



**THE KYRGYZ REPUBLIC
COMMUNITY DEVELOPMENT AND INVESTMENT AGENCY**

**STAKEHOLDER ENGAGEMENT PLAN
(SEP)**

**THIRD VILLAGE INVESTMENT PROJECT (COVID-19 RESPONSE)
ADDITIONAL FINANCING**

**Bishkek
March-2021 y.**

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Abbreviations

AA	Ayil aimak is an administrative and territorial division, a municipality consisting of one or more rural settlements and surrounding area.
AF	Additional Financing
AO	Ayil okmotu (sub-district administration)
ARIS	Community Development and Investment Agency
BFM	Beneficiary Feedback Mechanism
CDSO	Community Development Support Officer
CERC	Contingent Emergency Response Component
CVIA	Community Village Investment Association
DGKR	Decree of the Government of the Kyrgyz Republic
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	World Bank Environmental and Social Standards
FAP	First-Aid Point
GoKR	Government of the Kyrgyz Republic
GRM	Grievance Redress Mechanism
GRS	Grievance Redress System (WB)
IDA	International Development Association
km	Kilometer
KR	Kyrgyz Republic
LDS	Local Development Strategy (program of social and environmental development of the area)
MIS	Management Information System
MoF	Ministry of Finance
MoH	Ministry of Health
MM	Mass Media
MP	Microproject
M&E	Monitoring and Evaluation
NGO	Non-Governmental Organization
NPO	Non-Profit Organization
O&M	Operation and Maintenance
PDO	Project Development Objective
POM	Project Operations Manual
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SALSGIR	State Agency for Local Self-Government and Inter-Ethnic Relations
SEP	Stakeholder Engagement Plan
SH	Stakeholder
SMS	Short message service
SP	Subproject
TA	Technical Assistance
US\$	US dollar
VC	Value Chain
VIP-3	Third Village Investment Project
WB	World Bank
WHO	World Health Organization

1. INTRODUCTION AND PROJECT DESCRIPTION

Introduction

Government of the Kyrgyz Republic (GoKR) has long recognized the need to address the lack of services, socioeconomic exclusion, and disempowerment of communities in rural villages through a series of investments that are responsive to differentiated local needs and opportunities across the country.

The Third Village Investment Project (VIP-3) is supporting the Kyrgyz Republic to improve access to infrastructure and services - especially in rural areas. It is being implemented in four oblasts (provinces) in the north of the country - Naryn, Issyk-Kul, Chuy and Talas. The VIP-3 of US\$12.0 million (including International Development Association (IDA) Loan #56010 equivalent to US\$ 6.6 million and IDA Grant #D0410 equivalent to US\$ 5.4 million) was approved by the Board of Executive Directors of the World Bank on March 27, 2015, after some delay in ratification, it became effective on February 26, 2016.

To date, communities in all 266 AAs in project areas have been supported to participate in trainings, focus group discussions, prioritization/decision-making on local development strategies, and public consultations on budgeting to prepare proposals for completing small infrastructure investments within the VIP-3. The project provided subgrants to AOs for small infrastructure facilities for 32 MPs (up to the set limit - US\$ 20,000) - such as waste disposal machinery, playground equipment for kindergartens, repair of first-aid points (FAP), modernization of heating systems and street lighting. It also provided subgrants to the AOs for 42 SPs (ranging from US\$ 31,376 to US\$ 354,570) - such as kindergartens, extensions to school buildings, water supply systems, sports halls, a rehabilitation center for persons with disabilities, and community cultural centers (building for cultural and social events).

However, an outbreak of coronavirus disease (COVID-19) caused by the 2019 novel coronavirus (SARS-CoV-2) quickly spread around the world during 2020. On March 11, 2020, the World Health Organization (WHO) announced a global pandemic. As the coronavirus is rapidly spreading around the world, COVID-19 was first diagnosed in the Kyrgyz Republic on March 24, 2020, with 20 cases and 1,064 deaths by the end of September 2020. The Government of the Kyrgyz Republic imposed restrictions (such as curfew, social distancing and travel restrictions) between March 25, 2020 and April 15, 2020 to limit the spread of the virus, but as elsewhere, it has devastating consequences for citizens' livelihoods. To support the country's post-COVID-19 economic recovery plan, the Government of the Kyrgyz Republic has requested the World Bank to provide additional financing for the Third Village Investment Project (hereinafter referred to as the VIP-3) as part of the COVID-19 response strategy.

The proposed COVID-19 AF for VIP-3 will deepen the support the project provides to all AAs in the four oblasts in the north will enable the VIP-3 to: (i) continue supporting social infrastructure investments, focusing primarily on infrastructure that improves access to local health care, or directly or indirectly supports livelihoods; (ii) support the reestablishment of livelihoods affected by COVID-19; (iii) provide associated Technical Assistance (TA), capacity building, and project management; and (iv) incorporate a Contingent Emergency Response Component (CERC) for future emergencies.

Actions within the VIP-3 AF do not fundamentally differ from the parent project. However, VIP-3 AF, by increasing the number of investment subgrants, narrows down the focus on health and livelihoods for post-COVID-19 economic recovery. Though the project recognizes the importance of environmental and social risks and associated impacts and has developed this Stakeholder Engagement Plan (hereinafter SEP) as one of the key documents.

At the request of the Bank's management, this SEP will cover additional financing. While the SEP will be updated throughout the project, as needed, it should be disclosed for public consultation as soon as possible once it is approved by the Bank.

1.1 Project Description

The COVID-19 pandemic is expected to undermine the livelihoods of the rural poor, including in the north of the country. Poor households are expected to be hit by the impact of rising food prices, loss of employment income and declining remittances. In particular, the country's pandemic-containment measures, which included lockdowns and limitations on wheat exports, are expected to significantly lower incomes: almost 8 in 10 individuals in the bottom 20 percent of the income distribution are employed in highly impacted sectors (agriculture, trade, and construction). Most of the country's rural poor work in the informal sector and outside formal social safety nets, which increases the importance of community-level mechanisms to deliver assistance, mitigate the economic impacts of the pandemic, and ensure that assistance is aligned with rural communities' priorities. The economic downturn is also expected to disproportionately impact young people, women and marginalized groups. Remittances are a critical source of income, and are projected to sharply decline due to the COVID-19 pandemic, which will disproportionately affect the rural poor in the target oblasts. This drop in remittances is expected to push migrant households into poverty and to deepen poverty over 32,000 households could be pushed into poverty.¹ This is likely to exacerbate existing patterns of social inequality and vulnerability, as well as continuing unemployment and underemployment in target villages.

Project Development Objective: VIP-3 covers the following: (a) to build local capacity for participatory development; and (b) improve access to quality community infrastructure services in the targeted project areas. As for the AF the project development objective will remain without changes.

1.2 Project Components and Activities

Component 1: Capacity Building of Local Self-Governments and Communities (parent project – US\$ 2,2 million).

This component aims to build the capacity of local communities and AOs for joint development through: (i) community mobilization and training, and (ii) peer-to-peer learning. Community Development Support Experts (CDSOs) organize and mobilize community members (including the poor and the vulnerable) to jointly plan local development strategies, prioritize infrastructure needs, decision-making regarding infrastructure investment, and monitor construction, operation and maintenance (O&M) of project infrastructure (funded under Component 2). This component also supports the exchange visits between communities and capacity building of AOs on best practices in co-management and local development.

Additional Financing

Component 1: Capacity Building of Local Self-Governments and Communities (AF US\$2.5 million).

The AF will finance community mobilization activities similar to those under the parent project, tailoring the mobilization and capacity building to the COVID-19 context and focusing capacity building on livelihoods development. AF will expand the scope of the capacity-building activity to help vulnerable men and women establish or reestablish their livelihoods. An LSP will comprise TA from qualified organizations to create a support system (market and needs assessment, business proposal development, training and coaching) that promotes viable businesses and ensures the sustainability of livelihoods.

Component 2: Village Investments (Parent project US\$8.6 million). Component 2 aims to improve access to quality community infrastructure services in the target oblasts by providing subgrants to AOs for SPs and MPs that have been prioritized by their communities, and then selected for subgrants in an oblast-level competition.

Additional Financing

Component 2: Village Investments (AF US\$13.3 million). The AF will allocate US\$13.3 million to support additional health- and livelihoods-related investments in 222 AAs in the north. Subgrant distribution to AAs for these investments will follow the same principles and methodology as for the CASA1000-CSP COVID-19 AF, taking into account each AA's population, poverty level and remoteness, and any specific exposure to shocks (such as natural hazards or COVID-19). Subgrants to each AA will range from US\$20,000 to US\$130,000. To enable all 222 rural AAs to benefit from Component 2 financing, they will not compete for

¹ Asian Development Bank, Kyrgyz Republic - Country Gender Assessment. Manila: Asian Development Bank, 2019

project support.² Implementation of the AF will occur over three phases (70–75 AAs will be supported in each stage); the poorest AAs and those most affected by the COVID-19 crisis will be supported earlier in the project. The project will provide TA for climate co-benefits of every SP, irrespective of size.

Component 2 investments will be geared more toward economic infrastructure/livelihood facilities and enhanced access to health care than in the parent project. While the types of SPs will vary based on local needs, value chains that might benefit from investment in small-scale facilities include: (i) dairy production and processing, and supporting sectors such as transport services;³ (ii) crafts and garment production; (iii) digital and new service sectors (e.g., recycling or other environmental enterprises); and (iv) new COVID-19-response products and services. These livelihood facilities will likely include refrigerated storage facilities, warehouses, small-scale manufacturing or dairy processing plants, machinery workshops, craft workshops, and multi-purpose work centers.

Component 3: Project Management (parent project US\$1.2 million). This component finances the costs of the implementing agency, ARIS, for project management, which includes the coordination and supervision of implementation activities, financial management, annual audits, and monitoring and evaluation (M&E).

Additional Financing

Component 3: Project Management (AF US\$1.2 million). The AF will help strengthen project management and M&E to implement the expanded scope of Components 1 and 2. Accordingly, Component 3 will be increased by US\$1.2 million. The project will build the capacity of ARIS staff and other local stakeholders in climate change adaptation and mitigation, as well as the social dimensions of climate change, and enhance the management information system (MIS) to track the indicators set out in the results framework (the MIS will be launched and applied to the parent project as well as the AF). Additional funds for operating costs will also be provided for project management and M&E.

Component 4: Contingent Emergency Response Component (AF ~ US\$ 0)

The AF will include a Contingent Emergency Response Component (CERC). Due to the COVID-19 outbreak, this provisional zero component is designed as a mechanism that will allow for rapid access to project funds for the Kyrgyz Republic's response and post-crisis recovery based on the provisions outlined in the Project Operations Manual (POM).

