comprehensive information from beneficiaries through various BFM/GM channels. - Analyze and address appeals. - Regularly inform key stakeholders. - Handle appeals received through various ARIS BFM channels. - Register and classify appeals in the BFM/GM system. - Acknowledge receipt of the complainant's grievance within 2 days (notification). Tasks at the Regional Level: - Handle beneficiary/stakeholder appeals referred by the ARIS Central Office for consideration. - Facilitate strengthening of the ARIS beneficiary feedback mechanism. - Disseminate information on BFM/GM in the regions.		Central Level: ARIS Chief BFM Specialist and three ARIS BFM specialists assigned to ARIS projects. Regional Level: ARIS Oblast Office, Oblast Coordinators, Oblast Social Mobilizers, and field staff.
Complaint Intake	1. All appeals must be documented and forwarded to the designated BFM/GM staff member for preparation of an appropriate response, in coordination with the relevant ARIS staff responsible for the issues raised in the appeal. The complaint form is provided in Annex 2. 2. To ensure accessibility of the BFM/GM, feedback channels through which stakeholders may submit appeals include, but are not limited to: - phone calls (conversations may be recorded); - WhatsApp – a system for rapid text messaging; - social media (Facebook); - oral or written appeals received during working visits, field meetings and/or through field specialists; - hand-delivered correspondence to the ARIS office; - correspondence by e-mail to the BFM/GM; - ARIS online platform.	Within 14 working days; in exceptional cases, within 30 calendar days from the date of registration of the appeal, if required for investigation	Local Grievance Contact Person. Each grievance is assigned to responsible persons: BFM Specialist, relevant Coordinator, and relevant Project Specialist.
Sorting and Processing	Any grievance received is forwarded to the BFM/GM, registered in the "1C MIS" program for analysis, control and	Upon receipt of the grievance, a notification is	Central Level: ARIS Chief BFM Specialist and three

	monitoring, and classified according to the following types of grievances: Classification: • General Issues. • Complaints regarding violations of policies, guidelines, and procedures. • Complaints regarding breach of contract. • Complaints regarding misuse of project funds. • Complaints regarding abuse of power/interference. • Complaints related to sexual exploitation and abuse (SEA). • Complaints related to sexual harassment (SH). • Complaints related to gender-based violence (GBV). • Complaints related to violation of labor legislation of the Kyrgyz Republic. • Force Majeure Reports. • Suggestion. • Acknowledgement.	sent confirming that the complaint has been accepted, that the proceedings have been initiated, and indicating the deadline for resolution.	ARIS BFM specialists assigned to ARIS projects.
Acknowledgment and Follow-up	Receipt of the grievance is acknowledged by the BFM/GM Specialist, who notifies the complainant by phone or through other BFM/GM channels that the complaint has been accepted and that the proceedings have been initiated.	Within 2 days of receipt	Local Grievance Contact Person. BFM Specialist assigned to the Project.
Verification, Investigation, Action	The investigation of the grievance is managed by the Chief BFM Specialist/BFM Specialist. The proposed decision is formulated after the investigation is completed. The citizen/beneficiary is notified of the decision made by ARIS regarding their appeal. If the citizen/beneficiary is not satisfied with the decision, they have the right to appeal. Explanations on how to file an appeal will be provided together with the response and communicated to the applicant by the BFM Specialist.	Within 14 working days	The appeal is considered by a specially established ARIS Complaint Review Committee. The ARIS Executive Director establishes the Committee, comprising Project Managers, a BFM Specialist, a person independent of the Project implementation units, and other stakeholders, which conducts the appeal hearing. Depending on the type of appeal, the composition and number of members may vary.
Monitoring and Evaluation	Data on grievances are collected in the "1C" ARIS MIS program and reported to		Project Coordinator, M&E Specialist, ARIS

	the ARIS Senior M&E Specialist on a quarterly basis. Annual reports are submitted to the ARIS Executive Director.		Chief BFM Specialist, and three ARIS BFM specialists assigned to ARIS projects.
Provision of Feedback	Feedback from complainants regarding their satisfaction with grievance resolution is collected in the “1C” ARIS MIS program.		ARIS Chief BFM Specialist and three ARIS BFM specialists assigned to ARIS projects.
Training	The training needs for PIU staff/consultants, contractors, and supervision consultants are as follows: awareness of BFM/GM is provided at all ARIS Project events, and the BFM/GM module is included in all capacity-building training for new staff.		Oblast specialists, Project specialists, BFM specialists, and procurement specialists.

