

**KYRGYZ REPUBLIC**

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**SECOND REGIONAL ECONOMIC DEVELOPMENT  
PROJECT**

**STAKEHOLDERS ENGAGEMENT PLAN  
(SEP)**

**November 2021**

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### **Abbreviations**

ARIS	Community Development and Investment Agency
EHS	Environment, Health and Safety General Guidelines
EIA	Environmental Impact Assessment
ES	Environmental Specialist
ESA	Environmental and Social Assessment
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
GM	Grievance Mechanism
H&S	Health and Safety
MoA	Ministry of Agriculture
MoCISYP	Ministry of Culture, Information, Sports and Youth Policy
MoEC	Ministry of Economy and Commerce
MoF	Ministry of Finance
NGO	Non-governmental organization
OHS	Occupational and Health and Safety
PAP	Project Affected Persons
POM	Project Operational Manual
PPE	Personal Protective Equipment
RED-1	(First) Regional Economic Development Project
RED-2	Second Regional Economic Development Project
RF	Resettlement Framework
SAEPF	State Agency for Environmental Protection and Forestry
SEP	Stakeholders Engagement Plan
SS	Social Specialist
TOR	Terms of Reference
USD	United State Dollar
WB	World Bank

## 1. INTRODUCTION

1. The proposed project - Regional Economic Development Project (RED-2) will build on the experience of the ongoing RED-1 and expand horizontally to the west from the Osh Region to the Batken Region. It will help the Government to support regional economic development through three key dimensions: (i) enhanced basic municipal infrastructure and services in Batken, Isfana and Kadamjai in support of local business and improved living conditions for the local communities, including support to recover infrastructure on undisputed lands damaged during the recent armed clashes in April 2021, and (ii) support residents and communities living in the rural areas to enhance their economic performance resulting in strengthened agriculture competitiveness; (iii) improved capacity in starting and executing business activities and incremental financial support for turning business ideas into business activities.

2. MoEC will be the Project Coordination Ministry responsible for overall project coordination. The main coordinating agency of the project is the Ministry of Economy and Commerce (MoEC), and the implementing agency is the Community Development and Investment Agency (ARIS).

### 1.1. About the Project

3. **The project area.** RED-2 will cover three key urban centers as Batken, Isfana and Kadamjai and districts of the Batken region of the Kyrgyz Republic (Figure 1.). Priority investments in the selected pilot region and cities are determined through a participatory process involving stakeholders at national, regional and local levels.

Figure 1: Project area: Map of the Kyrgyz Republic, location of Batken region (highlighted)



4. **The Project Development Objective** is to promote regional economic development through increased agriculture production, improved basic municipal services, and increased SME activities in the Batken Region.

5. The proposed RED-2 components are as follows.

6. **Component 1: Supporting municipal infrastructure, basic public services, and capacity building.** This component will follow the GRID principles to identify critical constraints in an evidence-based manner as proposed by the RISE approach. Following the GRID principles will help prioritize investment packages to improve municipal infrastructure and associated municipal services to meet the basic living standards in the selected towns; that will also include activities to help reconstruct public facilities and spaces affected by the recent armed clashes in April 2021 with a total anticipated cost of up to US\$ 5-10 million. The types of project-supported infrastructure could include: (i) sewerage and water supply, stormwater and drainage systems, (ii) municipal and regional roads, sidewalks, and street lighting to improve access to key municipal services and markets; (iii) schools and kindergartens; (iv) other municipal assets such as parks and public spaces of high interest to the community. Priority investments in

the Batken region and its cities will be identified through a participatory process engaging national, regional and local stakeholders, and with appropriate engagement of the citizens. Key considerations will include the needs and identified gaps of the selected towns and locations, as well as the ability of the investments to maximize development impact and exploit synergies with (i) other existing and planned World Bank operations, and (ii) operations supported by the Government, other development partners, and the private sector.

7. This component will also support the Public-Private Cooperation (PPC) to promote private investment attraction in the targeted sectors and locations. This initiative was first introduced in the ongoing RED-1 and aims at creating enabling environment for business development for medium and large-scale businesses. The PPC initiative will build on the screening and selection process, which was identified as part of RED-1 and will be specified in the is set out in the Project Operations Manual developed by the Project Implementing Entity (PIE) and acceptable to the Bank.

8. To address the issues of territorial and investment planning and development, seismic resiliency an energy efficiency, this component will also support the respective capacity-building activities and technical assistance that would strengthen the role of local, regional and central governments. Areas for possible support under this component would results in improved (i) integrated and sustainable urban and spatial planning based on the GRID principles through the use of digitalization and global good practices and following best practices of climate change mitigation and adaptation; and (ii) capital investment planning, budgeting, asset management, operation and maintenance of local infrastructure and the local and regional levels, and inter- and intra-agency coordination. The scope will be further defined based on the discussions for needs identification with the local, regional and national stakeholders.

9. **Component 2: Strengthening Agriculture Competitiveness.** This component will comprise two sub-components.

10. **Sub-Component 2.1: Improving basic agricultural services and regulatory functions.** This sub-component will improve the infrastructure and services that underpin agri-food marketing and trade in Batken with a focus on strengthening capacity for sanitary and phytosanitary (SPS) control, food quality, and basic services. The sub-component will upgrade Ministry of Agriculture facilities located in Batken city and region relating to the functions of safety and quality of agriculture and food products, complementing on-going investments to upgrade SPS capacity to align with EEU and WTO standards. This will include financing for laboratory equipment and facilities upgrading at border control points and upgrading sampling capacity at the district/rayon level. The component will also provide targeted investment to upgrade training capacity and equipment on agricultural export markets requirements, food safety regulations, Hazard Analysis Critical Control Points (HAACP), and modern food processing technologies. A detailed feasibility assessment for upgrading existing facilities will be conducted in the first year to detail technical specifications and required infrastructure upgrades. The sub-component will also support training and capacity building around food safety requirements for domestic markets and export promotion.

11. **Sub-component 2.2: Strengthening Agri-Food Clusters.** This sub-component will facilitate the development of select agri-food clusters with the aim of improving production and productivity among small agricultural producers within the selected clusters, strengthening partnerships between market actors within a cluster (agri-businesses and small agricultural producers), and putting in place the needed infrastructure for trade and logistics within clusters. The project will use a competitive selection process to identify investments sub-projects that target investments that build agri-business partnerships and increase production/processing volumes for domestic or export markets.

12. Sub-projects would have an objective to develop “productive partnerships” across multiple producer groups in and across a value chain – including farmers, collectors, processors, traders, and exporters.

13. Financing for activities within a partnership will target two types of investment:

- Public services and infrastructure critical to improving the functioning of the value chain targeted in the partnership.

- On farm investments for producers that introduce the adoption of innovative technologies (particularly climate resilient or resource efficient technologies). On farm investments will be co-financed by beneficiaries and subject to Ministry of Finance requirements.

14. A productive partnership may define an investment program including both types of investment (public and on-farm) or only one. The sequence of implementation of activities will be determined by the specific sub-project partnership proposal. Public investments will be 100 percent project financed. On farm

investments will be governed by additional agreements signed with beneficiaries. In the case of larger agribusiness participants in the partnership (for example, processors or trade and logistic centers), cooperation will be in line with best practice principles for public-private cooperation and participants will be required to develop formal supply chain linkages to producers within the partnership.

15. The detailed criteria for selection of the value chain and the productive partnership will be defined in the Productive Partnerships Manual. The selection and award process will also include a feasibility study that will inform the development of business plans and detailed proposals. Given that many farmers are women, productive partnerships are expected to generate positive impacts for women and the criteria for selection will prioritize those demonstrating inclusion of youth, women and vulnerable groups.

16. Disbursement this sub-component will be subjected to the adoption of the Productive Partnerships Manual, acceptable to the Bank, by MoA and ARIS.

17. **Component 3: Promoting local economic development through the Small Grants Program.** To boost local economic development through improved business practices, the project will support SME development through a training and small grants program. The small grants program will aim at supporting the launching of new enterprise activities and diversification and expansion of services offered by SMEs. Those who successfully complete the training program will be eligible to apply for grant financing. This component will build on the success of this initiative introduced under the ongoing RED-1 and will be built on its experience, including the application of a Small Grants Handbook developed and used for the corresponding component under RED-1.

18. To address the issues of women's low participation in the labor force and access to finance, the Small Grants Program will give preferences to women, as follows: (1) In the training program, female applicants will be given a priority at the selection stage as well. This will give women an opportunity to gain practical knowledge and skills in doing business in the urban sector and entrepreneurship. (2) When evaluating business-plans for financing, women applicants will be given additional points. The same approach will be used for youth to promote young entrepreneurs at the local level and socially vulnerable groups, as defined by the Small Grants Handbook.