Project Coverage

The project **will cover the same four oblasts in the north of the country**. AF will strengthen the project support to communities in the participating oblasts. In total, 222 out of 266 rural AAs in the north of the country will be eligible to participate in the project (i.e., all AAs except those 44 that have already received SP grants under the parent project).

A planned list of AA target villages is given in Appendix 1.

Figure 1. Issyk-Kul, Naryn, Talas and Chuy oblasts of the Kyrgyz Republic

² The POM will define the ceilings for livelihoods-related investments and social infrastructure. Larger investments will be informed by value chain analyses and included in the Local Development Strategy. Communities will have the option to pool their subgrants to build larger social infrastructure or livelihood facilities.

³ New irrigation canals will not be financed; the rehabilitation of canals will be eligible for repairs that reduce losses and rectify other faults.



Project duration

The closing date of the parent project is November 30, 2021; the closing date of the AF will extend support until November 30, 2024.

1.3 Objectives of the Stakeholder Engagement Plan

The engagement of the citizens and government institutions of the Kyrgyz Republic is fundamental to the success of project implementation. To minimize and mitigate environmental and social risks, and provide smooth cooperation between project personnel and local communities in the project (hereinafter “project” refers to VIP-3 AF), the overall objective of this SEP is to define a stakeholder engagement program, including public information disclosure and consultation, for the duration of the project. The SEP describes the ways in which the implementing agency, the Community Development and Investment Agency (hereinafter ARIS), will communicate with stakeholders, and includes mechanisms through which people can articulate their preferences, raise concerns, provide feedback, or file complaints against contractors or the project participants themselves.

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a stakeholder engagement program, including public disclosure and consultations, for the duration of the project. The SEP describes the ways in which ARIS will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or file complaints against the project contractors and the project (s) itself. Community engagement is essential to the success of the project (s), to ensure smooth collaboration between project staff and local communities, and to minimize and mitigate the environmental and social risks associated with the proposed project (s).

The detailed objectives of the SEP are as follows:

- Outline the stakeholder engagement requirements of GoK legislation and World Bank environmental and social standards;
- Provide guidance for stakeholder engagement, including the timing and methods of engagement with stakeholders throughout the life cycle of the project;
- Identify key stakeholders that are affected, and/or able to influence the project;
- Describe the measures that will be used to remove obstacles to participation, and how the views of differently affected groups will be captured;

- Identify effective ways and methods to disseminate project information as per the needs of the stakeholders;
- Guide the implementing agencies, contractors, and supervision consultants in building mutually respectful, beneficial, and lasting relationships with stakeholders;
- Establish project-level grievance redress mechanism(s) (GRMs);
- Define the roles and responsibilities for implementation of the SEP.

1.4 Structure of the Stakeholder Engagement Plan

The rest of this document is structured in the following manner:

Chapter 2: Basic Standards and Legislation

Chapter 3: Summary of Previous Stakeholder Engagement Activities

Chapter 4: Stakeholder Identification and Analysis

Chapter 5: Stakeholder Engagement: Strategy and Approach

Chapter 6: Resources and Responsibilities for Implementing Stakeholder Engagement Activities

Chapter 7: Beneficiary Feedback Mechanism and Grievance Redress Mechanism

Chapter 8: Monitoring and Reporting

2 WORLD BANK STANDARDS AND NATIONAL LEGISLATION

2.1 National Legal Provisions on Disclosure of Information

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

The Constitution of the Kyrgyz Republic guarantees freedom of speech and expression, establishing that every citizen of the country has the right “to free expression and dissemination of thoughts, ideas and opinions, to freedom of literary, artistic, scientific and technical creativity, freedom of the press, [and] transmission and dissemination of information”, and specifies that “the adoption of laws restricting freedom of speech and press is not allowed.” (Articles 31 and 33).

The main law regulating the provision of information is the *Law No. 130 of the Kyrgyz Republic on Access to Information Held by State Bodies and Local Self-Governing Bodies of the Kyrgyz Republic* as amended on July 20, 2017. This law regulates relations associated with access of individuals and legal entities to information under the jurisdiction of state bodies and local self-government bodies.

In the field of environmental protection, the *Law No.53 of the Kyrgyz Republic on Environmental Protection* dated June 16, 1999 specifies that citizens of the Kyrgyz Republic have the right to receive complete and reliable information about the state of the environment and the health of the population, and the expected effect on the environment and health from about production facilities planned for construction (Article 46).

In accordance with the Regulation No. 60 of the Government of the Kyrgyz Republic on Environmental Impact Assessment dated February 13, 2015, information on the environment should be disclosed to the public, and the objectives of the regulation include the following:

- Informing the public on issues related to environmental protection
- Realization of the public's right to participate in the discussion and adoption of environmentally significant decisions
- Taking into account the comments and suggestions of the public on environmental protection issues in the process of impact assessment and decision making regarding the implementation of planned activities
- Finding mutually acceptable solutions for the initiator of the project and the public in matters of preventing or minimizing harmful effects on the environment during the implementation of the planned activities

Appendix 1 presents articles from the main legislative acts of the Kyrgyz Republic on the participation of the population in issues affecting them and access to information of various government bodies.

2.2. Principles of the World Bank Environmental and Social Standards on Stakeholder Engagement

The World Bank's Environmental and Social Framework became effective on October 1, 2018. It includes 10 environmental and social standards, one of which is ESS10 - Stakeholder Engagement and Information Disclosure. This standard 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 their acceptance, and make a significant contribution to successful project design and implementation. ESS10 applies to all projects supported by the Bank through investment projects financing. The borrower will engage with stakeholders as an integral part of the project's environmental and social assessment and project design and implementation. The requirements established by ESS10 are as follows:

- 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 time frame 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: (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 should develop a SEP proportionate to the nature and scale of the project and its potential risks and impacts. It should be disclosed as early as possible, and before project appraisal, and the Borrower should seek the views of stakeholders on VIP-3 AF, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the VIP-3 AF, the Borrower shall disclose the updated SEP. According to the ESS10, the Borrower shall also propose and implement a grievance mechanism to receive and facilitate in a timely manner resolution of such concerns and grievances from affected parties arising in connection with the environmental and social performance of the project (World Bank, 2017: 100). For more information on the World Bank's environmental and social standards, please refer to the following links: www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards and <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-socialframework/brief/environmental-and-social-standards>

3. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

3.1 Brief Summary of Previous Stakeholder Engagement Activities

The speed and urgency with which VIP-3 AF has been developed to meet the growing threat of COVID-19 in the country (combined with government restrictions on gatherings of people) limited the project's ability to develop a full SEP before the AF was approved by the World Bank. This SEP represents a starting point for an iterative process to develop a more comprehensive stakeholder engagement strategy and plan. It will be updated periodically as necessary, with more detail provided in the first update planned after project approval. Stakeholders will be kept informed as the project develops, including reporting on the project environmental and social performance and implementation of the SEP and the grievance mechanism. If necessary, this SEP will be updated, and disclosed again.

Nevertheless, beneficiary dialogues were held virtually during the pandemic and early implementation of the parent project (to date, stakeholder engagement efforts include meetings with key stakeholders, i.e. government agencies, local governments, and specific beneficiary groups). Table 1 provides information on the consultation activities carried out for the preparation of the AF.

Table 1. Summary of Previous Meetings with Stakeholders During the Preparation of the AF

Location	Date	Participants	Key points of discussion
State agencies and partners on development			
Bishkek	21.08.2020	Virtual public hearings with representatives of target groups in Talas and Chuy oblast (unemployed women, large families, single-parent families (women with children), and AO representatives of these oblasts	Discussion of planning activities and learning about interest in livelihood activities, including interest of business players to be involved in the value chain under the project, which is aiming to support/create livelihoods and additional jobs. Explanation of the project's upcoming technical support within the VIP-3 AF.
Bishkek	22.08.2020	Virtual public hearings with representatives of groups from Issyk-Kul and Naryn oblasts (unemployed women, large families, single-parent families (women with children), youth at risk and representatives of AO.	Discussion of planning activities and learning about interest in livelihood activities, including interest of business players to be involved in the value chain under the project, which is aiming to support/create livelihoods and additional jobs. Explanation of the project's upcoming technical support within the VIP-3 AF.
Bishkek	24.06.2020	Meeting of the Council of the Government of the Kyrgyz Republic on Fiscal and Investment Policy	Approval and endorsement of the Additional Financing for the Third Village Investment Project in the context of the COVID pandemic that was put on the agenda
Bishkek	28.08.2020	Negotiations between the Kyrgyz Republic and the International Development Association	Discussion on all project documentation (Financial Agreement, Project Agreement, Project Appraisal Document, Addenda to Agreements).
Bishkek	November-December 2020	Working meetings with authorized state bodies	The Ministry of Finance is the coordinating body for this project. Explanations and comments regarding the design and nature of the planned Project were given to authorized state bodies such as the Ministry of Foreign Affairs, the Ministry of Health, State

			Agency for Local Self-Government and Interethnic Relations, the Ministry of Economy implementing state policy in these oblasts.
Bishkek	January-February	Meeting of ARIS leadership with relevant committees of the Jogorku Kenesh of the Kyrgyz Republic	Providing information on the design of the VIP-3 AF, providing clarifications to representatives of the deputy membership of the Kyrgyz Republic

3.2 Lessons Learned from Stakeholder Meetings

On July 21-22, 2020, as part of the Third Village Investment Project public hearings with focus groups of the population in 4 oblasts and with representatives of the World Bank were held in an online format (using Internet messengers). The preliminary design, goals and objectives of the Third Village Investment Project (COVID-19 Response) Additional Financing, its advantages and differences, adapted to the new realities resulting from the situation with COVID-19 in the country, were presented at the hearings. The public hearings were attended by 51 people, including 27 women.

In the context of oblasts, Chuy oblast (target group - business representatives) - 11 people, including 3 women; Issyk-Kul oblast (target group - youth) - 14 people, including 6 women, Naryn oblast (target group – poor families) - 13 people, including 7 women, Talas oblast (target group - women) - 13 people, including 11 women. More than 30 questions and suggestions were received from the community members (Appendix 3 contains a set of questions and answers), and relevant issues were discussed.