If the applicant is not satisfied with the proposed resolution of the grievance, the BFM/GM provides the applicant with an opportunity to file an appeal. Information on the appeal procedure is provided together with the response to the initial grievance. Following consideration of the appeal, an applicant who remains dissatisfied with the decision has the right to seek judicial remedy in accordance with the legislation of the Kyrgyz Republic. The Grievance Mechanism does not prevent applicants from accessing judicial or administrative remedies at any stage of the grievance process.

All Project workers, including ARIS staff and contractors' workers, will receive information about BFM/GM from ARIS. They are also notified that they have recourse through the BFM channels if they have complaints or questions as specified in the Project Labor Management Procedures. Complaints related to labor law violations require the intervention of the HR, Legal, and Records Management Specialist of ARIS, and all labor disputes are resolved in accordance with KR labor laws.

6.2. GM channels

Hotline: +996 (550) 70-05-22 (calls are received around the clock; conversations will be recorded). WhatsApp: +996 (770) 70-05-22 (instant messaging system for mobile devices with voice and video support). Social networks: Facebook – “MOC APIC”. Online platform. Website: www.aris.kg Verbal or written grievances received during on-site working meetings. Incoming correspondence delivered by courier to the ARIS reception. Incoming correspondence by e-mail: bfm@aris.kg ARIS HQ telephone: +996 (312) 30-18-05 (reception). ARIS HQ address: 102 Bokonbayev St., Bishkek, Kyrgyz Republic.	- Grievances are recorded in the BFM logbook under incoming correspondence and are considered if the following information is present: • Full name; • Address of registration and residence or telephone number; • Content of the grievance; • Other reference information. 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 ARIS BFM public registry, on ARIS website or made public at the session of the Village and City Keneshes (Councils). - Grievances are entered into the BFM configuration in the 1C system for analysis and monitoring. - Grievances may be submitted anonymously. Confidentiality shall be insured in all cases.
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6.3. Handling of sensitive grievances

Taking into account the standards regarding the prevention of sexual exploitation and abuse/sexual harassment (SEA/SH) , which, in accordance with the requirements of the World Bank, must be observed in all projects financed by the World Bank, these standards will be observed and responsibilities take action to raise awareness on the prevention and suppression of SEA/SH. At all stages of the project implementation, all project staff and contractors will be informed about the understanding of the principles of control and prevention of risks of SEA/SH. If the SEA/SH grievance (if any) relates to ARIS activities, the BFM/GM specialist shall forward it to the Executive Director of ARIS.

All contractors will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against SEA/SH, and PIUs staff in charge of contractor supervision will monitor and report the absence of forced labor and cases of SEA/SH. All personal data and complaints received by the GM will be treated in a confidential manner, unless the complainant consents to the disclosure of their personal information.

6.4. World Bank Grievance Redress Service

Communities and individuals who believe that a World Bank-supported project is affecting them negatively can also file complaints directly with the Bank through the Bank's Grievance Redress Service (GRS) - (<https://www.vsemirnyjbank.org/ru/projects-operations/products-and-services/grievance-redress-service>). A complaint (grievance) can be filed in English, Kyrgyz or Russian, although consideration of complaints that are not in English will take additional time. A complaint can be filed with the Bank's GRS through the following channels:

- **using an online form**
- **by email:** grievances@worldbank.org
- **by fax:** +1.202.614.7313
- **by mail:** The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA.
- **To the World Bank office in Kyrgyz Republic**, at the address: 120, Moskovskaya Str., Bishkek, Kyrgyz Republic, bishkek@worldbank.org, and
- **by phone:** +996 312 625262

The complaint (grievance) must clearly state the adverse impact believed to be caused or likely to be caused by a Bank-supported project. It should, as far as possible, be supported by available documentation and correspondence. The applicant can also indicate the desired outcome of the complaint (grievance). The complaint (grievance) must contain the full name of the person, applicant or designated representatives and contact information. Complaints filed through the GRS are dealt with as soon as possible so that problems related to the Project can be quickly resolved.

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

7. MONITORING AND REPORTING

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

- Sufficient resources to accomplish the engagement;
- Inclusiveness (inclusion of key groups) of stakeholder engagement;
- Facilitation of stakeholder engagement;
- Clearly defined approaches; and

- Transparency in all activities.