19. The Small Grants Program will be guided by a Small Grants Handbook, which will be prepared by the PIE. Disbursement under this component will be subjected to the adoption of the Handbook, acceptable to the Bank, by the PIE.

20. **Component 4: Contingent Emergency Response Component (CERC).** This zero-dollar component is to improve the Kyrgyz Republic's capacity to respond to disasters. Following an eligible crisis or emergency, including climate related disasters, the recipient may request the Bank to reallocate project funds to support emergency response and reconstruction. This component would draw from the uncommitted credit/grant resources under the project from other project components to cover emergency response. An emergency eligible for financing is an event that has caused or is likely imminently to cause, a major adverse economic and/or social impact to the Borrower, associated with disaster.

21. **Component 5: Operational Support.** This component will support project implementation, including the project's monitoring and evaluation system, communication strategy, application of safeguard instruments, training, and financing of incremental operating costs of the PIE.

## 1.2. Objectives of the Stakeholder Engagement Plan

22. The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation. The SEP outlines the ways in which ARIS will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about, the project contractors, and the project(s) themselves. The involvement of the local population is essential to the success of the project(s) in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project.

### 1.3. Scope and structure of the SEP

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

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



## 2. REGULATORY FRAMEWORK

### 2.1. Key relevant legal provisions on disclosure of information

25. The Kyrgyz Republic, in accordance with Article 1 of the Constitution of the Kyrgyz Republic of May 5, 2021, is an independent, sovereign, democratic, unitary, legal, secular, social state. Article 33 of the Constitution of the Kyrgyz Republic states the following:

1. Everyone has the right to freely seek, receive, store, use information and distribute it orally, in writing or in any other way.

2. Everyone has the right to familiarize himself with information about himself in state bodies, local self-government bodies, institutions and organizations.

3. Everyone has the right to receive information on the activities of state bodies, local self-government bodies and their officials, legal entities with the participation of state bodies and local self-government bodies, as well as organizations financed from the republican and local budgets.

4. Everyone is guaranteed access to information held by state bodies, local self-government bodies and their officials. The procedure for providing information is determined by law. Any natural or legal person can apply for information in writing or orally.

26. Law on Access to Information held by state bodies and local self-government bodies of the Kyrgyz Republic (28 December 2006 No. 213) ensures the implementation and protection of the right to access to information held by state bodies and local self-government bodies, and to achieve maximum information openness, publicity and transparency in the activities of state bodies and local self-government bodies.

27. The main ways of providing information by state bodies and local self-government bodies are:

- publication and distribution of relevant materials, including on the official or specialized website;
- conducting of awareness-raising activities in the media on socially significant decisions made;
- providing information to individuals and legal entities on the basis of their request;
- publication of information on the activities of state bodies and local self-government bodies, etc.

28. State bodies and local self-government bodies have the right to use any other methods not prohibited by the legislation of the Kyrgyz Republic to inform the population about their activities.

29. Law on Guarantees and Freedom of Access to Information (December 5, 1997 No. 89) regulates relations arising in the process of realizing the right of everyone to freely and freely seek, receive, research, produce, transmit and disseminate information.

30. State, public and private mass media ensure its complete openness for all citizens and organizations, without highlighting any special categories of users of this information. The openness of information includes free access to periodicals, information television and radio programs, and the opportunity to get acquainted with the sources of information in cases stipulated by law.

31. If an international agreement of the Kyrgyz Republic establishes rules other than those provided for in this Law, then the rules of the international agreement are applied.

32. Law on Normative Legal Acts (July 20, 2009 No. 24) requires that a draft of normative legal acts directly affecting the interests of citizens and legal entities, as well as regulating entrepreneurial activity are subject to public discussion by posting on the official website of the rule-making body. Drafts of normative legal acts of representative bodies of local self-government may be placed in special places (boards, stands) determined by the representative body of local self-government.

33. According to the Law on local self-government (15 July, 2011 No. 101) local self-government is carried out in the form of representative and direct participation of the local community in local self-government. One of the forms of participation of the local community in the implementation of local self-government is the discussion of all important issues of public and issues of local importance at meetings (gatherings) of members of the local community. In order to take into account the opinions of members of the local community on important issues, the meetings (gatherings), public hearings are held with the participation of members of the local community with the adoption of recommendations on them. Recommendations of meetings (gatherings) are considered with the participation of representatives (delegates) from the respective meetings (gatherings).

34. In accordance with the Law on the procedure for considering the citizens' appeals (4 May 2007 No.67), an appeal from the citizens should be registered, given due consideration, and addressed in an equitable, timely and accountable manner.



35. Regulation on the procedure for considering electronic applications received through the Internet portal of electronic applications (Decree of the Government of the Kyrgyz Republic of 11 August 2014 No. 463) regulates relations related to the consideration of electronic applications of citizens.

36. Rules on citizen engagement and information disclosure within environmental expertise and impact assessment are regulated by:

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

37. According to the article 4 of the Law on Environmental Expertise, one of the principles is taking into account of public opinion. Public consultations within EIA framework aimed to inform public about planned activity, identifying preferences, determining all aspects of possible impact on environment in order to obtain the most objective information and take into account public opinion in the impact assessment process.

38. Based on the results of public discussions of the EIA documentation, the initiator of the project and the executor of the EIA work form an agreed proposal on the possibility and feasibility of implementing the planned activity in the proposed area based on the environmental and related socio-economic and other consequences of its implementation.

39. In addition, the Kyrgyz Republic is a signatory of many international environmental conventions, of which the Aarhus Convention on Access to Environmental Information and Public Participation in Decision-Making and Access to Justice in Environmental Matters: (Law of the Kyrgyz Republic on Accession dated January 12, 2000 No. 5) regulates, among other things, access to environmental information.

40. Regulation on holding public hearings of urban planning documentation in the Kyrgyz Republic (Order of the State Agency for architecture, construction and housing and communal services under the Government of the Kyrgyz Republic dated 24 January 2018 No. 12-NLA) was adopted in order to take into account the opinion of the population during development and approval of urban planning documentation. It is also recommended to local self-government bodies for conducting public hearings on urban planning documentation to use this Regulation.

The results of public hearings are subject to analyse and decide on revision of the draft urban planning documentation taking into account public opinion, the decision are sent to the territorial bodies of architecture and urban planning to take into account during finalization of the draft urban planning documentation.

41. In cases where citizens are faced with cases of refusal to provide information requested in the prescribed manner, they have the right to file a complaint / appeal at three levels: administrative, Ombudsman of the Kyrgyz Republic, prosecutor's office of the Kyrgyz Republic and further to the judicial authorities.

42. Below is the legislation of the Kyrgyz Republic that regulates the procedure for appealing against the refusal of citizens' right to access information:

- Law of the Kyrgyz Republic "On the Fundamentals of Administrative Activities and Administrative Procedures" dated July 31, 2015, No. 210;
- Law of the Kyrgyz Republic "On the Ombudsman (Akyikatchy) of the Kyrgyz Republic" dated July 31, 2002, No. 136;
- Constitutional Law of the Kyrgyz Republic on the Prosecutor's Office of the Kyrgyz Republic dated September 10, 2021 No. 144.

## 2.2. World Bank environmental and social standard on stakeholder engagement

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

environmental and social assessment and project design and implementation. According to the World Bank's ESF, the requirements set out by ESS10 are the following:

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

44. A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts need to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100). For more details on the WB Environmental and Social Standards, please follow the below links: [www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards](http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) and <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-socialframework/brief/environmental-and-social-standards>.

### 3. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

#### 3.1. Previous stakeholder meetings and consultations

45. The project preparation has been engaging with various project stakeholders since July 2021. To date several stakeholder engagement activities have taken place with government agencies at the national, regional and district level, municipalities and local population in the project area (see Table 1)

**Table 1. Previous stakeholder consultations**

Place	Date	Participants	Key points discussed
World Bank Mission in Bishkek (virtual)	18-22.10.2021	Ministry of Economy; Office of the President; Ministry of Finance; Ministry of Agriculture; Ministry of Transportation; ARIS; The World Bank.	Pre-appraisal stage for the proposed project  Main components of the project  Institutional arrangement
Consultative meetings (virtual)	19.10.2021 22.10.2021 04.11.2021 12.11.2021	WB, ARIS, Plenipotentiary Representation of the Government in Batken Region, Mayor's Office of Isfana, Kadamzhai, Batken towns.	Main components of the project Institutional arrangements Socio-ecological requirements of the project Identification of investments and prioritization of problems.
Public consultations in Batken	18.11.2021	Representatives of regional, district, city, rural authorities, SMEs of the region, active citizens, international NGO, mass media.	Main components of the project Institutional arrangements Socio-ecological requirements of the project, expected impacts and risks, mitigation measures, Grievance Redress Mechanism.