Feedback from beneficiary meetings provided confirmation that:

- **Poor families.** During virtual meetings with a group of poor families, hopes were expressed that additional kindergartens or nurseries would be created for the opportunity to generate additional income for poor families and to create jobs within the Project.
- **Women.** There were suggestions from single women to build new kindergartens and to improve the conditions for children attending them, which in turn would increase the time they have to generate income and go to work. Also, the construction of FAPs will provide timely benefits in getting healthcare and healthcare prevention services at the local level. Purchase of ambulances to ensure quick service to the population in connection with the current situation with virus. Creation of projects in the field of gardening, processing of fruits, felt, milk, etc.
- **Entrepreneurs.** Proposals raised by the business people included: the expansion of clothing manufacture, the cultivation of intensive-type gardens, the creation of logistics centers for the storage and drying of vegetables and fruits, and workshops for the production of sand-cement blocks. In general, they suggested that the Project put more attention to the creation of new income generating facilities.
- **Youth representatives.** On the part of youth representatives, suggestions were made on the creation of livelihood facilities and small-scale production facilities and support for young people.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Project stakeholders are defined as individuals, groups, or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project (also known as “affected parties”); and
- (ii) may have an interest in the project (known as “interested parties”). They include individuals or groups whose interests may be affected by the project and who have the potential to influence the project outcomes in any way.

Cooperation and negotiation with the stakeholders throughout project preparation and implementation often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the group’s interests in the process of engagement with the project. Community representatives may provide helpful insights into the local setting and act as the main conduit for the dissemination of project-related information and be the primary communication/liaison link between the project and targeted communities and their established networks. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) is an important task in establishing contact with community stakeholders. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can represent their interests in the most effective way

4.1 Methodology

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

- **Openness and project-cycle approach.** Blended consultations will be done, which include standard consultations and traditional meetings. Additionally, project information will be disclosed on the ARIS online platform “Your priorities”, <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/community/1264>, during the whole life cycle, carried out in a transparent manner, free from external manipulation, interference, coercion, and intimidation.
- **Informed participation and feedback.** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholders’ feedback, and analyzing and addressing comments and concerns.
- **Inclusiveness and sensitivity.** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the project is inclusive. All stakeholders at all times will be encouraged to be involved in the consultation process. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups, in particular women, internally displaced persons, returning migrants,⁴ persons with disabilities, youth, the elderly, and the cultural sensitivities of diverse ethnic groups and those living in remote or inaccessible areas.

For the purposes of effective and tailored engagement, project stakeholders can be divided into the following core categories:

- **Affected parties** - individuals, groups and other entities who are directly influenced (actually or potentially) by the project and/or who have been identified as most susceptible to changes 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.
- **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 Migrants returning to project target areas due to COVID-19.

- **Vulnerable groups** - persons who may be disproportionately impacted or further disadvantaged by the project as compared to 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 processes associated with the project.

It is important to negotiate and cooperate with the stakeholders who act as legitimate representatives of their respective stakeholder group, who have been assigned by their fellow group members to advocate for the group's interests in the process of engagement with the project, or identified as focal points for this purpose. Community representatives may provide helpful insights into the local setting and act as the main conduit for the dissemination of project-related information and be the primary communication/liaison link between the project and targeted communities. List of key stakeholders at oblast, raion and AA levels.

The participants include state and non-state stakeholders, such as representatives of local authorities, youth groups, community organizations, and representatives of mass media.

Examples of legitimate stakeholder representatives include:

- Representatives of oblast and raion state administrations, representatives of regional structural divisions
- Elected/appointed government officials in the AOs and Aiyl Keneshes
- Elected/appointed village leaders
- CVIAs and their appointed chairs and representatives
- Non-elected leaders that have wide recognition within their community, such as chairpersons of local initiative groups or water user associations, teachers, and representatives of schools, kindergartens, or community organizations, including community youth organizations
- Leaders of community-based organizations, civil society organizations, mass media, local non-governmental organizations (NGOs), women's groups, youth committees, and heads of women's councils, *jaamats* (communities), *mahallas* (Uzbek residential area) and enterprises
- Other respected persons in the local community

4.2 Affected Parties and Project Beneficiaries in the AF Target Areas

Affected parties, project beneficiaries, and other parties that may be subject to direct impacts from the project specifically include the following:

- Communities in 222 AOs
- CVIAs
- Community leaders
- COVID-19-infected people; people under COVID-19 quarantine; and relatives of COVID-19-infected people
- Local community workers and ARIS field staff (Community Development Support Officers or "CDSOs") engaged in providing support through home visits

4.3 Other Interested Parties

The project stakeholders also include parties other than those in directly-affected communities, including:

- Government stakeholders
- Community leaders
- Other national and international NGOs
- The public at large
- Community-based organizations, civil society groups, and NGOs
- Goods and service providers involved in the project's supply chain
- Media and other interest groups, including social media
- Interested businesses

4.4 Disadvantaged/Vulnerable Individuals or Groups

It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understanding of the impacts of a project, and to ensure that awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups on infectious diseases and medical treatments in particular, are adapted to take into account such groups' or individuals' particular sensitivities and concerns. The vulnerability may stem from a person's origin, gender, age, ability, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. minorities or fringe groups), or dependence on other individuals or natural resources, especially those living in remote, insecure, or inaccessible areas. Engagement with vulnerable groups and individuals often requires the application of specific measures and assistance aimed at facilitation of their participation in project-related decision making so that their awareness of and input into the overall process are commensurate to those of the other stakeholders.

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

- Individuals in extreme poverty
- Persons with disabilities
- Unemployed elderly people of working age
- Unemployed women
- Members of large households
- Households headed by single women
- At-risk youth
- Households at risk from climate change

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated activities, as appropriate. **Ошибка! Источник ссылки не найден.** defines the relative interests of the stakeholder groups, and a description of the methods of engagement that will be undertaken by the project is provided in the following sections.

Table 2. Project-Affected Stakeholders

Stakeholder Group	Nature of interest in the project	Interest	Influence
Project-Affected Stakeholders			
Community members in 222 AAs in Issyk-Kul, Naran, Talas and Chuy oblasts	Interest in project impacts are: livelihoods; understanding project benefits and compensation procedures, if necessary.	High	High
Youth members of target communities with specific roles in mobilization, social accountability	Interest in project impacts are: livelihoods; understanding project benefits and compensation procedures, if necessary.	High	High
CVIA members Community-based organizations supported by the project will appoint members and leaders from participating villages	CVIA functions include:	High	Medium
Vulnerable groups in all target areas: <ul style="list-style-type: none"> • Individuals in extreme poverty • Persons with disabilities • Unemployed elderly people of working age • Unemployed women 	Migrants who have returned from abroad due to the spread of the COVID-19 pandemic who want to stay and work in the country.	High	Low

<ul style="list-style-type: none"> • Members of large households • Households headed by single women • At-risk youth • Households at risk from climate change 			
Government agencies with direct engagement or likely engagement			
<ul style="list-style-type: none"> • Ministry of Finance • Ministry of Economy • Administrations of Issyk-Kul, Naryn, Talas and Chuy oblasts • AO heads • Local Ayil Keneshes • Ministry of Health • State Agency for Local Self-Government and Inter-Ethnic Relations (SALSGIR) • State Agency for Architecture, Construction and Housing and Communal Services (GoKR) • State Inspectorate for Environmental and Technical Safety under the GoKR. • Plenipotentiary representatives of the GoKR in Issyk-Kul, Naryn, Talas and Chuy oblasts. 	Interest in planning and implementing the project, coordination of project activities and distribution of services, and addressing the potential environmental and social impacts as well as community health and safety.	High	Medium
Other government agencies			
<ul style="list-style-type: none"> • Ministry of Agriculture, Food Industry and Land Reclamation • Ministry of Labor and Social Development; • State Agency for Environmental Protection and Forestry under the GoKR. • State Inspectorate for Veterinary and Phytosanitary Safety under the GoKR. • State Agency for Land Resources under the GoKR. 	Potential interest in planning and implementing the project, coordination of project activities and distribution of services, and addressing the potential environmental and social impacts as well as community health and safety.	Medium	Medium
NGOs, local civil society organizations	Support for vulnerable groups	Medium	Medium

The identified stakeholders are divided according to their spheres of influence. Major and significant stakeholders are described in **Ошибка! Источник ссылки не найден.** below.

Table 3. Stakeholder Analysis and Mapping of Key Agencies and Groups Involved in Planning and Implementation of the Project

Stakeholder	Level	Description	Area of influence	Interest	Influence
Ministry of Finance	National	The Ministry of Finance provides functions for the development and implementation of state policy in the field of public financial management, as well as policy in the field of internal audit and public procurement. It carries out execution, accounting and analysis of the development budget (programs of public investment, capital investments and incentive (equity) grants), and external financial, technical assistance and guarantees.	Project Coordination The MoF is responsible for overall project coordination with ministries and departments.	High	High
Community Development and Investment Agency (ARIS)	National	The organization responsible for implementation of the project.	Implementing organization responsible for all fiduciary and assurance functions for the VIP-3 AF.	High	High
Issyk-Kul, Naryn, Talas and Chuy Oblast Administrations	Regional	In accordance with the country's laws, the regional administration is the second level after the national government.	Regional administrations provide political guidance for the social and economic development of their regions.	High	High
Local Self-Governing Bodies	Local	These are the local legislatures representing AA residents.	They develop drafts of programs for the socio-economic development of the territory and ensures their implementation. Provision of land (if possible) and granting of the permissions required at the municipal level.	High	High

Aiyl Keneshes and Deputies	Local	Provide guidance for AA socioeconomic development.	Assistance and control over the implementation of the project at the municipal level, as well as consultation at the municipal level. Municipal property of the project.	High	High
CVIAs	Local	Primary vehicle for community mobilization activities and decision-making activities at the community level.	Collaboration with local self-government bodies, community members, value chain business partners, ARIS	High	Medium
Local contractors	National, regional	Local contractors will carry out general construction work in the regions.	Renovation and construction	High	Moderate
Community Business Partners	Regional	Express interest and participate in project opportunities to create livelihoods, and to be involved in the value chain. They are a person or group of persons, men or women, who are successful entrepreneurs, have their own business, and/or can help start businesses for other entrepreneurs.	Establishes partnerships with business partners, AOs, and the local community to develop subprojects to create livelihoods.	High	Medium
Associated					
Ministry of Economy	National	Authorized state executive body in the field of fiscal, tariff and licensing policy, technical regulation and metrology, tourism, trade, manufacturing.	Provides individuals and legal entities, business entities with information and advisory assistance on issues within the jurisdiction of the ministry.	Moderate	Medium
State Agency for Land Resources	Regional	Provision of owner information on land resources, provision of information on the boundaries of land plots	Provides information on rights to land and other real estate for the development of the project	Moderate	Medium