Monitoring the stakeholder engagement process enables the effectiveness of the process to be assessed. In particular, by identifying key performance indicators that reflect the objectives of the SEP, as well as specific actions and timelines, the completed process can be both monitored and evaluated.

In terms of time, two separate but related monitoring activities will be implemented:

- During the execution of activities: short-term monitoring to allow adjustments / improvements to be made during the assignment; and
- After completion of all project activities: review of results at the end of the projects to assess the effectiveness of SEP as implemented.

7.1. Review of Field Engagement Activities

During stakeholder engagement, the ARIS engagement team will evaluate the activities using a feedback form or asking participants questions, depending on the stakeholder group, to ensure clear messaging. The engagement team will conduct debriefing sessions while in the field. This is where it is assessed whether the required outcomes of the stakeholder engagement process have been achieved and an opportunity is provided to modify the process if necessary.

Utilizing the engagement tools developed as part of the Environmental and Social Impact Assessment, including:

- Stakeholder Database;
- Grievance log or Grievance and Response Table; and
- Minutes of all the Consultation Meetings.

In addition, this tool can be used to manage ongoing project issues and stakeholder identification and analysis processes.

7.2. Reporting on stakeholder engagement activities

The results of the activities will be reviewed after the field sessions. Additionally, the opportunity to analyze and evaluate the effectiveness between engagement sessions will be given to the engagement team (ARIS specialists) based on the level of feedback received from stakeholders during these periods.

Effectiveness will be evaluated based on the extent to which engagement activities and outcomes are consistent with those specified in this SEP. Consideration will be given to the following in assessing effectiveness:

- Materials distributed: types, frequency, and location;
- Location and timing of formal engagement activities and level of participation, including specific stakeholder groups (e.g., women, youth, community leaders);
- Number of people attending community or formal meetings;
- Number of comments received on specific issues, type of stakeholder, and details of feedback provided;
- The number and type of stakeholders who meet with the project team by mail, phone, and any other means of communication;
- Minutes of meetings, attendance logs, and photographic evidence;
- Comments received by government agencies, community leaders, and other parties and shared with the project;
- The number and types of feedback and/or complaints, and the nature and timing of their resolution; and the extent to which feedback and comments were addressed and resulted in the implementation of corrective actions.

Reporting of environmental and social activities undertaken by ARIS during the project implementation phase will be done in accordance with the requirements of the ESCP.

7.3. Projects' annual reports

During the project implementation, summary monthly reports on the effectiveness of environmental and social measures for ARIS management will be prepared by the environmental and social team. These reports, including updates on the implementation of the stakeholder engagement plan, will be used to prepare annual reports, which

will be reviewed by the ARIS Coordinator. The annual reports will be published on the Project website and made available in the mayor's offices of the affected municipalities.

7.4. Projects' semi-annual reports on compliance with environmental and social standards

Semi-annual reports on environmental and social performance of the Projects will be prepared and submitted to the World Bank during the implementation period of the Projects. This will include a section on stakeholder engagement, featuring updates on the implementation of the stakeholder engagement plan.

Annex 1. Minutes of the public consultations as part of NCIP

SUMMARY OF THE PUBLIC CONSULTATIONS CONDUCTED ON ARIS ONLINE PLATFORM
On Environmental and Social Risk Management as part of the National Community Initiatives Project (NCIP)

Venue: ARIS online platform **Location/venue:** ARIS online platform

(https://www.aris.kg/index.php?option=com_content&view=article&id=1520&Itemid=445&lang=ru)

Date: January 19-29, 2024.

Time: From January 19, 09:00am to January 29, 00:00am, 2024.

Agenda: Discussion of the environmental and social management framework of the National Community Initiatives Project of the Kyrgyz Republic on ARIS online platform.

Attended by: Representatives of district government bodies, Aiyl Okmotu and Ayil Keneshes, local residents of all 40 districts of the Kyrgyz Republic.

The online discussion was split into stages: 1st – familiarization with the document, 2nd – questions/comments on the platform.

6012 beneficiaries familiarized with the document; women's participation amounted to **3587** (60%) (**6374 views on ARIS website**).

During the online discussion on the platform, **3,588** individuals took part, with **1,701 (56%)** being women, and **520** participants opted for anonymity. The session generated a total of **3,439** comments, along with **2,232** likes and **22** dislikes. (link <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/post/88333>).