46. Prior to public consultations the drafts of Environmental and Social Management Framework, Stakeholders Engagement Plan and Resettlement Framework were disclosed at ARIS website: [https://www.aris.kg/index.php?option=com\\_content&view=article&id=316&Itemid=397&lang=ru](https://www.aris.kg/index.php?option=com_content&view=article&id=316&Itemid=397&lang=ru). The minutes of the public consultations are in Annex 1.

47. During the project identification and preparation stage, several consultations took place at the national level involving the MoEC and at the regional and local authorities' levels involving other agencies and key stakeholders (see Table 2).

**Table 2. List of stakeholders and key issues discussed**

Stakeholder	Key discussed issues
MoEC	<ul style="list-style-type: none"> <li>• Alignment of the project with national strategy.</li> <li>• Challenges facing the MoEC.</li> <li>• Goals/objectives MoEC wants to achieve.</li> <li>• Strategies to achieve goals.</li> <li>• Indicators the MoEC wants to use to measure attainment of the goals.</li> <li>• Monitoring mechanism for the project.</li> </ul>
ARIS	<ul style="list-style-type: none"> <li>• Strategies to achieve goals.</li> <li>• Indicators to measure attainment of the goals.</li> <li>• Monitoring mechanism for the project.</li> <li>• Environmental and social standards of the project.</li> </ul>

MoA	<ul style="list-style-type: none"> <li>• Alignment of the project with national strategy.</li> <li>• Proposed agriculture activities and background data and detailed activities and basic budget estimates.</li> <li>• Sustainability considerations in the project design.</li> <li>• Contribution of the project to the county's economic development, poverty reduction and shared prosperity.</li> <li>• Indicators the MoA wants to use to measure the attainment of the goals (results framework).</li> <li>• Monitoring mechanism for the project.</li> </ul>
MoF	<ul style="list-style-type: none"> <li>• Alignment of the project with national strategy.</li> <li>• Investment viability of the project.</li> <li>• Sustainability considerations in the project design.</li> <li>• Institutional arrangements</li> <li>• Contribution of the project to the county's economic development, poverty reduction, and shared prosperity.</li> </ul>
Batken oblast, Batken, Isfana and Kadamzhai city Municipalities	<ul style="list-style-type: none"> <li>• Main components of the project</li> <li>• Institutional arrangements</li> <li>• Socio-environmental requirements of the project</li> <li>• Identification of investments and prioritization of problems.</li> </ul>

### 3.2. Key issues/ findings of the consultations

48. The key issues/ findings of these consultations are the following:

- Representatives of municipalities are concerned about fair distribution of financial resources for restoration / reconstruction of public facilities among all participating municipalities;
- SMEs and farmers propose to issue loans at an interest rate lower than currently issued by Aiyl Bank and other financial institutions, otherwise there will be no interest in participating;
- Representatives of regional and district departments / institutions that are financed from the republican budget, such as, cultural institutions (libraries) are asked to be included in the lists eligible for the repair / construction of buildings;
- NGO representatives are willing to cooperate with the Project in areas where they have experience: training, mobilization, information;
- Active citizens support the implementation of the Project and as early as possible in order to resolve issues of labor migration and poverty.

## 4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

### 4.1. Stakeholder mapping and analysis

49. ESS10 recognizes two broad categories of stakeholders:

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

### 4.2. Description of project-affected parties

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

**Table 3: Description of project-affected parties**

Name of stakeholder	Description	Issues	Significance level
Farmer-entrepreneurs	Large-scale intensive horticultural farmers  Large agribusiness entrepreneurs  Greenhouse entrepreneurs  Large logistics centers	Difficulties in attracting investments, technologies, access to sales markets.	High
Small / peasant farms	Owners of their own land share who received it as a result of land reform They are engaged in small-scale production of various agricultural products for the purpose of marketing in local markets and for their own consumption.	Lack of competitiveness, difficulties in attracting loans, low income.	High
Small and medium enterprises	Small businesses and individual entrepreneurs in the service sector	High interest rates on loans, underdeveloped infrastructure, instability.	High

Population of participating cities and rural municipalities	All population	Unemployment, dissatisfaction with the quality of state and municipal services, accessibility and reliability of public infrastructure	Medium to High
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#### 4.3. Other stakeholders

51. The term “Other stakeholders or interested parties” refers to individuals, groups, or organizations with an interest in a project, which may be related to the location of the project, its characteristics, impacts, or issues of public interest. The list of other stakeholders is described in table 4.

**Table 4. Other Project Stakeholders**

Stakeholder	Level	Description	Area of influence	Interest	Influence
Steering Committee (SC)	National	To ensure coordination and flow of information and timely decision making. This committee will be formed with participation of the Deputy Minister or director level representatives from various relevant line ministries, government agencies and will be chaired at the level of the office of the Chairman of the Cabinet of Ministers	Strategic and programmatic aspects at the highest level	High	High
Ministry of Economy and Commerce (MoEC)	National	The Ministry of Economy and Commerce develops and implements state policy in the field of macroeconomic, antimonopoly, tariff, licensing, investment, foreign economic, fiscal policies, policies in the field of public-private partnerships, state material reserves, economic and regional development.	Project coordination. Ministry is responsible for overall project coordination with ministries and departments. Review of annual work plans and provide relevant technical inputs, especially at the strategic and policy level or on issues related to economic advancement.	High	High
Community Development and Investment Agency (ARIS)	National	ARIS is the organization in charge of the implementation of the project.	Project implementation entity (PIE) responsible for all fiduciary and ESS related functions and all key technical part of the project.	High	High
Ministry of Agriculture (MoA)	National	The Ministry of Agriculture is responsible for the implementation of the	MoA will be responsible for setting the priorities and goals of	High	High

		state policy in the field of agriculture, land, irrigation, and land reclamation infrastructure, and processing industry.	agricultural activities under the Project, as well as for identifying and approving investments under Component 2. MoA will participate in the selection, assessment and monitoring of targeted investment subprojects under Component 2		
Ministry of Finance (MoF)	National	The Ministry of Finance is the state body engaged in elaboration of state policy in the budgetary, and tax.	Provide oversight and control of disbursement project funds to the implementing agency. Monitor compliance of financial reporting of project funds by the implementing agency.	High	High
Department of Regional Development under MoEC	National	Responsible for the social and economic development of the regions of the Kyrgyz Republic	Coordinate the effective implementation of the project	High	High
Ministry of Culture, Information, Sports and Youth Policy	National	Ministry of culture, information and Sports and Youth Policy is responsible for the development of state policy in the area of culture and tourism.	Provide project-specific information on tourism planning and cultural-historical resources of the project areas.	Moderate	Moderate
Ministry of Natural Resources, Environment and Technical Supervision	National	Ministry of Natural Resources, Environment and Technical Supervision is the key institution responsible for the establishment and implementation of environmental policy in Kyrgyz Republic.	It will carry out general control of compliance with environmental and environmental protection measures in the implementation of subprojects	Moderate	High
Batken Oblast Administration	Regional	According to the laws of the country, Oblast Administration (OA) is the second level of government after National Government. Oblast administration provides political guidance on socio-economic development of Batken oblast.	According to the laws of the country, Oblast Administration (OA) is the second level of government after National Government, which makes Oblast Administration an important stakeholder. Oblast administration provides political guidance on socio-economic	High	High



			development of Batken oblast.		
Local government administrations	District	LGA is a state executive body that ensures the coordinated activities of territorial subdivisions of state executive bodies in the relevant territory, their interaction with local authorities and exercises state control over the execution of delegated powers	Actively assist in the implementation of the project Provide office space for hydraulic fracturing Nominate representatives to the Committee for the Selection of Productive Partners and Small Grants	High	High
Local City Councils of Batken, Isfana, Kadamzhai towns	City/districts	The legislative body, representing the residents of the cities of the Kyrgyz Republic, provides political guidelines for the development of cities, approves local budgets and programs of socio-economic development	Monitor the implementation of project activities, public safety and public health by appointing a representative. The representative will foster civic participation and communication with citizens and affected people, hold public meetings, participate in tender evaluation committees, facilitate local participation in the development of proposals, and ensure both horizontal and vertical coordination of cross-sectoral activities. Nominate representatives to the Productive Partnerships and Small Grants Committee	High	High
Productive Partnership Committee	City/districts	The committee will be formed from representatives of the MoEC, MoF, representatives of regional and local authorities and members of civil society, chaired by the Ministry of Agriculture	Responsible for evaluating and approving applications for participation in the targeted investment subprojects program and overseeing the implementation of the targeted investment subprojects program under Component 2	High	High
Small Grants Program Committee	City/districts	The committee will be formed of representatives of the MoF, MoEC, MoA, ARIS, 2 representatives of CSO	Will be responsible for evaluating and approving applications for participation in the Small Grants	High	High