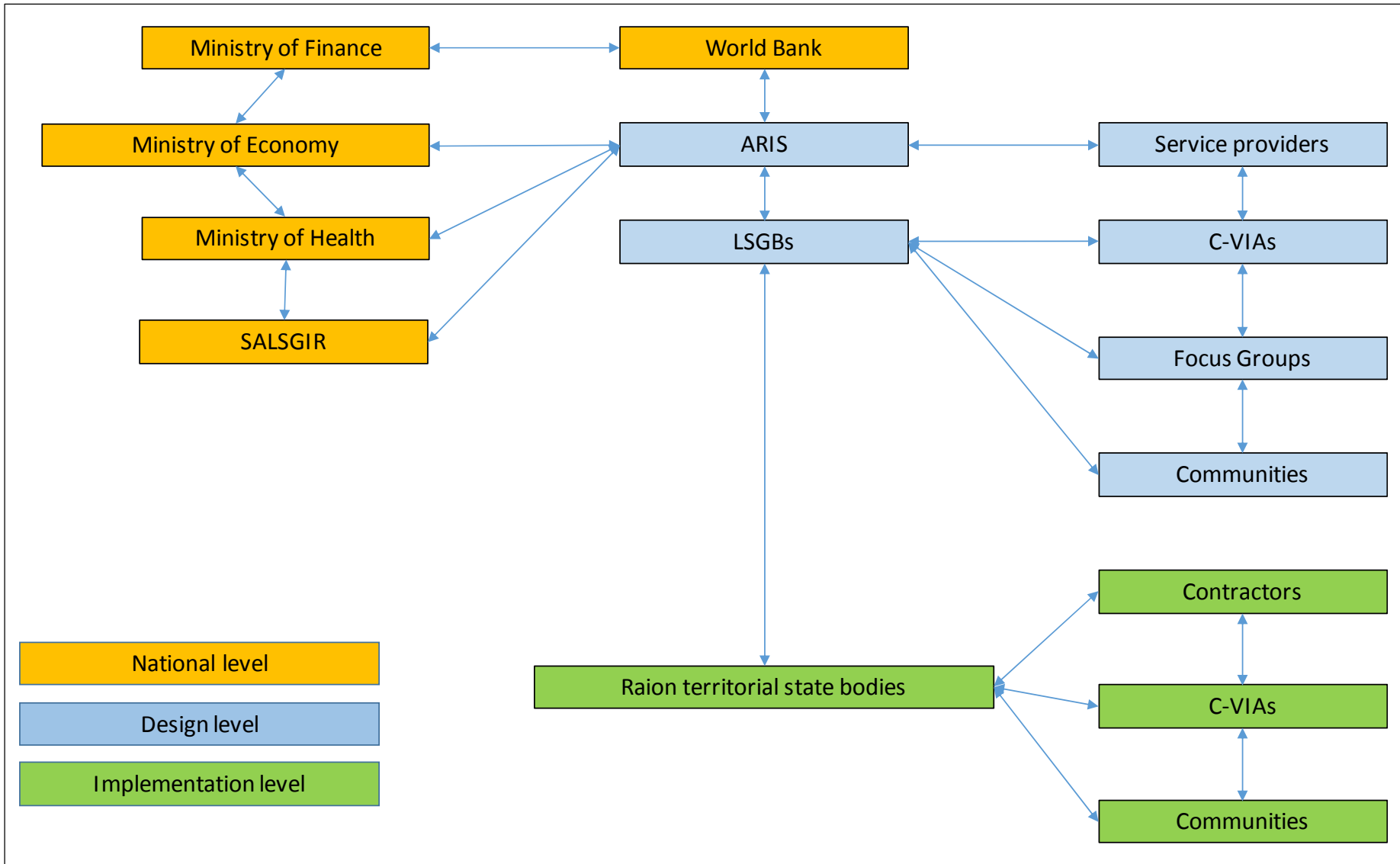
Ministry of Health	Regional	Management and formulation of state policy in the field of public health protection	Provides information about healthcare facilities, engages and provides advisory and methodological assistance to local state administrations and local governments on health issues	Moderate	Low
Department of Sanitary and Epidemiological Surveillance under the Ministry of Health	National	Responsible for developing state policy in the field of sanitary and hygienic development	Provides draft specific information on sanitation and health safety policy.	Moderate	Medium
State Inspectorate for Technical and Environmental Safety	National	The State Inspectorate is responsible for the implementation of the rules of the state policy on environmental and technical safety.	Has overall control and responsibility for ensuring compliance with environmental and social norms by all organizations and persons whose actions and processes have potential impact on the environment.	Moderate	Moderate

The roles and responsibilities of the key implementing partners for the project are described in **Ошибка! Источник ссылки не найден.**, and a chart of the key stakeholders is provided in **Ошибка! Источник ссылки не найден.** below.

Table 4: Summary of the Roles and Responsibilities of Key Implementing Partners

	Community Mobilization	Communications	Village electricity improvements	Socioeconomic infrastructure	Livelihoods facilities
ARIS (lead implementing agency)	<ul style="list-style-type: none"> • Lead project launch, awareness building, and communications • Facilitate youth-focused community mobilization process • Establish and build capacity of CVIAs • Liaise with AOs 	<ul style="list-style-type: none"> • Lead communications efforts for VIP-3 AF (in coordination with the overarching communications strategy and dissemination efforts) • Carry out activities set out in the VIP-3 AF. 	<ul style="list-style-type: none"> • Coordinate with electricity companies • Present viable electricity options to communities • Carry out technical design • Launch procurements on behalf of CVIAs (where needed) • Sign cooperation agreements with electricity companies • Handover assets to electricity companies 	<ul style="list-style-type: none"> • Sign subgrant agreements with CVIAs • Carry out technical design • Launch procurements on behalf of CVIAs (where needed) • Supervise construction • Hand over assets on completion to AOs 	<ul style="list-style-type: none"> • Sign subgrant agreements with AOs • Carry out technical design • Launch procurements on behalf of AOs • Supervise construction • Hand over facilities on completion to AOs
AOs	<ul style="list-style-type: none"> • Support establishment of CVIAs • Support community outreach and capacity building • Ensure update and development of local development strategies 	Support dissemination of communications materials and project messaging within AA villages; provide feedback to ARIS on community concerns	<ul style="list-style-type: none"> • Provide public land as necessary • Coordinate with authorized government agencies 	<ul style="list-style-type: none"> • Provide public land as necessary • Coordinate staffing and operations and maintenance • Take over assets on completion 	<ul style="list-style-type: none"> • Endorse construction of livelihoods facilities • Provide public land • Take over ownership of facilities on completion
CVIAs	<ul style="list-style-type: none"> • Established and legally registered during community mobilization 	<ul style="list-style-type: none"> • Coordinate and cooperate with social accountability activities 	<ul style="list-style-type: none"> • Represent corridor communities after subproject selection • Inform ARIS of subproject selections, instruct technical design (and procurement as necessary) • Carry out coordination, monitoring role, and financial management and procurement functions (if capacity is proven) • Establish operations and maintenance plans • Manage Community Development Fund post project 		<ul style="list-style-type: none"> • Carry out agreed functions re: rent from project-financed facilities

Figure 1. Key Stakeholder Map



5. STAKEHOLDER ENGAGEMENT: STRATEGY AND APPROACH

Following the identification, mapping, and analysis of project stakeholders, the project has designed a comprehensive plan for stakeholder engagement, as outlined below.

The VIP-3 AF SEP is designed to ensure that direct and indirect project stakeholders are provided with up-to-date, timely, and accessible information to enable them to express their views and concerns about the project and its implications. The SEP describes, at the different stages of the project, how these activities will take place, and with what frequency. In cases where decisions on public meetings, venues, and dates have not yet been taken, information is provided on how people will be made aware of upcoming opportunities to review information and present their views. The SEP takes into account the key characteristics and interests of stakeholders, as well as the different levels of involvement and consultation that are appropriate for different stakeholders, defining interactions with all stakeholders, and exploring the opportunities and risks associated with engaging with them.

5.1 Principles of the SEP

Key principles of the implementation strategy and approach for the VIP-3 AF SEP include:

- **Alignment with citizen engagement activities.** This SEP has been fully aligned with the citizen engagement activities planned under the project, and ensures that the citizen engagement activities are not duplicated and that planned activities will ensure the greater depth of engagement.
- **Provision of a mechanism for feedback.** The SEP stakeholder communication strategy also identifies the mechanisms by which stakeholders can express their concerns and communicate their complaints, and how such concerns and complaints will be resolved in a timely manner. Under the SEP, complaints will be resolved within 30 days in accordance with the procedures for the beneficiary feedback mechanism (BFM) (described in Section 7 below).
- **Timely engagement.** The project will ensure timely engagement with all stakeholders from project start to completion.

The strategy includes information disclosure, consultation, and other citizen engagement activities and grievance redress as below.

5.2 Proposed Strategy for Information Disclosure

The strategy for information disclosure will ensure that the target groups receive full information in a user-friendly manner through a variety of channels. The information sharing and disclosure will accommodate the challenges of working within the context of COVID-19.

- a. **Community- and AA-level meetings.** The project includes social mobilization of the community at several stages. At the initial stage of project implementation, ARIS will organize adapted meetings in Issyk-Kul, Naryn, Talas, Chuy oblasts. In addition, the ARIS team will help organize community mobilization meetings of communities in municipalities throughout the entire life cycle of the project.
- b. **Social communication in mass media.** The ARIS Public Relations Department will be involved in the project at all stages of the project implementation with the help of various campaigns throughout the project life cycle. Various channels will be used, both traditional mobilization (public meetings, media, radio, television, print publications) and adapted, in the context of a pandemic, for the use of social networks to the maximum extent possible to disseminate information.
- c. **Information materials.** Information will be disclosed to the public through a variety of written and printed communication materials, including brochures, leaflets, posters, etc. A public communication kit will be specially designed and distributed both in print and online.

- d. **Online information accessible by mobile phones.** ARIS has developed an online platform to promote direct and rapid communications with target communities through the COVID-19 pandemic and after. All materials are uploaded on the project online platform. Links will be sent via WhatsApp to target groups with the relevant information for the activity in question (e.g. safeguards consultations, focus group discussions (FGDs), etc.). ARIS will also regularly update its website (at least quarterly) with key project updates and project environmental and social performance reports in both English and Russian. The website will also provide information on the project's grievance mechanism (see next subsection).

The VIP-3 AF online platform is used to disclose project documentation, including those on environmental and social indicators, in Russian and English. All future project-related environmental and social monitoring documents in the above sections will be disclosed on the project online platform (in the safeguards window) <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/community/1264>. Project updates (including news on construction activities and relevant environmental and social information) will be sent via links to community members. They will be able to access documents and provide feedback through the Beneficiary Feedback Mechanism or through an online platform. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be disclosed on the platform.