Representatives	Number	Women
Representative of state body	860	678
Representative of municipal body	930	480
Community	3 392	1 993
Other	830	436
Total	6012	3587

During the online discussions, participants primarily conveyed gratitude for the presented information and voiced their endorsement for the content. Appreciation was extended to ARIS for their efforts in respective regions. The inquiries posed by participants largely revolved around the project's subsequent steps: its commencement timeline, the involved stakeholders, and the anticipated enhancements in social infrastructure.

Completed the discussion on the online platform: January 29, 2024

MINUTES OF THE HYBRID FORMAT PUBLIC CONSULTATIONS
On Environmental and Social Risk Management as part of the National Community Initiatives Project

Venue: Bishkek, conference hall of ARIS and 40 districts of the Kyrgyz Republic connected through the internet platform Zoom. (<https://zoom.us/j/95432311657?pwd=MTNzZ2N2djZBcFYvU2ljUHRGREtSQTO9>)

Date: January 29, 2024

Time: 11:00 am - 13:00 pm.

Agenda: Discussion of the environmental socio management framework of the National Community Initiatives Project of the Kyrgyz Republic.

Attended by: Representatives of district government bodies, Aiyl Okmotu and Ayil Keneshes, local residents of all 40 districts of the Kyrgyz Republic.

(list and photo attached).

Total Participants: 846 people, 293 women (35%)

ARIS staff introduced themselves, outlined the agenda, and acquainted participants with the event's goals and objectives. They delivered a presentation on the content of the developed environmental and social management framework of the National Community Initiatives Project in the Kyrgyz Republic, providing insight into the goals and objectives of each document. Subsequently, participants were given the opportunity to ask questions during the public consultation.

Discussion Process:

Questions from Panfilov Rayon, Chui Oblast:

*When does the Project start, and what is its timeline?
What is the timeframe for mobilization works?*

Answer 1: The planned timeline for the Project spans four years, from 2025 to 2029.

Answer 2: Mobilization consists of two cycles, each lasting one year.

Questions from Nookat Rayon, Osh Oblast:

1. *How will funds be allocated, and in what order?*
2. *Will grants be awarded if three AAs jointly develop livelihoods projects?*

Answer 1:

Once the project design is finalized and approved at the state level, an additional communication campaign on its implementation arrangements will be conducted. Selection criteria will be applied to select 40 AAs. Funds are allocated for social infrastructure (approximately US\$450,000) and livelihoods facilities (approximately US\$300,000).

Answer 2: The funding of joint livelihood project is possible if three ayil aimaks of three districts join together and decide to implement the project eligible for funding under the Project.

Question from Bazar-Korgon rayon, Jalal-Abad oblast:

Can the 32 small towns of the Kyrgyz Republic participate in this project?

Answer:

No, only ayil aimaks are eligible to participate.

Question from Kadamjai rayon, Batken oblast:

1. *What social facilities can be supported under the Project?*

2. Can aiyl aimaks submit a previously prepared project for financing?

Answer 1: Funds will mainly support social infrastructure, with a focus on climate-resilient infrastructure addressing priorities identified during the needs assessment.

Answer 2: Funds will only be allocated once the community has identified priorities outlined in the community needs assessment.

Questions from Jeti-Oguz District, Issyk-Kul Oblast:

1. How will the selection procedure be conducted, and who will make the selection - ARIS or the commission?
2. Can non-subsidized AAs participate in the Project?

Answer 1: AAs will be selected for participation based on four criteria: Poverty Indicator, Number of Population, Distance from the district center, and Subsidization. Data for these criteria will be sourced from official information channels and relevant ministries and agencies responsible for data collection.

Answer 2: Non-subsidized AAs can participate in the selection process. If they meet the four mentioned criteria and are selected, they can participate in the Project.

Question from Alai district, Osh oblast:

When does the Project start, and when can we apply?

Answer:

After the finalization and approval of the Project at the state level, an additional communication campaign on its implementation will be conducted. The Project is scheduled for a 4-year implementation, starting from 2025 to 2029.

Questions from Batken oblast:

Recommending the inclusion of 2 AAs from each district due to Batken's special status and location in border areas.

1. What social facilities can the project support?
2. Can 2 or 3 Rayons jointly propose one project?
3. How much funding is allocated for 1 AA?

Answers:

Project design targets one AA from each district.