		sector of Batken oblast, the Plenipotentiary Representation of the Government in Batken oblast and at least three representatives of the city level from the region .	Program and overseeing the implementation of the Small Grants Program under Component 3.		
Batken, Isfana and Kadamzhai City Municipalities	City/districts	City administrations - mayor's offices - executive body that ensures the implementation of programs for socio-economic development	Facilitate and monitor the implementation of the project on the municipal level. Lead in stakeholder engagement and consultations on municipal level. Municipal ownership of the project.	High	High
Local contractors	City/districts	Local contractors will carry out construction work in the participating cities.	Renovation and construction of participating cities infrastructure (water supply, wastewater, roads, waste management) and other tourism related facilities.	High	Medium
Branch of the State Institution “Cadastre” under the State Agency on Land Resources	District	State Institution “Cadastre” registers rights to land and other real estate and provides information on rights to the land and other immovable property.	Provide information on rights to the land and other immovable property for project development	Moderate	Moderate
Department of Sanitary and Epidemiological Surveillance under Ministry of Health	National	Department develops state policy on sanitary-hygiene development.	Provide project specific information on sanitation and health safety policies.	Moderate	Moderate
State Inspectorate on Ecological Safety	National	State Inspectorate is in charge for execution of the state environmental and technical safety policy regulations.	Have the overall oversight and responsibility of ensuring compliance to environmental and social regulations by all organizations, persons whose actions and processes have a potential environmental impact.	Moderate	Moderate
Local NGOs / Local Leaders	Local	Good knowledge of local specifics, needs, have the potential and experience in conducting communication activities, mobilization,	Provide support for project activities among various groups of the population, assist in the settlement of	Medium to High	Medium to High

		have experience working with vulnerable groups.	possible conflicts / disputes.		
Association of agribusiness SMEs	National	Provide perspectives from agribusiness on issues and opportunities for tourism development in Kyrgyz Republic.	Provide perspectives from agribusiness on issues and opportunities for tourism development in Batken oblast.	High	Medium

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

#### 4.4. Disadvantaged / Vulnerable Individuals or Groups

53. The term “disadvantaged or vulnerable” (WB ESS) refers to those who are more likely to be affected by the impacts of the project and / or face greater constraints than others in their ability to benefit from the project.

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

**Table 5: Description of disadvantaged and vulnerable groups**

Name of stakeholder	Description	Issues	Significance level
Women including female-headed households	Women farmers. Women engaged in seasonal agriculture. Women after maternity leave. Women with secondary vocational education. Single mothers/Female-headed households.	Women wish to be employed, but either they have no sufficient skills or have nobody to leave their children with, while they are at work. Lack of full time/official jobs in cities and rural areas. Lack of knowledge of rights and available social protection and employment programs.	High
Unemployed Youth	Young people with no skills (school education only). Unemployed young people engaged in seasonal agriculture or construction. Unemployed young people with secondary vocational education. Young people with limited economic opportunities to continue education. Young graduates with no job-relevant skills.	Want to get well-paid job and need training. Permanent job with official employment expected. Lack of employment in rural areas. No skills, insufficient knowledge, the only option to go for labor migration.	High

Individuals with disabilities	Individuals and households with persons with disabilities, with limited education and skills.	There are no soft loans for disabled people. There are no local infrastructures suitable for disabled people.	High
Vulnerable households, including landless households	Urban and rural households below the official extreme poverty / poverty line	Expect to get a job with formal employment and regular income, to get small grants to start and execute a business	High
Ethnic or linguistic minorities	Urban and rural households belonging to a different ethnic or linguistic group than the titular nation.	Access project services: information, training, funding	High

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

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

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

58. It is necessary to identify at the stage of development and implementation of specific subprojects and establish effective partnerships with local community organizations, such as Village Health Committees (VHCs), women's, youth environmental organizations.

59. In Kyrgyzstan, there is no unified annual directory of non-governmental organizations, which would include basic information on the development of the country's non-governmental sector, indicating the names of organizations, contacts, names of the head, areas of main activity, size of organizations, date of registration. Umbrella NGOs like the NGO Support Centers "Interbilim", the Association of NGO Support Centers (ASC) are making attempts to create a complete and generalized database.

60. According to the open data of the Center for Support of NGOs "Interbilim Osh" for 2018, there are 36 NGOs functioning in the Batken region. financial dependence on grants from foreign foundations and international organizations remains a major problem for NGOs.

61. In the non-profit sector, active civil society organizations (CSOs) in Batken oblast are PF "Bilek", PF "Insan Leilek", PA "Aktivist", PA "Daanyshman".

#### 4.5. Impact assessment and risk management

62. The project will contribute to the achievement of the World Bank's dual goals of reducing poverty and promoting shared prosperity. The project will improve infrastructure and livelihoods, diversify economic opportunities, increase cross-border trade and exports, and increase regional and local capacity, thereby contributing to poverty reduction and shared prosperity.

63. Impact assessment and risk management results are summarized in the Table 6 below:

**Table 6. Impact assessment and risk management**

Stakeholders	Positive Impacts	Risks and Negative Impacts	Risk and remarks	Mitigatory Measures
Affected parties	<ul style="list-style-type: none"> <li>- Improved employment opportunities;</li> <li>- Better infrastructure services for the cities inhabitants;</li> <li>- Increased knowledge of business knowledge and practice/ skills of SMEs from the agricultural and other sector;</li> <li>- Increased labor productivity and economic activity of the population engaged in the agricultural and other sectors;</li> <li>- Increased family income;</li> <li>- Creation of additional jobs;</li> <li>- Increased number of taxpayers and social insurance payments;</li> <li>- Developed grievance and redress mechanism for RED-2 beneficiaries.</li> </ul>	<ul style="list-style-type: none"> <li>• Possible exclusion of eligible beneficiaries or vulnerable/disadvantaged groups due to lack of information or capacity to apply.</li> <li>• Land and asset loss</li> <li>• Temporary limitation of access to public spaces, schools, medical organizations due to construction works and temporary termination of water and sewerage services</li> </ul>	<p>The social risk is rated as Moderate.</p>	<ul style="list-style-type: none"> <li>- Public outreach/ awareness campaign program by the ARIS.</li> <li>- Participatory urban designs through a collaborative, community-driven approach including affected parties into urban design activities.</li> <li>- Participatory monitoring of ongoing construction works which will include community representatives.</li> <li>- The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project.</li> <li>- In advance Public information on planned temporary termination of water and sewerage services due to construction works.</li> </ul> <p>Mitigation measures for other risks and impacts</p>
Women	<ul style="list-style-type: none"> <li>- Improved employment opportunities;</li> <li>- Increased family income;</li> <li>- Increased knowledge of business knowledge and practice/ skills of agriculture and other sectors;</li> <li>- Developed grievance and redress mechanism for RED -2 beneficiaries.</li> <li>- Better infrastructure services for the local inhabitants;</li> </ul>	<ul style="list-style-type: none"> <li>• Land and asset loss;</li> <li>• SEA/SH risk;</li> <li>• Temporary limitation of access to public spaces, schools, medical organizations due to construction works and temporary termination of electricity, water and sewerage services.</li> <li>• Exclusion risks.</li> </ul>	<p>The social risk is rated as Moderate.</p>	<ul style="list-style-type: none"> <li>- Public outreach/ awareness campaign program by the ARIS.</li> <li>- Participatory urban designs through a collaborative, community-driven approach including women into urban design activities.</li> <li>- Participatory monitoring of ongoing construction works which will include community representatives.</li> <li>- The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project.</li> </ul>