- The online platform is available to all beneficiaries: <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/community/1400>.
- All information brochures and fliers will also be posted on the online platform in the VIP-3 section: <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/community/1400>.
- As part of the BFM, an electronic grievance submission form is available on ARIS's website and on the platform. Contact details of the Environmental and Social Team and headquarters and all Environmental and Social Specialists at the municipality level will also be made available on the website. ARIS will regularly update and maintain the website (at least once a quarter). The online platform will also receive complaints anonymously and post results at: <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/group/2831>

To notify the public and provide information to beneficiaries living near the project area, various communication methods will be used to reach the majority of stakeholders. Links will be sent to village WhatsApp groups at every stage of the project cycle. Additional publicly available sources of information include local newspapers, radio and television; brochures, posters on village noticeboards; official correspondence, oral communication through meetings.

In cases of significant changes in the project, which may lead to the emergence of additional social and environmental risks and impacts, additional public consultations will be held using the online platform and various adapted or traditional methods. After consultations, the updated version of the environmental and social management framework and resettlement policy framework will be made public on the ARIS website via the VIP-3 online platform.

In case of any changes in the project, the implementation of all conditions is needed, according to the Financial Agreement.

5.3 Review of Stakeholders' Comments and Feedback

Ongoing feedback and comments received from stakeholders throughout the project will be reviewed and additional actions will be taken with relevant stakeholders as necessary to ensure the smooth implementation of the project.

In addition, the BFM and GRM of the project will act throughout the life of the project to receive any feedback from both internal (project workers) and external stakeholders.

The procedure for collecting and considering comments (received in writing and verbally) from stakeholders will be governed by the BFM procedures.

5.4 Strategy for Engaging with Beneficiary Communities

Depending on the target audience, different methods will be used to consult with each of the stakeholder groups, by drawing on the planned citizen engagement activities and commitments agreed at appraisal. These engagement tools will be tracked throughout the project.

The project is predicated on the principle of participatory development, and the community mobilization activities included in Component 1 engage community members in three stages:

- (i) Participatory assessment of needs
- (ii) Participatory planning and prioritizing of investments
- (iii) Participatory monitoring of implementation

To enhance the impact in communities, a youth-led approach included in the parent project will be expanded with capacity building to develop the voice and agency of youth in the selection of investments and their monitoring. Beneficiary engagement includes innovative social accountability mechanisms, such as community scorecards and social audits in every community undertaking investments. This will help ensure semiannual feedback is made available from communities for tracking results. Beneficiary engagement also includes efforts to engage the target communities in climate change roles such as climate change co-benefits tracking.

To improve the resilience of the citizen engagement framework of activities foreseen in the AF and the parent project, the procedures will be adapted in the AF in order to:

- (i) Blend traditional mechanisms and digital solutions;
- (ii) Localize the implementation of activities, and
- (iii) Strengthen the facilitation of each set of activities.

Community mobilization processes, which enable community members to prioritize needs and investments, will be available through a mobile app as well as through face-to-face meetings, thus enabling quick adaptation in the event of any future social distancing and travel restrictions. This development of a more resilient system that will enable citizen engagement at a distance will also include a blended approach to community scorecards and social audits. The ARIS civic technology platform (<https://kyrgyz-demo-republic-village-covid-19.yrpri.org/community/1400>), disseminated through village social media (WhatsApp) groups and traditional materials, will ensure ongoing information sharing and feedback through village portals that collect and manage community feedback, linked to the management information system (MIS). It will thus include, inter alia, subproject prioritization and decision making, participatory monitoring and oversight, social impact assessment surveys, disclosure and consultation of safeguards instruments (the environmental and social management framework and environmental and social management plans (ESMPs), and a climate dashboard to enhance accountability for the delivery of climate co-benefits. The project will include indicators that measure beneficiary feedback and the effectiveness of the citizen engagement processes. **Ошибка! Источник ссылки не найден.** summarizes the proposed consultation strategy for the project.

Table 5. Proposed Consultation Strategy

Project components	Consultation topic	Methods used	Schedule: location/date	Stakeholder target groups	Responsible persons
Component 2.	Design and preparation of information materials	Placement in mass media and instant messengers	In the project areas/during project implementation	All stakeholders	ARIS team
Component 2.	Communication of the objectives, scope, and project implementation mechanisms	Conducting of traditional and online meetings	In the project areas/during project implementation	Community members and stakeholders at the oblast and raion levels. Focus groups (youth, women, disabled persons), CVIAs	ARIS team
Component 2.	Coaching and mentoring	Conducting of traditional and online meetings	In the project areas/during project implementation	Community members and stakeholders at the oblast and raion levels. Focus groups (youth, women, disabled persons), CVIAs	ARIS team
Component 2.	Joint research of community needs and their prioritization	Conducting of traditional and online meetings	In the AAs	Community members Focus groups (youth, women, disabled persons), CVIAs	ARIS team
Component 1. Component 3.	Subprojects implementation	Conducting of traditional and online meetings	In the community where the subproject is being implemented	Stakeholders	ARIS team
Component 4.	Response to a crisis or emergency situation	Conducting of traditional and online consultations	In the project areas/in case of an emergency situation	Stakeholders	ARIS team, stakeholders

5.5 Strategy for Engaging with Disadvantaged and Vulnerable Groups

The vulnerable groups identified through the stakeholder mapping include:

- Individuals in extreme poverty

- Persons with disabilities
- Unemployed elderly people of working age
- Unemployed women
- Members of large households
- Households headed by single women
- At risk youth
- Families/Households at risk from climate change

The disadvantages experienced by these groups are often compounded by less awareness of their rights, less access to information due to language or limited mobility, low level of education, a low level of skills and relevant work experience, and lack of access to the internet and inability to use internet messenger services to gain access to information about the project.

The VIP-3, as a community-driven development (CDD) project, includes mechanisms that will ensure attention is paid to the inclusion of vulnerable community members. A stakeholder engagement strategy will address these constraints and include measures to facilitate access to information (for example, through printed materials in their own language, information disclosure that responds to the needs of these vulnerable groups), support from local NGOs and community-designated focal points, and selection of available venues for focus group discussions.

The proposed strategy to ensure the engagement of vulnerable groups will include: outreach, language, community leadership and focal points, FGD training activities, links to local NGOs, and dedicated links and functionalities in the online platform, as described below.

Outreach. To ensure the participation of vulnerable groups in the design and implementation of a project through regular meetings and structured engagement processes, it is necessary to disseminate information more widely through local traditional media (such as radio, telephone, and SMS) and involve NGOs. Transport needs (if any) for vulnerable groups and participation in planned events will be coordinated and managed by CDSOs hired by ARIS to conduct community mobilization.

Language. To ensure that the participatory activities with local communities developed under Component 2 include representatives of vulnerable groups, presentations and dialogues will be conducted in Kyrgyz, Russian, and other languages (as needed) to make them more convenient for members of local communities. Additional formats will be used where necessary to improve understanding.

Community leadership support. The assistance of community leaders will be needed to encourage effective representation of vulnerable and disadvantaged groups in group discussions at all stages of the project. The project will identify community focal points to support outreach to vulnerable households as part of the need to adapt the participatory process to the context of COVID-19 travel restrictions and social distancing.

FGDs for vulnerable beneficiaries. The project will establish FGDs for vulnerable community members to ensure that disadvantaged and vulnerable groups have equal opportunities to participate in project activities, and it will also develop measures to improve access to information and project benefits. These FGDs will provide vulnerable community members with greater opportunities to put forward their priority areas, express concerns, and access information to understand their rights or the impact of the project, and ensure that the views of vulnerable groups in communities are taken into consideration.

- Focus groups will be created consisting of vulnerable people, including women, youth, persons with disabilities.
- FGDs will be organized for vulnerable groups at the stages of selection of priority proposals and feedback during implementation, and channels to provide feedback or file complaints.
- Separate FGDs held at easily accessible locations will be conducted for women, youth, people with disabilities, and any other vulnerable groups in the target villages and AAs.

- FGDs will share information about the project directly, (with translation into Kyrgyz, Uzbek, or Tajik, etc. if required), and provide printed materials related to the project for information dissemination in culturally appropriate, user-friendly language, that is translated prior to distribution.

Training activities will be carried out in target AAs to ensure greater participation of the target population. All of the abovementioned stakeholder engagement methods will be specifically designed for activities conducted with vulnerable groups and will take into account the specific needs and proposals received from members of the vulnerable groups during consultations.

Links to relevant NGOs. ARIS will work with local organizations and NGOs representing the interests of persons with disabilities.

Dedicated links and functionalities in the online platform. The ARIS online platform will be tailored to suit members of vulnerable groups: separate windows can be developed to clearly document the inputs provided by vulnerable groups during the prioritization of investments; the online platform has a number of functional characteristics that can help members of the community with disabilities (e.g. audio messages can be left and will be transcribed), the online platform can be used from home by persons with physical disabilities, without requiring community members to attend meetings. Technical support will be provided by the community focal points, and hotspots, to maximize the use by vulnerable groups.

This is fully aligned with the citizen engagement mechanisms established for vulnerable groups in the project, i.e. the voice of vulnerable groups within the community, including the elderly, the disabled, and disadvantaged households will be addressed through a series of targeted outreach mechanisms that ensure they are an integral part of project decision making. These specific mechanisms will utilize vulnerability mapping, traditional mobilization (community-based organizations), and media (community radio, telephone).