The project can finance education, health care, public utilities, irrigation and drinking water supply, and facilities addressing local issues of importance.

Joint proposals from communities are acceptable.

US\$ 450.0 thousand for social facilities and US\$ 300.0 thousand for livelihoods facilities.

Question:

Which subprojects will not be financed or considered?

Answer:

The Framework Document outlines that facilities with a high risk of environmental or social impacts will be Listed in the Exclusion List once agreed and approved.

Questions from Zhaiyl Rayon, Chui oblast:

1. Will livelihoods and social infrastructure components work within one aiyl aimak?
2. What is the role of the district administration in conducting social mobilization during selection?

Answers:

Yes, social infrastructure projects will be implemented in all 40 AAs, and livelihoods projects will be financed through competition in only 15 AAs.

The role of district state administrations is to support project activities at the district level, assisting in addressing various

issues, especially if projects of district importance are selected, such as hospitals and irrigation networks.

Question from Aitmatov rayon, Talas oblast:

Does the Project require community contributions? Answer:

The Project does not require community contributions if the allocated funds are sufficient for the implementation of subprojects.

Question from Moskva rayon, Chui oblast:

Is the amount of \$450,000 intended for the entire rayon or for each aiyl aimag?

Answer:

This amount is planned to be distributed to one aiyl aimag.

Question:

Is it possible for two or more aimaks from one district to participate in this Project?

Answer:

Currently, only one AA is allowed, and in case of additional funding, this matter will be considered.

Question from Kochkor rayon, Naryn oblast:

Suggestion to provide documents in the state language in the future.

Answer: This suggestion will be taken into account during the preparation of the Project. Question from Ala-Buka rayon, Jalal-Abad oblast:

1. What will be the selection criterion for aiyl aimaks?
2. Will the Project support the construction of a central sewerage system?

Answers:

1. Selection of AAs for participation will be based on four criteria: Poverty Indicator, Population Size, Distance from District Center, and Subsidization. Data for these criteria will be obtained from official sources and relevant ministries.
2. Due to high environmental and social risks, it is unlikely that the Project will support the financing of a central sewerage system.

Question from Issyk-Kul Oblast:

Can livelihoods projects be considered in the first stage of Project implementation?

Answer:

No, in the first stage, only social infrastructure projects will be implemented. livelihoods projects will be implemented in the second stage, based on the results of the first stage, through a competitive process.

Question from At-Bashy district, Naryn oblast:

1. *subsidy percentage of mountainous regions is higher. Can the subsidy percentage of mountainous regions affect the grant size, can more funds be provided to these mountainous regions?*
2. *Is it possible to implement an livelihoods project in cooperation with private sector business partners through public-private partnership?*
3. *Can a municipal enterprise directly participate in an livelihoods project?*

Answer:

1. *No, the amount of funds allocated will be the same for all AAs.*
2. *Yes, collaboration with the private sector is a mandatory requirement.*
3. *The issue has not been discussed yet, but during the development of project details ARIS will consider and discuss this possibility.*

Question:

What will the selection criterion be based on distance from the district center if villages within the AA are located at different distances from the district center?

Answer:

The selection criterion for distance from the district center will only consider the distance from the village that is considered the administrative center of the aiyl aimak to the district center.

Question:

Suggestion regarding the country's problem with sanitary landfills and how the project can help.

Answer:

The strict requirements for sanitary landfills involve extensive processes such as Environmental Impact Assessment (EIA), design development, construction coordination with government agencies, which may take considerable time, and the Project might not have sufficient time for implementation.

Question from Panfilov District, Chui Oblast:

Proposal to authorize district state administrations to select aiyl aimaks, as they are more familiar with the district's problems.

Answer:

The proposal has been noted. Currently, four selection criteria have been recommended.

Question:

Are these investments loan investments, and if so, who will repay them?

Response:

Yes, these investments will be issued as a loan at a zero-interest rate. The repayment period is 50 years, with repayment starting after five years.

Question:

Will municipal institutions be able to participate in livelihoods projects?

Response:

This question is currently open. According to the preliminary design, livelihoods projects will be implemented in collaboration with business partners.

Figure 1. Screenshot from the online conference held on 29 January 2024

Completion date: January 29, 2024.