				- In advance Public information on planned temporary termination of water and sewerage services due to construction works.
Youth	<ul style="list-style-type: none"> <li>- More employment opportunities for youth;</li> <li>- Increased business knowledge and practice/ skills in agricultural and other sectors;</li> <li>- Increased labor productivity and economic activity of the population engaged in the agricultural and other sectors.</li> </ul>	<ul style="list-style-type: none"> <li>• Land and asset loss;</li> <li>• Labor risks related to forced labor and associated with contracted workers at subproject level.</li> <li>• Labor risk associated with an influx of temporary workers.</li> <li>• Exclusion risks.</li> </ul>	The social risk is rated as Moderate.	<ul style="list-style-type: none"> <li>- Public outreach/ awareness campaign program by the ARIS.</li> <li>- Participatory urban designs through a collaborative, community-driven approach including youth into urban design activities.</li> <li>- The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project.</li> <li>- Implementation of LMP will reduce the risks of labor violations;</li> </ul>
Farmers	<ul style="list-style-type: none"> <li>- Improved employment opportunities;</li> <li>- Increased knowledge of business knowledge and practice/ skills of agricultural sector;</li> <li>- Increased labor productivity and economic activity of the population engaged in the agricultural sector;</li> <li>- Increased family income;</li> <li>- Creation of additional jobs;</li> <li>- Increased number of taxpayers and social insurance payments;</li> <li>- Developed grievance and redress mechanism for RED -2 beneficiaries.</li> </ul>	<ul style="list-style-type: none"> <li>• Land and asset loss;</li> <li>• Labor risks related to forced labor and associated with contracted workers at subproject level.</li> <li>• Labor risk associated with an influx of temporary workers.</li> <li>• Exclusion risks.</li> </ul>	The social risk is rated as Moderate.	<ul style="list-style-type: none"> <li>- Public outreach/ awareness campaign program by the ARIS.</li> <li>- The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns of the local population about the project.</li> <li>- Implementation of LMP will reduce the risks of labor violations;</li> </ul>
Entrepreneurs (SMEs)	<ul style="list-style-type: none"> <li>- Improved employment opportunities;</li> <li>- Increased business knowledge and practice/ skills of SMEs from the agricultural and other sectors;</li> <li>- Increased labor productivity and economic activity of the population engaged in the agricultural and other sectors;</li> <li>- Increased family income;</li> <li>- Creation of additional jobs;</li> </ul>	<ul style="list-style-type: none"> <li>• Land and asset loss;</li> <li>• Labor risks related to forced labor and associated with contracted workers at subproject level.</li> </ul>	The social risk is rated as Moderate.	<ul style="list-style-type: none"> <li>- Public outreach/ awareness campaign program by the ARIS.</li> <li>- The project will also employ a Beneficiaries Feedback Mechanism (BFM) that will be involved in addressing any complaints or concerns</li> </ul>

	<ul style="list-style-type: none"> <li>- Increased number of taxpayers and social insurance payments;</li> <li>- Developed grievance and redress mechanism for RED -2 beneficiaries.</li> </ul>	<ul style="list-style-type: none"> <li>• Labor risk associated with an influx of temporary workers.</li> <li>• Temporary limitation of access to their premises, and public organizations due to construction works and temporary termination of electricity, water and sewerage services.</li> <li>• Exclusion risks.</li> </ul>		<p>of the local population about the project.</p> <ul style="list-style-type: none"> <li>- Implementation of LMP will reduce the risks of labor violations;</li> <li>- In advance Public information on planned temporary termination of water and sewerage services due to construction works.</li> </ul>
Disadvantaged / Vulnerable Individuals or Groups.	- Improved infrastructure for the disabled inhabitants of the cities.	Possible exclusion of these requirements due to lack of information or capacity to apply.	The social risk is rated as Moderate.	<ul style="list-style-type: none"> <li>- Public outreach/ awareness campaign program by the ARIS.</li> <li>-Urban infrastructure design consultations with the inclusion of this sub-group beneficiaries.</li> </ul>
Disabled people	- Improved infrastructure for the disabled inhabitants of the cities.	<ul style="list-style-type: none"> <li>• Temporary limitation of access to their premises, and public organizations due to construction works and temporary termination of electricity, water and sewerage services.</li> <li>• Exclusion risks.</li> </ul>	The social risk is rated as Moderate.	<ul style="list-style-type: none"> <li>- Public outreach/ awareness campaign program by the ARIS.</li> <li>- In advance Public information on planned temporary termination of water and sewerage services due to construction works.</li> <li>- Urban infrastructure design consultations with the inclusion of this sub-group beneficiaries.</li> </ul>
Elderly people	- Improved infrastructure	<ul style="list-style-type: none"> <li>• Temporary limitation of access to their premises, and public organizations due to construction works and temporary termination of electricity, water and sewerage services.</li> <li>• Exclusion risks.</li> </ul>	The social risk is rated as Moderate.	<ul style="list-style-type: none"> <li>- Public outreach/ awareness campaign program by the ARIS.</li> <li>- In advance Public information on planned temporary termination of water and sewerage services due to construction works.</li> <li>- Urban infrastructure design consultations with the inclusion of this sub-group beneficiaries.</li> </ul>



## 5. STAKEHOLDER ENGAGEMENT PROGRAM

### 5.1. Planned stakeholders engagement activities

64. During preparation, the Project activities have been identified through a participatory process engaging local, regional and national level stakeholders. ARIS and local municipalities engaged relevant stakeholders (including women and youth, the public and private sector and representatives from local communities) to prepare a long list of proposed investments and key preparatory documents have been presented at public consultations, and citizens' inputs have been incorporated in the Project design.

65. During implementation, the Project will continue to pro-actively involve all stakeholders across project activities and ensure their engagement in the project implementation. Under the Project's first component, the preparation of the design packages will remain participatory and will be finalized only based on in-depth stakeholder engagement. The project's second component investments in productive partnerships will be demand driven and involve extensive awareness raising. The Project will utilize the following mechanisms: (i) participatory urban designs through place-making, which is a collaborative, community-driven approach including citizens and the local community into urban design activities, (ii) participatory monitoring of ongoing construction works, which will include community representatives to evaluate the implementation of the investments, (iii) periodic "Open Door" days, organized like consultative workshops inviting local citizens and SMEs interested in implementing grant activities and providing guidance and information on the small grants program (tailored to applicant needs). These events will aim to also involve vulnerable local citizens and ensure that dialogues are established to assess needs and gaps and further improve grant programs, and (iii) a dedicated and already institutionalized Grievance Redress and Beneficiary Feedback Mechanism for the targeted investments subprojects and small grant program, which will be actively promoted in the Project. This mechanism will ensure that various avenues of contact and information are utilized (including telephone and widely used web apps such as Facebook, WhatsApp, and Viber). Information with contact phone numbers, the ARIS web site, and a QR code will be displayed at the respective city halls and at all construction sites. For the small grants program, information for interested applicants will be offered through the announcements (posters) in public places and at easy to access information boards.

**Table 7. Planned stakeholders engagement activities**

Subgroup	With whom	Channels of Engagement	Venue	Frequency	Engagement methods	Purpose
World Bank (WB)	ARIS, MoE, MoF	E-mails, implementation support and supervision missions, prior review of bids, mid-term and final review.	Virtual, site visits to the target districts, VCs.	Quarterly reports, biannual missions, regular monitoring visits.	Aide Memories, Monitoring reports.	To keep informed about the project implementation progress, challenges faced and seek approvals for the project transactions and procurements.
Steering Committee (SC)	MoEC, ARIS	Official communications	Cabinet of Ministers office, MoEC, virtual meetings	As needed	Protocols, recommendations	Ensure coordination, information exchange and timely decision making
Ministry of Economy and Commerce	ARIS, MoF	Official internal and External communications.	MoEC, Cabinet of Ministers office, official meetings.	Regularly.	Monitoring, progress reports, face-to-face meetings, virtual and offline.	Sharing of information, reviews, clearance and seeking support.
Ministry of Finance	MoEC, ARIS	Official internal and External communications, Written requests via official letters and emails.	Visits, official meetings.	Regularly	Project progress, budget, and financing. Official requests and letters.	Sharing of information, reviews, clearance and seeking support, to keep informed the Financial Guarantee of the GoK.
ARIS (Central office)	All other stakeholders ARIS regional office Project affected parties, including vulnerable groups	Operational meetings, trainings BFM / GRM Information platform Social networks.	ARIS offices Virtually	Quarterly, as needed Regularly, According to the implementation schedule	All reporting and documentation required by the project Information meetings Public consultation, Educational activities Project information products	Effectively implement project components Increase interaction with the PAPs, disclosure of information on the environmental and social aspects of the project, get feedback
ARIS (Regional office)	Regional and district government structures Municipalities Project affected	Personal meetings Consultations Reception days Periodic "Open Door" days, organized like	ARIS regional offices Municipal buildings	Regularly According to the implementation schedule	Information meetings Public consultation, Educational activities Project information products	Increase interaction with the PAPs, disclosure of information on the environmental and social

	parties, including vulnerable groups.	consultative workshops and providing guidance and information				aspects of the project, get feedback
Productive Partnership Committee (PPC)	Parties affected by the project	Committee meetings Meetings	ARIS regional offices	According to the schedule of preparation and implementation of subprojects	ARIS website ARIS Information Platform Social media, mass media	Disclosure of information on the program of targeted investment projects
Small Grants Committee (SGC)	Parties affected by the project	Committee meetings Meetings	ARIS regional offices	According to the schedule of preparation and implementation of subprojects	ARIS website ARIS Information Platform Social media, mass media	Disclosure of information on the program of small grants
Project affected parties	ARIS, PPC, SGC	Public consultations GM Virtual, personal meetings with the project staff, focal points	Project sites Municipal buildings ARIS offices	Regularly	Requests/grievances Proposals/Suggestions Quarterly reports by beneficiaries of the project grants	Participation in the project implementation, including the subprojects design, site-specific E&S assessments and E&S impacts mitigation measures.