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

Table 6. Stakeholder Engagement Plan Budget (2020-2024)

No.	Activities	Number of activities	Number of participants	Execution deadline	Responsible	Notes
1	Social mobilization	466	14,430			
1	Information campaign (introductory meetings, provision of information)	244	13,320	According to schedule	Project speciliasts	Within the approved budget A separate schedule and budget will be prepared for each activity within the approved Component 1
2	Goals and objectives of the CVIA, legal registration, reporting	222	1,110		Project speciliasts	Within the approved budget
3	Final conferences and oblast meeting	37	820		Project speciliasts	Within the approved budget
2	CVIA training	253	6,690			
2.1.	ToT for Staff and Rayon Experts	3	30		Project speciliasts	Within the approved budget
2.2.	1. Citizen engagement (including the involvement of vulnerable groups in the decision-making process (women, people with disabilities, youth)); 2. Identification of needs and analysis of problems; 3. Participatory planning and SWOT analysis.	45	1,110	According to schedule	Rayon experts	Within the approved budget A separate schedule and budget will be prepared for each activity within the approved Component 1
2.3.	BFM, Anti-Corruption, Feedback on COVID-19 and VIP-3 implementation	45	1,110	According to schedule	Rayon experts	Within the approved budget A separate schedule and budget will be prepared for each activity within the approved Component 1
2.4.	Conducting training for the identified groups of trainings on project development, social and environmental safeguards, including issues of adaptation of	45	1,110	According to schedule	Rayon experts	Within the approved budget A separate schedule and budget will be prepared for each activity within the approved Component 1

	projects to climate change - 2 days					
2.5.	Trainings on M&E	35	1,110	According to schedule	Rayon experts	A separate schedule and budget will be prepared for each activity within the approved Component 1
2.6.	Trainings on procurement	35	1,110	According to schedule	Rayon experts	A separate schedule and budget will be prepared for each activity within the approved Component 1
2.7.	Trainings on NPO Management	45	1,110	According to schedule	Rayon experts	A separate schedule and budget will be prepared for each activity within the approved Component 1
	TOTAL	719	21,120			

Activities under the Livelihoods Support Programme

No.	Activities	Number of activities	Number of participants	Execution deadline	Responsible	Notes
1	ToT for business consultants	3	30	According to schedule	Project specialists, consulting firm	Within the approved budget A separate schedule and budget will be prepared for each activity within the approved Component 1
2	Identification of problems and SPs taking into account recommendations for market analysis and value chain. Conducting an online survey and prioritization through an online platform	222	13,320	According to schedule	Project specialists, consulting firm	Within the approved budget A separate schedule and budget will be prepared for each activity within the approved Component 1
3	Trainings for selected sub-projects (possible topics): 1. Trainings on technological processes including food processing, craft production, etc. 2 Creation, analysis and optimization of value chain	132	3,300	According to schedule	Project specialists, consulting firm	Within the approved budget A separate schedule and budget will be prepared for each activity within the approved Component 1
4	Business trainings for selected sub-projects (possible topics): 1. Business fundamentals (business and technical skills required to implement business ideas)	165	3,300	According to schedule	Project specialists, consulting firm	Within the approved budget A separate schedule and budget will be prepared for each activity within the

	2. Business management (marketing, planning, problem solving) 3. Effective communication 4. Tax and taxation - 5 days					approved Component 1
	TOTAL	522	19,950			

Training Seminars

The VIP-3 AF will organize training and capacity building activities to acquire skills and knowledge in social mobilization in communities in the following areas: (i) increasing skills and knowledge in social mobilization and work with the population in the process of project implementation; (ii) training activities to develop management skills, strategic planning, prioritization, and fundraising; and (iii) increasing knowledge and skills in managing subgrants, as well as participating in monitoring activities during the implementation of subgrants, iv) training materials to support livelihood projects.

Capacity building under the project will be carried out using the traditional method and/or online platforms. Training activities, including the practice and coaching, as well as mutual exchanges among the network of participants will be done in accordance with the project plan.

The relevant trainings will be aimed at ARIS CDSO staff, youth coordinators, women, initiative and public groups, as well as AO and Aiyl Kenesh members. Additionally, trainings will be conducted to support women on their way to becoming microentrepreneurs (e.g. with mentors acting as role models, training materials specifically developed for women, and logistics) and will include support for awareness raising on issues related to climate change.

The project gives significant value on the development of local communities in the identification, implementation, and management of independently defined types of activities. Under the project, specialized trainings are planned for the participants on topics such as: (i) viewpoint/strategy of the local territory development and investment plan; (ii) coaching and facilitation skills; (iii) procurement procedures; (iv) preparation of a project proposal and environmental checklists; (v) O&M; (vi) monitoring and evaluation, community assessment; (vii) joint research of the community's needs; (viii) trainings on NPO governance; (ix) working in an online platform; (x) BFM, anti-corruption, feedback on COVID-19 and project implementation.

Also, in order to increase the capacity of beneficiaries for the implementation of economic projects, core trainings are planned on the topics: (i) basics of doing business; (ii) business management; (iii) effective communications; (iv) tax and taxation; (v) economic evaluation of the project proposal; (vi) financial literacy for women; (vii) creation, analysis and optimization of value chain; (viii) technological processes;

7. BENEFICIARY FEEDBACK MECHANISM AND GRIEVANCE REDRESS MECHANISM

The project will adopt a BFM to enable project beneficiaries and the citizens of the Kyrgyz Republic to provide feedback on the project. The BFM is a system for receiving prompt, objective information, and evaluating and considering appeals (claims, suggestions, complaints, requests, positive feedback) related to project. This BFM includes a GRM for any resettlement complaint, as required by World Bank policy OP 4.12.

In accordance with the Law on the Procedure of Citizens' Appeals and ARIS internal regulations on dealing with appeals, citizens/beneficiaries may send any appeals on issues related to the implementation of ARIS projects including Resettlement Program issues (to identify resettlement needs) at all implementation stages. Procedures for involuntary resettlement will be carried out in accordance with the laws and regulations of the Kyrgyz Republic and WB OP policy 4.12 on Involuntary Resettlement.

Scope of the BFM/GRM

BFM/GRM will cover all four oblasts (Issyk-Kul, Naryn, Talas and Chuy) where the VIP-3 AF is being implemented.

Principles. Project stakeholders are those who are likely to be directly or indirectly, positively or negatively affected by the project. Project stakeholders have, among others, the following rights:

- The right to information
- The right against inappropriate intervention by an outside party
- The right to a project free of fraud and corruption.

Any stakeholders (including villagers, contractors, project staff, authorities, or other involved parties) may file a grievance if they believe one or more of these rights have been infringed, or if any of the project's principles or procedures has been violated.

- Information about the BFM/GRM, including contact details, is distributed in all participating villages at public meetings through brochures/pamphlets in local languages to the extent possible, and posted on the AO information boards.
- The BFM/GRM offers a number of different channels for providing feedback. Villagers and stakeholders themselves decide on the best ways to file complaints.
- Grievances are disclosed publicly, but no one who files a grievance is identified unless they self-identify. The identity of all those who have filed grievances is treated with confidentiality.
- There is no charge for filing a grievance.
- The timeframe for responding to a grievance should not exceed 30 days from the time the grievance is originally received. Grievances should be resolved within 90 days of receipt.
- Grievances are resolved locally, at the lowest level, if possible. If not, they are "escalated" or sent up to a higher level within 30 days. Anyone may convey comments or suggestions about any aspect of the project through the BFM/GRM. Comments, suggestions, appreciation, or questions should be recorded and submitted to the BFM/GRM handling officer of the ARIS Central Office to provide an answer in coordination with relevant project staff, ensuring that responses are in line with the POM.

Channels for feedback. As part of ARIS VIP-3 AF, the following communication channels will be established through which beneficiaries and other stakeholders of the project can apply at various stages of project implementation:

- a) Hotline (calls are received 24 hours a day; conversations will be recorded);

- b) WhatsApp (instant text messaging system for mobile devices with voice and video connections);
- c) Social networks (Facebook, Instagram);
- d) ARIS website: www.aris.kg;
- e) Verbal or written appeal received during the on-site working meetings, via youth facilitators, community reporters, or CDSOs;
- f) Incoming correspondence via ARIS reception;
- g) Incoming correspondence via e-mail: bfm@aris.kg;
- h) Online information platform on the official ARIS website, which contains information about the BFM/GRM and where beneficiaries and other project stakeholders can file their appeals or grievances (link <https://kyrgyz-demo-republic-village-covid-19.yrpri.org/post/25458>).

The ARIS online information platform was created when coronavirus infection (COVID-19) started in the country to disseminate information during the pandemic in the Kyrgyz Republic. It plays a significant role in the receipt of feedback from beneficiaries and other project stakeholders. Users can obtain information or leave a comment on the BFM/GRM about project issues, such as problem with construction progress, environmental and social safeguards, results of research and surveys conducted by project, which contributes to project objectives and fulfilling beneficiary needs.

The BFM will ensure flexibility and the availability for citizens/beneficiaries to use any of the abovementioned channels for the beneficiaries and other stakeholders of the project wishing to submit an appeal. ARIS specialists responsible for the implementation of the BFM handle all appeals and complaints.

Steps for Processing and Responding to Feedback

Step 1. Logging of feedback. For the purpose of consolidating, analyzing, and providing unified data (reports to donors, the ARIS Executive Director, and project coordinators), all appeals are logged.

a. Appeals received by written correspondence or verbal report are included in the BFM/GRM log and are entered into the GRM configuration in the 1C system to analyze and monitor incoming correspondence with the following information (depending on what is provided):

- Name and surname
- Registration and residential address or telephone number
- Contents of the request
- Other background information

The appeals may be submitted anonymously. In cases where the appeals were received in the absence of any of the above data, it is recorded in the incoming correspondence log of the BFM, and the results of the appeal will be published in the media at the local level, on the ARIS website, or made public at the session of the Aiy! Kenesh.

b. Appeals received electronically (around the clock) through the BFM/GRM channels (email, hotline, social networks, etc.) are automatically registered in the BFM configuration in the 1C system. Confidentiality will be ensured in all cases, including when the identity of a person submitting the request is known, to avoid a conflict between the interested parties.

Step 2. BFM/GRM Category sorting/distribution by category. When appeals are received, the BFM specialist distributes them by category in the BFM configuration in the 1C system.

Category no.	Classification
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1	General enquiries
2	Grievances regarding violations of policies, guidelines, and procedures
3	Grievances regarding contract violations/breach of contract
4	Grievances regarding the misuse of project funds
5	Grievances regarding abuse of power/intervention
6	Reports of force majeure
7	Suggestions
8	Appreciation

If an appeal involves safeguards measures, the BFM specialist distributes them by the following specific safeguards measures in the BFM configuration of the 1C System.

No.	Safeguards measures	Classification of measures (during construction and operation)
1.	Environmental (biological)	Flora Fauna
2.	Social	Health and safety Resettlement policy Access of communities to existing communications Aesthetics and landscape Preservation of cultural heritage
3.	Physical	Soil Water resources Air quality

Step 3. Action/Response. Once sorted, cases categorized as a grievance (Categories 2-6) are assigned to a responsible individual for investigation if needed. The staff handling the complaint gathers facts and clarifies information in order to generate a clear picture of the circumstances surrounding the grievance. Verification normally includes site visits, a review of documents, a meeting with the complainant (if known and willing to engage), and meetings with those who could resolve the issue (including formal and informal AA leaders). Grievances related to the misuse of funds may also require meetings with suppliers and contractors. The responsible individual will agree on an action plan with the BFM Specialist and set a deadline for resolving the issue.

- If the grievance relates to an AA, the BFM specialist forwards it to the respective Oblast Coordinator.
- If the grievance relates to an oblast issue, the BFM specialist forwards it to the Project Coordinator.
- If the grievance relates to an ARIS Central Office issue, the BFM specialist forwards it to the ARIS Executive Director.
- The responsible officer and the BFM specialist decide on a course of action within two weeks of receiving the information.