Annex 2. Minutes of the public consultations as part of NCIP AF

MINUTES

of the Public Consultations on the Updated ESF Documents under the Additional Financing for the National Community Initiatives Project, conducted on the ARIS Online Platform

Date: 4–16 September 2026

Venue: ARIS Online Platform

(link: <https://op1.aris.kg/projects/npis/post/387?lang=ru>)

Format: Online

1. GENERAL INFORMATION

Public Consultations on the five updated ESF documents (ESMF, SEP, LMP, ESCP, and RPF) were conducted online on the ARIS platform from 4 to 16 September 2026.

Public information and outreach:

The documents were posted on the ARIS website (link: <https://www.aris.kg/projects/proektyprogrammy-aridopolnitelnoe-finansirovanie-nacionalnogo-proekta-po-iniciative-soobschestv-df-npis>) and the online platform;

For the convenience of residents in the regions, all documents were translated into Kyrgyz and made available in three languages (Kyrgyz, Russian, and English);

Information was disseminated through regional WhatsApp groups;

A video tutorial on how to submit comments and a video presentation on the ESF documents and the NCIP AF were shared.

2. PARTICIPANTS

Indicator	Value
Total number of participants	2,060
Oblasts	7 (Issyk-Kul, Naryn, Talas, Chuy, Jalal-Abad, Batken, and Osh)
Categories	Local residents, representatives of LSGs, government authorities, and NGOs

3. KEY COMMENTS

First and foremost, participants in the public consultations reviewed the updated ESF documents (ESMF, SEP, LMP, ESCP, and RPF) and, for the most part, expressed support for their content, noting that the documents were clearly written and took into account the interests of local communities.

In addition, residents expressed their expectations regarding the implementation of the project in their villages, as they had observed positive results of the Parent NCIP among neighboring communities. Participants requested that the specific circumstances of mountainous and remote regions be taken into account, identified schools, kindergartens, water supply systems, and roads as priority infrastructure needs, and expressed their appreciation to ARIS for its work in their regions.

4. RESULTS

The public consultations were conducted **actively and with broad participation**. A total of **2,060 people** from all **7 oblasts** of the Kyrgyz Republic participated in the discussions.

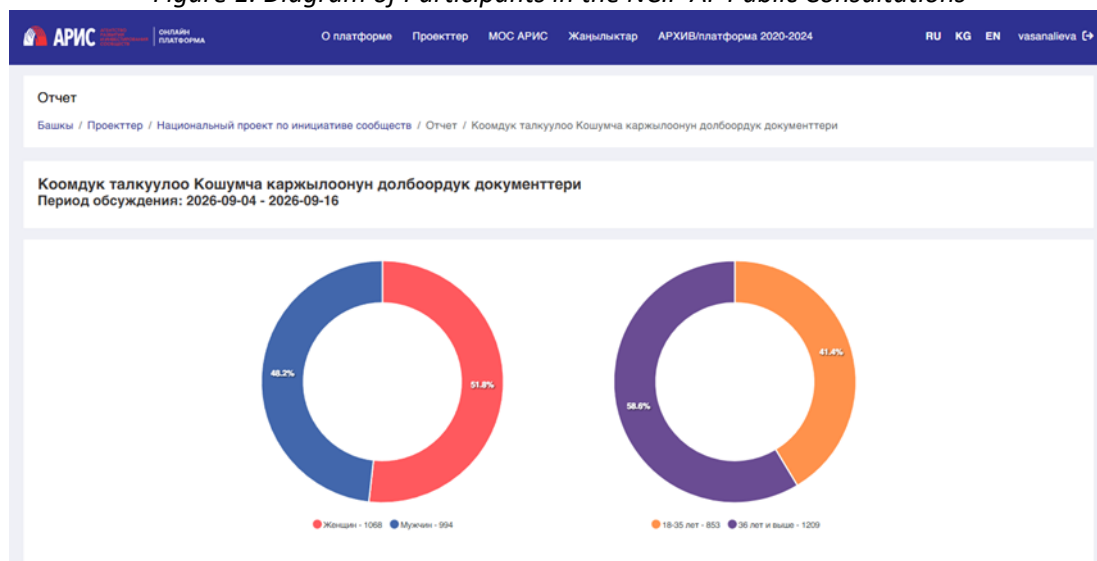
Of these:

Women - 1,066 people (51%)

Youth - 851 people (41%)

It is particularly important to note the **high level of participation by women and youth**, who are among the project's target groups. Their engagement indicates that residents see the project as providing opportunities to improve their quality of life, create jobs, and develop their communities.