## 5.2. Project implementation arrangements

66. The project's implementation arrangements are as follows:

- (a) To ensure coordination and flow of information and timely decision making on strategic and programmatic aspects at the highest level, the Project will build on the current structure of RED-1 and will be overseen by a **Steering Committee (SC)**, formed with participation of the Deputy Minister or director level representatives from various relevant line ministries and government agencies (eg. Prime Minister's Office, President's Office, the Ministry of Finance (MoF), Ministry of Economy and Commerce (MoEC), Ministry of Agriculture (MoA), State Agency for Architecture, Construction and Communal Services, and the Plenipotentiary Representative of the Government in the Batken region). This committee will be chaired at the level of Prime Minister's Office.
- (b) **MoEC** will be the **Project Coordination Ministry** responsible for overall project coordination. MoF will also coordinate effective implementation of the Project through its Regional Development Policy Department, with the Deputy Minister having the overall responsibility for facilitating smooth and high-quality project implementation. As such, MoEC's responsibilities will include reviewing annual work plans (prepared by PIE), providing relevant technical inputs, especially those at a strategic and policy level or on issues related to economic promotion.
- (c) **MoA** will be responsible for setting priorities and objectives for the agricultural activities under the Project, and for identification and endorsement of investments under Component 2. MoA will participate in the selection, evaluation and monitoring of investments under Component 2.
- (d) **ARIS** will be the **PIE** responsible for all fiduciary (eg. procurement, financial management, preparation of annual reports, budgets etc.) and environmental and social (eg. assessments, document preparation and carry out supervision, monitoring and compliance) functions for RED-2. ARIS will also be responsible for key technical aspects of the Project (eg. preparation of technical assessments and ESF documents, design and tender documents, organization of evaluation, consultations). ARIS will have a core team based in Bishkek, consisting of key technical personnel (procurement, environmental and social specialists, disbursement, engineers, architects, etc) required for the Project implementation. With their technical and ESF staff in Batken, ARIS will closely coordinate with the regional and local governments and ensure smooth implementation of the Project in light of technical, environmental social aspects.
- (e) MoA and ARIS will sign the Cooperation Agreement in form and substance satisfactory to the Bank.
- (f) **The Regional and Local Governments** in Batken Region will actively participate in project implementation. Representatives of ARIS, located in their regional offices, will ensure effective coordination with regional and local governments for project specific activities. *Inter alia*, the local municipalities will be in charge of monitoring implementation of the Project activities, public safety and public health by appointing a representative. The representative will facilitate civic engagement and communication with the citizens and project affected people, conduct community meetings, participate in tender evaluation committees, facilitate local inputs to proposals and ensure both horizontal and vertical coordination for cross-sector activities. Finally, the representatives of the local and regional governments will be presented in the Productive Partnerships Selection and Small Grants Selection Committees, established under the Project. In addition, the Regional Government will provide an office space in Batken to promote good coordination with and implementation of the Project by the PIE staff.
- (g) **The Productive Partnerships Selection Committee**, under Component 2, will be established and chaired by MoA. The committee will comprise representatives of MoEC, MoF, representatives of regional and local governments and members of the civil society, as further detailed in the Productive Partnerships Manual. The Committee for Productive Partnerships

shall be responsible for evaluating and approving the applications for the Targeted Investments Subprojects program and overseeing the implementation of the Targeted Investment Subprojects program under Component 2. The adoption of the manual by MoA, and ARIS will be a disbursement condition for Component 2.

- (h) Similarly, **the Small Grants Program Committee**, established under Component 3 through a MoEC decree will be responsible for evaluating and approving the applications for the Small Grants Program and overseeing the implementation of the Small Grants Program. It will comprise members from MoF, MoEC, MoA, ARIS, two members of the CSO sector from the Batken region, the Batken Governor's Office, and at least three city-level representatives from the region. The Committee's mandate, roles and responsibilities, as well as the grants screening, selection, awarding, reporting and all other details will be described in the Small Grants Handbook, acceptable to the Bank, developed by ARIS. The adoption of the handbook by ARIS will be a disbursement condition for Component 3.

### 5.3. Roles and responsibilities on stakeholder engagement

67. A core Stakeholder Engagement Team comprised of ARIS staff (Coordinator, Environmental and Social, Monitoring and Evaluation specialists) and the Public Relations Department will take responsibility for and lead all aspects of the stakeholder engagement. However, to implement the various activities envisaged in the SEP, the Engagement Team will need to closely coordinate with other key stakeholders – other national and local government departments/agencies, the contractor along with sub-contractors, affected municipalities, and PAPs. The roles and responsibilities of these actors/stakeholders are described in the Table 8 below.

**Table 8. Responsibilities of key actors/stakeholders in SEP Implementation**

Actor	Responsibilities
ARIS	<ul style="list-style-type: none"> <li>• Planning and implementation of the SEP;</li> <li>• Leading stakeholder engagement activities;</li> <li>• Management and resolution of grievances;</li> <li>• Coordination/supervision of contractors on ESCP and SEP activities;</li> <li>• Monitoring of and reporting on social performance to Government and the World Bank.</li> </ul>
Contractors/sub-contractors	<ul style="list-style-type: none"> <li>• Inform ARIS of any issues related to their engagement with stakeholders;</li> <li>• Transmit and resolve complaints caused by the construction activities in close collaboration with and as directed by ARIS;</li> <li>• Prepare, disclose and implement various plans (e.g. ESMP, Labor Management Plan, etc.);</li> <li>• Inform local communities of any environmental monitoring e.g. noise, vibration, water quality monitoring;</li> <li>• Announce important construction activities.</li> </ul>
Other stakeholders	<ul style="list-style-type: none"> <li>• Interact with ARIS in the development of the project;</li> <li>• Raise questions to help the project be inclusive.</li> </ul>
Affected municipalities and local communities.	<ul style="list-style-type: none"> <li>• Transfer all complaints to the ARIS GM Focal Point;</li> <li>• Make available the disclosed ESA documents;</li> </ul>
Project affected people	<ul style="list-style-type: none"> <li>• Invited to engage and ask questions about the Project at Project Meetings and through discussions with ARIS M&amp;S Team where it is of interest or of relevance to them;</li> <li>• Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP (Section on Grievance Mechanism);</li> <li>• Help the Project to define mitigation measures.</li> </ul>

#### 5.4. Stakeholder Engagement Methods

68. Public/community meetings. At the start of the project, ARIS will organize project launch meetings in each of the municipalities and regional center. ARIS E&S Team will help organize community meetings sessions in the municipalities on a quarterly basis throughout the project's lifecycle.

69. Mass/social media communication. ARIS Public Relations Department will be engaged on the project in order to post information on the dedicated project and ARIS Facebook page and to communicate with the local population via social media campaigns throughout the project's lifecycle. An online information platform on the ARIS official website, where there is information about the BFM / GM, where beneficiaries and other stakeholders of the project can leave their appeals and complaints. (Link <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/post/25458>.)

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

71. Trainings and workshops. Training sessions on a variety of environmental and social issues will be provided to the stakeholders, including environmental and social management systems (ESMS), development and implementation, sensitization to inclusion/exclusion, labor issues, SEA/SH risks, SEP and GM reporting. Periodic "Open Door" days will be organized like consultative workshops inviting local citizens and SMEs interested in implementing grant activities and providing guidance and information on the small grants program.

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

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

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

#### 5.5. A strategy to incorporate the view of vulnerable groups

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

## 5.6. Information disclosure

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

77. An online information platform on the ARIS official website, where there is information about the BFM / GM, where beneficiaries and other stakeholders of the project can leave their appeals and complaints. (Link <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/post/25458>).

78. The ARIS online information platform, created during the spread and fight against the coronavirus epidemic in the Kyrgyz Republic, plays an important role in receiving feedback from beneficiaries and other stakeholders of the project. This platform will help to obtain information or leave feedback to the BFM on the progress of construction of project facilities, on environmental and social issues and the results of research and surveys conducted by the project, which contributes to the objectives of the project, responding to the needs of the beneficiaries.