Step 4. Notification. If the person sending feedback is not anonymous, they will be sent a notification via telephone or other BFM/GRM channel that their grievance is being investigated. The notification will be

registered in the log of outgoing correspondence. The BFM/GRM Specialist will provide the following information:

- Name and surname of the executor (project specialist) to which the appeal was forwarded.
- Deadline for execution (minimum 30 days, maximum 60 days since the day it was registered).
- Deadlines and actions are determined in accordance with the ARIS BFM instructions on handling grievances.

Step 5. Follow Up. Once the investigation is complete, the beneficiary will be notified of the decision made by ARIS regarding their case. The citizen/beneficiary has a right to appeal if they are not satisfied with the resolution of the case. Instructions on appeal will be provided with the response.

Step 6. Appeals. Appeals are considered by the ARIS Special Review Committee. The ARIS Executive Director will form the Special Review Committee from project managers and heads of departments that will conduct the appeal hearing. The Special Review Committee will consist of [X] people, including [X] people from BFM and [X] people independent from the PIU and the GoK. After review of the appeal, if the beneficiary or other project stakeholder is still not satisfied with the resolution received then they have the right to appeal the decision in court. The number of people depends on the issue or complaint under consideration.

Public awareness-building on the BFM/GRM. Information on the BFM will be disseminated to all beneficiaries, project-affected parties, and interested parties via regular information channels (for instance, TV and radio, print media, news agencies, social media), as well as meetings, roundtables, public hearings (including on resettlement or compensation), working meetings at all stages of the ARIS VIP-3 AF implementation; and through the ARIS BFM/GRM training module and other sources of information.

Awareness-raising campaigns will be conducted annually. They will be designed by the ARIS VIP-3 AF communications team to encourage the use of the BFM/GRM and information will be published on complaints received and resolved. The campaigns will use local media (e.g. TV, newspaper, radio). When organizing and conducting these campaigns, special efforts will be made to reach vulnerable groups.

The campaigns should include information on the scope of the BFM/GRM, the eligibility criteria to make a complaint, the procedure to make a complaint (where, when, and how), the investigation process, the timeframe(s) for responding to the complainant, the principle of confidentiality, and the right to make anonymous complaints.

Publication of appeals. To encourage use of the BFM/GRM use, after an appeal (statements, suggestions, complaints, inquiries, positive feedback) the appeal will be published in the local media. The identity of the person making the appeal will be kept confidential upon request.

Reporting on BFM progress. Semi-annual and annual reports from ARIS on the VIP-3 AF will include a section on the BFM that provides updated information on the following:

- Status of the BFM/GRM formation (procedures, training, awareness-building campaigns, budgeting, etc.)
- Quantitative data on the number of appeals received (applications, suggestions, complaints, requests, positive feedback), of them, the number of appeals related to WB Policy OP 4.12 on Involuntary Resettlement, and the number of resolved appeals
- Qualitative data on the types of appeals and responses, and the issues that remain unresolved
- Level of satisfaction of the measures (responses) taken
- Any corrective measures taken

Monitoring BFM effectiveness. In addition, the following measures will be taken to monitor whether the BFM/GRM is functioning as intended:

- During the social audit open meetings, villagers will discuss the effectiveness of the grievance handling system and gather suggestions on how to improve it.
- In its regular supervision visits, the ARIS CO will assess the functioning of the grievance handling system.
- The ARIS VIP-3 AF team and the World Bank will jointly review the BFM/GRM monitoring data as part of regular implementation support missions.

8. MONITORING AND REPORTING

M&E will be based on indicators identified and detailed in the POM. Mid-term and end evaluations will also be carried out during the project. As the design of the processes in the project includes innovations in relation to youth participation, women, social inclusion, and accountability, specific M&E methods will be studied and lessons disseminated to increase knowledge in these areas. M&E will also reflect data on whether the project has managed to address the dynamics of possible associated risks.

M&E activities will be entrusted to ARIS, which will establish an M&E team to ensure adequate reporting. This will include reporting on outcome indicators (including updated data on citizen engagement processes), progress on implementation of component activities, status of the ESMP and Resettlement Action Plan, and independent feedback from beneficiaries via the citizen engagement tools. Semiannual progress reports will be provided 45 days after the end of each reporting period, and will include the results indicators described in the Project Appraisal Document.

The project will also continuously monitor project implementation, including a review of the functioning of the BFM/GRM and the types of complaints registered.

Upon completion of the SEP activities, a review of the results will be conducted to assess the effectiveness of the SEP as implemented.

The SEP monitoring will be conducted based on the following indicators: (i) the number of annual complaints according to gender (both directly received by the project and through other BFM/GRM) and how they were addressed; and (ii) the number of stakeholders participating in consultations and other activities related to the SEP monitoring.

Stakeholder engagement activities will be periodically assessed by the Project Coordinator. The Project Coordinator ensures that all consultations and disclosures are properly recorded. The implementation of the SEP and related complaints will be reported in the abovementioned semiannual reports in a separate section. The reports will include all stakeholder interactions and consultations held, complaints and decisions, new stakeholders and partnership progress, as well as plans for the following period.

8.1 Involvement of Stakeholders in Monitoring Activities

Activity monitoring will be carried out at several levels:

- **ARIS central office.** Ongoing monitoring is carried out through: (i) regular analysis of data entered into the MIS by experts and project consultants in the field; (ii) regular reports from regional offices; and (iii) regular follow-up visits by central office staff to regional offices and field sites.
- **IDA.** Through regular project management reports, regular monitoring missions, independent auditor reports, special research reports.
- **Donors.** In accordance with the relevant agreements on grants, loans, assistance, and cooperation.
- **General public.** A joint M&E group will be convened that consists of representatives authorized by the local community to monitor progress and evaluate the achieved project results.
- **Community reporters** are young people who have been selected to participate in the subproject decision-making process and to monitor implementation, as well as to promote social accountability mechanisms. Community reporters will assist in introducing annual community scorecards and social audits, and the use of technical tools for the collection and dissemination of information.

8.2 Reporting Back to Stakeholder Groups

Project information, including the activities in cooperation with stakeholders, will be periodically posted on the project online platform linked to the ARIS website for community information.

APPENDIX 1: LEGISLATIVE FRAMEWORK

Below are excerpts from the legal and regulatory framework in the Kyrgyz Republic on public participation and access to information.

Land Code of the Kyrgyz Republic - (Effective by Law No. 46 of the Kyrgyz Republic dated June 2, 1999)

- **Article 51. Rights of citizens of the Kyrgyz Republic and their public associations in the field of regulation of land relations**

1. Citizens of the Kyrgyz Republic and their public associations have the right to participate in the consideration of issues on the use and protection of land affecting the interests of the population through meetings, gatherings, and other forms.

2. Citizens of the Kyrgyz Republic and their public associations shall assist state bodies in the implementation of measures for the use and protection of land and improvement of environmental protection.

3. State bodies shall inform the population about the seizure and provision of land for the placement of objects, the activities of which affect the interests of the population.

Water Code No. 8 of the Kyrgyz Republic dated January 12, 2005

- **Article 6. Principles of water resources management**

Water resource management is based on the following principles: the principle of accessibility: information on the state and use of water bodies and water resources should be available to members of the public.

- **Article 21. Rights and obligations of water users**

Water users have the right to:

- have information on the quantity, quality, and use of water resources in accordance with the provisions of this code.

use water bodies for recreation, tourism, sports, and recreational activities.

- **Article 96. Public access to information systems**

Members of the public have the right to access the unified information system, except for the cases specified in paragraph 2 of Article 97.

Law No. 53 of the Kyrgyz Republic “On Environmental Protection” dated June 16, 1999

- **Article 45. Rights of public associations**

Public associations and foundations performing environmental functions have the right to:

- organize meetings, rallies, demonstrations, collect signatures, bring proposals to hold referendums, hold discussions of draft laws with the population on environmental protection in accordance with the legislation of the Kyrgyz Republic.
- demand the appointment of a state ecological expert to present the ecological platform in print, on radio, and on television.
- carry out public ecological expertise.
- participate in inspections of compliance with the requirements of environmental legislation.

- **Article 46. Rights and obligations of citizens in the field of environmental protection**

Citizens have the right to:

- participate in the development and implementation of measures for environmental protection, and rational and integrated use of natural resources, including the legislative process.
- receive complete and reliable information about the state of the environment and the health of the population, and about production facilities planned for construction.
- participate in the conduct of public environmental expertise.

- **Article 50. Information about the environment**

Every citizen or organization has the right to access information on the environment held by state bodies in accordance with the provisions of this law. For these purposes, environmental bulletins are published quarterly in periodicals.

Ministries, administrative departments, and other bodies that have information on the environment are obliged to provide information at the request of citizens and organizations.

Information about the environment is provided by state bodies at the written request of the applicant for a fee not exceeding the technical (photocopying, diskettes, etc.) and labor costs for its preparation.

The term for consideration of the application is six weeks.

Law No. 213 of the Kyrgyz Republic “On Access to Information under the Jurisdiction of State Bodies and Local Self-Government Bodies of the Kyrgyz Republic” dated December 28, 2006

- **Article 3. Guarantees and principles of freedom of access to information**

Everyone is guaranteed the right of access to information held by state bodies and local self-government bodies.

The main principles of freedom of access to information are general availability, objectivity, timeliness, openness, and reliability of information.

- **Article 6. Information providing methods**

1. The main ways of providing information by state bodies and local authorities are:

- 1) publication and distribution of relevant materials;
- 2) provision of information to individuals and legal entities on the basis of their request;
- 3) publication of information on the activities of state bodies and local self-government bodies;
- 4) ensuring direct access to documents and materials of state bodies and local self-government bodies;
- 5) ensuring direct access to open meetings of the state body and local self-government bodies.

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

Law No. 89 of the Kyrgyz Republic “On Guarantees and Freedom of Access to information” dated December 5, 1997

- **Article 3. Guarantees of access to information**

Everyone is guaranteed the right to access information.

The state protects the rights of everyone to search, receive, research, produce, transfer, and disseminate information.

Restrictions on access and distribution of information are established only by law.

- **Article 4. Basic principles of freedom of access to information**

The main principles of freedom of access to information are general availability, objectivity, timeliness, openness, and reliability of information.

- **Article 5. Request for information**

Everyone has the right, either directly or through his legal representatives, to apply for information.

A request for information may be in writing.

The written request must contain the last name, first name, patronymic and address of the applicant, the name of the requested information or its nature. Written requests are subject to registration.

Law No. 27 of the Kyrgyz Republic “On Commercial Secrets” dated March 30, 1998

- **Article 5. Properties of trade secrets**

3. Properties of trade secrets may not include:

g) information about environmental pollution, violation of antimonopoly legislation, non-observance of labor protection rules, sales of products that harm the health of consumers, as well as other violations of legislation and the amount of damage caused.