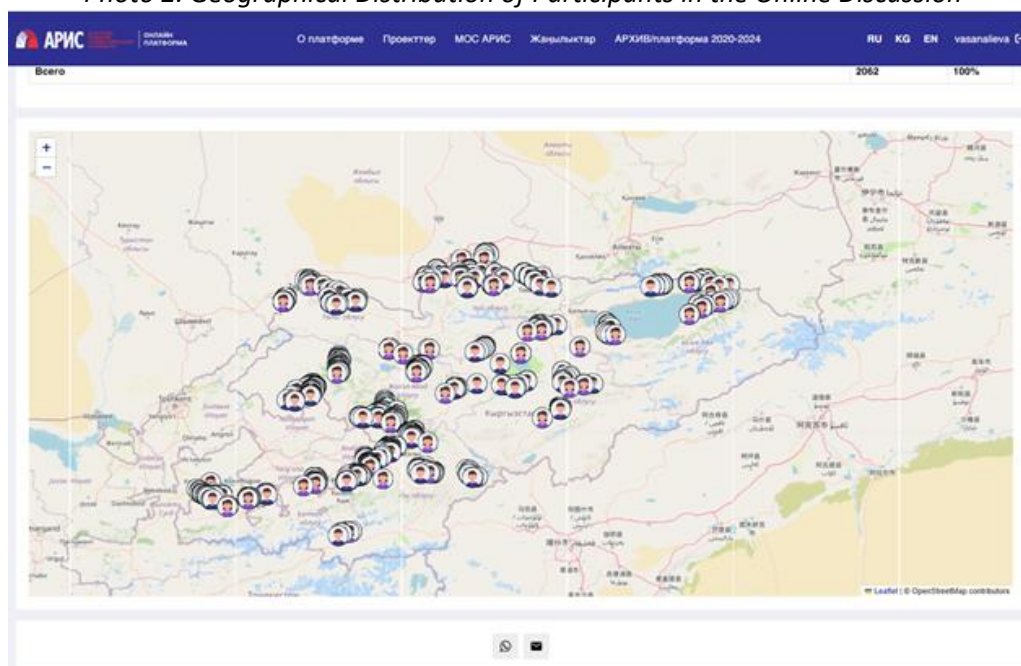
Figure 1. Diagram of Participants in the NCIP AF Public Consultations



GEOGRAPHICAL DISTRIBUTION OF PARTICIPANTS BY OBLAST

The public consultations covered all **7 oblasts** of the Kyrgyz Republic, demonstrating broad interest in the NCIP AF project across the country. The highest levels of participation were recorded in **Issyk-Kul Oblast - 117 people, Naryn Oblast - 194 people, Talas Oblast - 159 people, Chuy Oblast - 190 people, Jalal-Abad Oblast - 568 people, Batken Oblast - 209 people, Osh Oblast - 581 people, Bishkek city — 28 people, and Osh city — 14 people, totaling 2,060 participants.**

Photo 2. Geographical Distribution of Participants in the Online Discussion



The Consultations were conducted within the established timeframe (4–16 September 2026) in an online format.

Participants **expressed support** for the updated documents and the project.

All comments will be analyzed and taken into account during the finalization of the documents.

Date of completion of the discussion on the online platform: 16 September 2026

Annex 3. Template of complaint form

Complaint form			
Ref. # (filled by GM coordinator):			
Contact details (can be anonymous)	Full name:		
	address:		
	Tel:		
	Email:		
How would you prefer to be contacted (check one box)	By mail:	By phone:	email
Preferred language	☐ Kyrgyz	☐ Russian	☐ other
Provide details of your complaint. 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 solution to your complaint do you propose, if any? Is there anything you would like the municipality or other party/person to do to solve the problem?			
How did you submit this form to the project?	Website ☐	Email ☐	Handed over ☐
	Personally ☐	tel ☐	Other (specify) ☐
Who completed this form (if not the person listed above)?	Full name and contact details:		
Signature			
Name of the contact person designated as the responsible person			
Resolved by or forwarded to the local level?	☐ Resolved	☐ Forwarded	Specify date, if Forwarded:
Resolved by or forwarded to central level?	☐ Resolved	☐ Forwarded	Specify date, if Forwarded:
Resolution			
Final decision (describe briefly)			
	Brief description	Accepted? (yes/no)	Brief description
1st proposed solution			
2nd proposed solution			
3rd proposed solution			