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

## 5.7. Estimated Budget

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

**Table 9: Stakeholder Engagement Plan - Estimated Budget (5 Years)**

Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/ Years	Total Cost (USD)	Remarks
ARIS Public relations specialist	1	700	5	42,000	
Travel expenses for staff (cost per year)		5000	5	25,000	
Information desk (one in each municipality)	3	200	5	3,000	
Project launch meetings (in 3 municipalities)	3	2500	1	7,500	Space rent, catering, printed materials
Batken, Isfana and Kadamzhai communities' meetings (in 3 municipalities, quarterly)	12	100	5	6,000	
Batken oblast Districts Meetings (in 1 oblast center, quarterly)	1	200	5	10,000	



Communication materials (pamphlets, posters, PR kits-including design)				20,000	10 different topics – GBV (including SEA/SH), ESMF, community health/safety, environment, land acquisition, contractor damages, etc.
Project tours for media	12	1,000	2	24,000	
GBV training for relevant ARIS and contractor/consultant staff	2	500	2	2,000	
Citizen/PAP perception surveys		2,500	2	5,000	
Social Assessment of tourism and agriculture components	1	10,000	2	20,000	
Contingency (10%)				16,250	
<b>Sub-total</b>				180,950	
<b>Grievance Redress Activities</b>					
Communications materials (GM pamphlets)	5000	0.5	2	5,000	
Suggestion boxes (in each municipality)	3	50	1	150	
Internal GM Training for ARIS and contractor staff	1	500	5	2,500	
Contingency (10%)				771	
<b>Sub-total</b>				8,415	
<b>Total</b>				<b>189,365</b>	

## 6. GRIEVANCE REDRESS PROCESS

### 6.1. Beneficiary feedback and grievance redress

81. ARIS has introduced an institutional Beneficiary Feedback Mechanism (BFM) which includes an expanded Grievance Mechanism (GM) that includes all project activities. The systems and requirements (including staffing) for the grievance redress chain of action – from uptake, sorting and processing, and acknowledgement and follow-up, to verification and action, monitoring and evaluation, and finally feedback – are embodied in this BFM. To encourage proactive beneficiary engagement, the BFM will be communicated at project orientation and on city and district center notice boards, to direct and indirect project beneficiaries. As a part of the improved system, ARIS will conduct annual outreach and ensure that staff are fully trained, and that information is available in target communities.

82. As RED-1, RED-2 will utilize this BFM system to allow project beneficiaries and citizens of the Kyrgyz Republic to provide feedback on the project and to ensure that all project-related information is disseminated and complaints and responses are disaggregated and reported.

83. Pursuant to the Law of the Kyrgyz Republic "On the Procedure for Citizens' Appeals" and the internal regulations for the work of ARIS with appeals, citizens / beneficiaries can send any appeals on issues related to the implementation of ARIS projects at all stages of implementation, including involuntary resettlement in accordance with the laws and regulations of the Kyrgyz Republic as well as the WB ESS 5.

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

<p>1. Hotline: +996(550)70-05-22, (calls are received around the clock, the conversation will be recorded);</p> <p>2. WhatsApp: +996(770)70-05-22, (instant messaging system for mobile devices with voice and video support);</p> <p>3. Social networks (Facebook – “MOC APHC”);</p> <p>4. Web-site address: <a href="http://www.aris.kg">www.aris.kg</a>.</p> <p>5. Verbal or written grievance received during the on-site working meetings;</p> <p>6. Incoming correspondence via courier to ARIS reception;</p> <p>7. Incoming correspondence by e-mail: <a href="mailto:bfm@aris.kg">bfm@aris.kg</a></p> <p>8. CO ARIS tel.: +996 (312) 301805 (reception)</p> <p>9. CO ARIS address: 102 Bokonbayeva St., Bishkek, Kyrgyz Republic</p>	<p>1. Grievances are recorded in the BFM logbook under incoming correspondence and are considered if the following information is present:</p> <ul style="list-style-type: none"> <li>• Full name;</li> <li>• Address of registration and residence or telephone number;</li> <li>• Content of the grievance;</li> <li>• Other reference information.</li> </ul> <p>If a grievance lacks any of the above data, it is recorded in the logbook under incoming correspondence of the BFM and the results of the grievance will be published in the media at the local level, on ARIS website or made public at the session of the Village and City Keneshs (Councils).</p> <p>2. Grievances are entered into the BFM configuration in the IC system for analysis and monitoring.</p> <p>3. Grievances may be submitted anonymously. Confidentiality shall be insured in all cases.</p>
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85. In addition, an online information platform is available on the ARIS official website where beneficiaries and other stakeholders of the project can leave their appeals and complaints. (<https://kyrgyz-demo-republic-village-covid-19.yrpri.org/post/25458> ).

86. Steps for processing and providing feedback responses:

Step 1. Registration of the appeal.

Step 2. Classification of categories / Allocation by categories of BFM / Allocation by environmental and social measures.

Step 3. Action / Response.

Step 4. Notification.

Step 5. Control of execution.

Step 6. Appeal. In case the affected person is not satisfied with the decision resulting from the consideration of grievance, he / she has the right to appeal. The appeal is considered by a special ARIS Committee which will be formed by the ARIS Executive Director. After review of the appeal, if the applicant is unsatisfied with the solution, he/she has the right to appeal the decision in a judicial

procedure. The mechanism is not impeding access to the judicial or administrative remedies in Kyrgyz Republic, the affected person can communicate his/her concern to the court at any stage of grievance redress.

87. General information on reported grievances (reference number, type of a grievance), their status and evolving problems will be included in regular project reports submitted.

## 6.2. Handling sensitive grievances

88. 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. The BFM / GM will ensure the access and confidentiality of the complaint mechanism, and will allow the complainant not to fear retaliation. These complaints will be investigated without undue delay, and all perpetrators will be held accountable. SEA/SH issues require some additional measures:

- Gender sensitivity will be sought in the employment of Social specialists who will work in ARIS and in the region.
- Social specialists will be informed about SEA/SH issues.
- In addition to the socio-cultural characteristics and non-violent communication ways in the training of workers, SEA/SH will also be on the agenda. Worker training will include the following information on SEA/SH:
  - Definition of violence against women in national and international documents,
  - Types of violence (physical, sexual, economic, emotional),
  - Legal sanctions.
- The grievance mechanism will be accessible and ensure confidentiality of personal information.
- Information activities will be carried out to inform women about the mechanism. The following types of information are presented in these studies:
  - Women's rights
  - Self-protection in cases of violence and sexual abuse
  - Emergency phone numbers
  - Contact information of the institutions and organizations they can apply to
  - Grievance mechanism and privacy policy
- The confidentiality principle of the grievance mechanism will be repeated in all information materials.

89. The project will utilize additional mitigation measures proportional to risk. The contractor will be responsible for developing the workforce management procedure, health, and safety plans as well as SEA/SH protocols which will apply to their own and subcontractor employees who work on the Project. These procedures and plans will be submitted to ARIS for review and approval before the contractors are allowed to mobilize to the field of construction. All contractors will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against SEA/SH, and ARIS 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. Specially, confidentiality of sensitive issues and complaints related to SEA/SH raised by communities will be followed.

### 6.3. World Bank Grievance Redress System

90. Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaints directly to the Bank through the Bank's Grievance Redress Service (GRS) (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English or any other language, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank GRS through the following channels:

- By email: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- Through the World Bank Kyrgyz Republic Country Office in Bishkek: 210 Moskovskaya Street, Bishkek, Kyrgyz Republic, [bishkek@worldbank.org](mailto:bishkek@worldbank.org), Tel. +996 312 625262

91. The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s, and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

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

## 7. MONITORING AND REPORTING

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

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

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

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

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

### 7.1. Review of engagement activities in the field

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

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

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

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

### 7.2. Reporting Stakeholder Engagement activities

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

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

- Materials disseminated: types, frequency, and location;
- Place and time of formal engagement events and level of participation including specific stakeholder groups (e.g. women, youth, community leaders);
- Number of people attending public or formal meetings;
- Number of comments received on specific issues, type of stakeholder and details of feedback provided;
- Numbers and type of stakeholders who meet the Project team by mail, telephone and any other means of communication;

- Meeting minutes, attendance registers and photographic evidence; Comments received by government authorities, community leaders and other parties and passed to the Project;
- Numbers and types of feedback and / or grievances and the nature and timing of their resolution; and the extent to which feedback and comments have been addressed and have led to corrective actions being implemented.

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

#### 7.3. Quarterly and annual reports by ARIS

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

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

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

## Annex 1. Public Consultations Minutes

### Social and environmental risk management under the Regional Economic Development Project in Batken Oblast

**Venue:** Batken city, conference hall of the administration of the Plenipotentiary Representation of the Government in Batken oblast.

**Date:** November 18, 2021, 02:00 p.m.-4:00 p.m.

Public hearings were held in order to comply with the requirements of the environmental and social standards of the World Bank and the national legislation of the Kyrgyz Republic and inform the population of the Batken oblast about the main goals of the Second Regional Economic Development Project in the Batken oblast (RED2), its possible negative impact on the environment and social environment and the current WB environmental and social standards aimed at mitigating and addressing these impacts.

RED2 is funded by the World Bank and will support the Government of the Kyrgyz Republic to enhance regional economic development through targeted interventions in Batken oblast. Project activities will include a specialized package of investments / activities aimed at: (i) increasing the region's unique economic potential and removing mandatory constraints, while maintaining (ii) improving living standards; and (iii) strengthening institutional and private sector capacity in targeted sectors.

The total project budget will amount to \$ 50 million and consists of the following components:

Component 1: **Supporting municipal infrastructure and basic public services;**

Component 2: **Strengthening Agri-Food Clusters;**

Component 3: **Promoting local economic development through the Small Grants Program;**

Component 4: **Contingent Emergency Response Component (CERC);**

Component 5: **Operational Support .**

**Agenda:** Discussion of the Social and Environmental Risk Management Framework Document of the Regional Economic Development Project in Batken Oblast.

The public hearings were attended by:

Chairman - Zh.M. Isakov - Deputy Plenipotentiary Representative of the President of the Kyrgyz Republic in Batken region

ARIS consultants: Chonoev U.K, Kydralieva N.N.

Participants: Representatives of urban and rural municipalities, quarter villages of Batken oblast, as well as representatives of territorial bodies of the Ministry of Natural Resources, the Ministry of Culture, the Ministry of Agriculture, architecture, NGOs, an international organization and the media.

A total of 84 people took part. (The list is attached)

#### **LISTENED:**

1. Isakov Zh.M.



He provided information on the planned activities within the framework of the Economic Development Project of Batken Region, on the goals of holding public hearings with the participation of representatives of all municipalities of the region, as well as representatives of the public, so that you can ask questions, and also submit your suggestions and comments on the planned activities. He also informed about the progress of work within the framework of the PDER-2 with the participation of the mayors of the three cities of Isfana, Kadamjay, Batken with representatives of the World Bank to assess, discuss the problems of the region, prepare a long list of social facilities for inclusion and implementation within the framework of the project.

1. Chonoev U.K. - familiarized the participants with the history of the project, goals and Components, including information on the budget, approaches, implementation mechanisms. Provides information on the current social and environmental standards of the World Bank. Further, it was stated in detail what risks / impacts are planned during the implementation of subprojects within the framework of each component of the project and how it is supposed to manage these negative impacts on the environment.

2. Kydyralieva N.N. I drew the attention of the participants that the World Bank pays great attention to ensuring that environmental and social standards are strictly observed in countries implementing projects financed by the World Bank. It further elaborated on social risks such as impacts on forced land acquisition, restricted access and involuntary resettlement, as well as the health and safety of workers and local communities during the construction period, gender-based violence, forced labor, child labor, and disclosure and accessibility of information for vulnerable groups: women, people with disabilities, ethnic minorities, poor households.

3. Then the participants moved on to discussions:

Question. Isakov Zh.M.: I know that a similar project is currently being implemented in the Osh region. What is the main lesson ARIS learned so that we avoid such mistakes in implementation?

Answer. Chonoev U.K.: it is still difficult to say, since the work on the implementation of the components has not yet begun on PRER-1. To date, documentation is being developed for PRER-1, that is, terms of reference for the selection of consultants, companies for concept development, feasibility studies, design estimates, etc.

Question. Orozov Akylbek 1st Vice Mayor: Component 2 - who will issue loans and at what% rate? Offer to reduce% below the existing bank rates of Aiyl Bank.

Answer. Chonoev U.K.: For component 2, in order to receive assistance in the form of a loan, it is necessary to create a group for a specific cluster (for example, a value chain to increase and expand rice production). This group prepares a business plan in accordance with the requirements of the project. Lending will be carried out through the State Agency for the Management of Budget Credits. Interest rate to be clarified.

Question. Madaminov Avazbek: Children's rehabilitation center "Nur" - our center has a land plot that was given to us by the Batken City Hall, but there is no money to build a building. The existing building is outdated and in need of renovation. Are we eligible to apply?

Answer. Chonoev U.K.: yes, if this center belongs to the municipality. But the municipality itself must decide and determine the list of objects and their priorities.

Question. Madumarov Bekbolot is a farmer / entrepreneur: as everyone knows, farmers do not have sufficient collateral to receive loans, for example, from the Kyrgyz-Russian Development Fund. How will this issue be resolved in the project?

Answer. Chonoev U.K.: as it was said above, according to component 2, in order to receive a loan, it is necessary to create a group for a cluster; individual farmers will not be given a loan. Loans are issued specifically to help create a "value chain", that is, to create a stable market from the production of goods to the receipt by the end consumer. The procedure and mechanisms of lending will be determined by separate guidelines.

Question Mamatisaev Mansurbek - 1st vice-mayor. Under Component 1, funds are allocated in the amount of \$ 24 million. How will the funds be distributed between the cities of the region? Proportionally or otherwise?

Answer. Chonoev U.K.: I think that everything depends on the priority of the selected objects, which should be determined by the municipalities.

Question: Tazhibaev Asylbek - representative of the Kadamzhai city library: can we apply for the construction of the library. Funding is provided from the republican budget.

Answer: yes, you can.

Question: A participant from Kadamjai (did not introduce himself): from what funds will the design of design estimates for infrastructure projects be paid? Because city halls often spend a lot of money on the preparation of design estimates, and the project does not work.

Answer. Chonoev U.K.: Design and estimate documentation, as well as, if necessary, a feasibility study will be developed from the project funds. But if earlier design estimates were developed, you can use them, but after adapting them to the current legislation and analyzing the market value of materials and services.

Question-proposal: BOOST, project manager in Batken region, Firuiza: Our organization works in the Fergana Valley in all three regions of the Kyrgyz Republic and in three regions of Uzbekistan. We have gained experience and have developed training modules and trainers. How can we cooperate?

Answer. Chonoev U.K.: We will take into account your suggestions. Training will be provided in the preparation of business plans for small grants and for productive partnerships in accordance with the relevant Guidelines.

### **Offers:**

Participant (did not introduce himself): it was said that component 4 will start acting in the event of an emergency, but we propose to consider, within the framework of the project, the construction of mudflow protection dams and diversion channels to prevent and protect territories from flooding.

Rakhmatullaeva Kayyrgul: I propose not to dissipate funds on small infrastructure projects, but to invest in the construction of a factory or plant in order to create more jobs in order to reduce migration and poverty of the population.

### **End of the public discussion.**

Isakov Zh.M. thanked the participants for their active participation, and expressed the hope that the project will come into force soon and contribute to regional economic development by improving agricultural production and the quality of municipal services. He noted that during the implementation of the project, all municipalities, as well as the parties involved, must comply with the social and environmental standards of the World Bank and national legislation regulating issues of environmental protection, sanitation and public health.

**Secretary of the meeting: Kydyralieva N.N.**

## **List of participants in public hearings**

№ n/n	Ф.И.О. участника	Подпись
1	Журиманов Ж.Д	
2	Акимбеков З.И.	
3	Трехбаев Т.А	
4	Байжолд Д.	
5	Мисиралиев А.А	
6	Наврузов К.Б.	
7	Козубаев Т.М.	
8	Трехбаев С.	
9	Бажалиев Р	
10	Алибеков А.	
11	Джумабаева Ж.О	
12	Султанов Р	
13	Ахмедов А.	
14	Мусаев А.	
15	Орозов А.Б	
16	Мамедов	
17	Маиров А.	
18	Балиев С	
19	Мамасалиев А.	
20	Мамедов Р.А	
21	Тунгучев К.Б	
22	Саяидов Р.З	
23	Бактабаева С.М.	
24	Наврузов У.	
25	Бондобов А	
26	Асанов А	
27	Тайганов Б.А.	
28	Курманбаев Б.А.	
29	Мамедов А	
30	Салиев К.Т.	
31	Мамедов А.С	



№ п/п	Ф.И.О. участника	Подпись
1	Алибаев Асан	
2	Абдильманов Зейнулло	
3	Мурзаев Абдураман	
4	Магомедов Бекболот	
5	Зулбибеков Айбек	
6	Раисов Санзодир	
7	Гатауров Шайлодбек	
8	Ахмеджанов Нормомин Муратов	
9	Айтминова Гулнора	
10	Акарботоева Айнура	
11	Сенгизаев Абдурак	
12	Саматов Абдулло. Ак-Сат А/О	
13	Султонов Давуд Рай. ой. кун. ур.	
14	Фудинеева Гирайлар, проект РРНИР 07НУ18151	
15	Самиджанов Фабрика проект least 07НУ18151	
16	Мамитовна Айнона Батманов 0705555514	
17	Жемишев Рахматолла Газета "Дружес"	
18	Матимовна Бурзоро М. п. и. и. и. и.	
19	Досаев З. Совет а/о м. и. и. и. и.	
20	Жураев Азамат Совет а/о ВУС	
21	Садовков А. АРДС. ЭПРО	
22	Молунов Руслан Маруи а/о	
23	Тимурбеков И. И. И.	
24	Кариматилева Г. Кат. А. Д. И.	
25	Экономист Дам. м. Бердиев Д. И.	
26	Бердиев Идрис Д. Саидов. Век. и. и. и. и.	
27	Уч-Коргон айыл окмоту - Мурзаев И. И.	

## Annex 2. Example Grievance Form

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