Law No. 1476-XII of the Kyrgyz Republic “On the Protection of State Secrets of the Kyrgyz Republic” dated April 14, 1994

- **Article 4. Restrictions on classifying information**

Information not subject to classification:

- about natural disasters and emergencies that threaten the health of citizens;
- about disasters and their consequences;
- on the state of affairs in the environment, use of natural resources, health care, sanitation, culture, agriculture, education, trade, and law enforcement;
- on the facts of violation of the law by state bodies and officials;
- facts that infringe on the rights and legitimate interests of citizens, or pose a threat to their personal safety.

Law No. 89 of the Kyrgyz Republic “On Production and Consumption Waste” dated November 13, 2001

- **Article 4. Powers of local government bodies**

To provide the population with information on waste management, and on the state of waste storage and processing in the region.

- **Article 5. Powers of the competent authority**

To ensure public access to information on waste management.

Law No. 1372-XII of the Kyrgyz Republic “On Urban Development and Architecture of the Kyrgyz Republic” dated January 11, 1994

- **Article 8. State and non-state systems of management, coordination, control over urban planning activities**

Citizens, public associations, legal entities have the right to take part in any stage of urban planning activities if their rights and interests are affected.

- **Article 28. The rights of citizens to participate in the adoption of urban planning and architectural decisions**

Citizens have the right to:

- information on the ecological, urban planning, socioeconomic status of territories and settlements, and on the development and status of programs and projects related to changes in the organization of territories and their development.
- participate in the consideration and discussion of urban planning and architectural programs and projects affecting the rights and interests of collectives or individual citizens.
- make proposals to state authorities, local authorities, and bodies for architecture and construction to improve the living environment.

challenge through the judicial authorities the actions of persons who violate property and other rights in the field of urban planning and architecture.

- **Article 34. Rights of public associations in the field of urban planning and architectural activities**

Public associations have the right to:

- receive timely, complete, and reliable information about the status and changes in the human environment.
- participate in the development of state programs, concepts, and schemes, carry out urban planning and architectural projects at the expense of their own and other funds.
- propose alternative projects prior to the approval of urban planning and architectural documentation.

- **Article 36. Relationships between subjects of urban planning and architectural activities**

3. At the construction stage, construction subjects are obliged to ensure that third parties are informed about the construction of an object by placing on a land plot or real estate object, in a place visible to third parties, information that indicates the type of construction intention, a graphic image of the construction object, parameters of the construction object, address object, data on the subject of construction (name, contact details, license number), a plot of the land plot indicating the development zone, the presence of a building permit, and the date of its issue.

Law No. 51 of the Kyrgyz Republic “On the Protection of Atmospheric Air” dated June 12, 1999

- **Article 4. Rights and obligations of citizens in the field of atmospheric air protection**

Citizens have the right to atmospheric air that is favorable for life and health, to receive reliable and timely information about the state of atmospheric air and measures taken to protect it, and to be compensated for damage in case of harm to their health and property from emissions of pollutants and biological organisms into the atmospheric air and in case of harmful physical impact.

Regulation No. 60 “On the Procedure for Conducting Environmental Impact Assessment (EIA) in the Kyrgyz Republic” dated February 13, 2015

Law No. 54 of the Kyrgyz Republic “On Environmental Expertise” dated June 16, 1999

APPENDIX 2 – AA LIST

	Raion		Ayil Aimak	43	Tyup	1	Ak-Bulak
	Issyk-Kul Oblast			44	Tyup	2	Ak-Bulun
1	Ak-Sui	1	Kara-Zhal	45	Tyup	3	Aral
2	Ak-Sui	2	Karakol	46	Tyup	4	Issyk-Kol
3	Ak-Sui	3	Kerege-Tash	47	Tyup	5	Kuturgin
4	Ak-Sui	4	Novoznesenovskiy	48	Tyup	6	Mikhailovskiy
5	Ak-Sui	5	Oktyabrskiy	49	Tyup	7	San-Tash
6	Ak-Sui	6	Otradnenskiy	50	Tyup	8	Sary-Bulak
7	Ak-Sui	7	Tepken	51	Tyup	9	Toguz-Bulak
8	Ak-Sui	8	Teploklyuchinskiy	52	Tyup	10	Tyup
9	Ak-Sui	9	Chelpek		Naryn Oblast		
10	Ak-Sui	10	Enilchek	53	Ak-Talaa	1	Ak-Talaa
11	Zheti-Oguz	1	Ak-Dobo	54	Ak-Talaa	2	Ak-Chiy
12	Zheti-Oguz	2	Ak-Shiyrak	55	Ak-Talaa	3	Baetov
13	Zheti-Oguz	3	Aldashev	56	Ak-Talaa	4	Zhany-Talap
14	Zheti-Oguz	4	Barskoon	57	Ak-Talaa	5	Kara-Burgen
15	Zheti-Oguz	5	Darkan	58	Ak-Talaa	6	Kok-Zhar
16	Zheti-Oguz	6	Zhargylchak	59	Ak-Talaa	7	Konorchok
17	Zheti-Oguz	7	Zheti-Oguz	60	Ak-Talaa	8	Kosh-Dobo
18	Zheti-Oguz	8	Kyzyl-Suu	61	Ak-Talaa	9	Terek
19	Zheti-Oguz	9	Lipenskiy	62	Ak-Talaa	10	Togolok-Moldo
20	Zheti-Oguz	10	Orgochor	63	At-Bashy	1	Ak-Zhar
21	Zheti-Oguz	11	Svetlopolyanskiy	64	At-Bashy	2	Ak-Talaa
22	Zheti-Oguz	12	Yrdyk	65	At-Bashy	3	Ak-Moyun
23	Issyk-Kul	1	Abdrakhmanov	66	At-Bashy	4	At-Bashy
24	Issyk-Kul	2	Ananjevo	67	At-Bashy	5	Acha-Kayindy
25	Issyk-Kul	3	Bosteri	68	At-Bashy	6	Bash-Kayindy
26	Issyk-Kul	4	Kara-Oi	69	At-Bashy	7	Kazybek
27	Issyk-Kul	5	Kum-Bel	70	At-Bashy	8	Kara-Koyun
28	Issyk-Kul	6	Oryuktin	71	At-Bashy	9	Taldy-Suu
29	Issyk-Kul	7	Sadyr Ake	72	At-Bashy	10	Kara-Suu
30	Issyk-Kul	8	Semenovskiy	73	Zhumgal	1	Baizak
31	Issyk-Kul	9	Tamchy	74	Zhumgal	2	Bash-Kuugandy
32	Issyk-Kul	10	Temirov	75	Zhumgal	3	Zhany-Aryk
33	Issyk-Kul	11	Toru-Aigyr	76	Zhumgal	4	Zhumgal
34	Issyk-Kul	12	Chon-Sary-Oi	77	Zhumgal	5	Kok-Oi
35	Ton	1	Ak-Terek	78	Zhumgal	6	Kuiruchuk
36	Ton	2	Kadzhi-Sai	79	Zhumgal	7	Min-Kush
37	Ton	3	Kel-Tor	80	Zhumgal	8	Suyumbaev
38	Ton	4	Kok-Moyun	81	Zhumgal	9	Tugol-Sai
39	Ton	5	Kyun-Chygysh	82	Zhumgal	10	Chaek
40	Ton	6	Tert-Kul	83	Zhumgal	11	Chon-Dobo
41	Ton	7	Ton	84	Kochkor	1	Ak-Kyjan
42	Ton	8	Ulakol	85	Kochkor	2	Kara-Suu

86	Kochkor	3	Kok-Zhar		Chuy Oblast		
87	Kochkor	4	Kochkor	131	Alamudun	1	Ak-Dobo
88	Kochkor	5	Kosh-Dobo	132	Alamudun	2	Ala-Archa
89	Kochkor	6	Kum-Dobo	133	Alamudun	3	Alamudun
90	Kochkor	7	Sary-Bulak	134	Alamudun	4	Arashan
91	Kochkor	8	Semiz-Bel	135	Alamudun	5	Baytik
92	Kochkor	9	Son-Kul	136	Alamudun	6	Vasiljevskiy
93	Kochkor	10	Cholpon	137	Alamudun	7	Grozdenskiy
94	Naryn	1	Ak-Kuduk	138	Alamudun	8	Kara-Zhygach
95	Naryn	2	Zhan-Bulak	139	Alamudun	9	Lebedinovskiy
96	Naryn	3	Dostuk	140	Alamudun	10	Leninskiy
97	Naryn	4	Kazan-Kuigan	141	Alamudun	11	Maevskiy
98	Naryn	5	Ortok	142	Alamudun	12	Oktyabrskiy
99	Naryn	6	Sary-Oi	143	Alamudun	13	Prigorodnyi
100	Naryn	7	Uchkun	144	Alamudun	14	Tash-Dobo
101	Naryn	8	Chet-Nuru	145	Alamudun	15	Tash-Moinok
102	Naryn	9	Emgek-Talaa	146	Zhayil	1	Ak-Bashat
103	Naryn	10	Emgekchil	147	Zhayil	2	Zhayil
	Talas Oblast			148	Zhayil	3	Kyzyl-Dyikan
104	Bakai-Ata	1	Boo-Terek	149	Zhayil	4	Poltavskiy
105	Bakai-Ata	2	Leninpol	150	Zhayil	5	Sary-Bulak
106	Bakai-Ata	3	Min-Bulak	151	Zhayil	6	Sary-Koos
107	Bakai-Ata	4	Ozgorush	152	Zhayil	7	Sosnovskiy
108	Bakai-Ata	5	Oros	153	Zhayil	8	Stepninskiy
109	Bakai-Ata	6	Shadykan	154	Zhayil	9	Taldy-Bulak
110	Kara-Buura	1	Amanbaev	155	Kemin	1	A.Duishevskiy
111	Kara-Buura	2	Bakayir	156	Kemin	2	Ak-Tyuz
112	Kara-Buura	3	Beisheke	157	Kemin	3	Boroldoi
113	Kara-Buura	4	Kara-Buura	158	Kemin	4	Zhany-Alysh
114	Kara-Buura	5	Kok-Sai	159	Kemin	5	Iljichevskiy
115	Kara-Buura	6	Cholponbai	160	Kemin	6	Kara-Bulak
116	Kara-Buura	7	Sheker	161	Kemin	7	Kok-Oirok
117	Manas	1	Kirgiziya	162	Kemin	8	Kyzyl-Oktybar
118	Manas	2	Mai	163	Kemin	9	Chon-Kemin
119	Manas	3	Pokrovka	164	Kemin	10	Chym-Korgon
120	Manas	4	Uch-Korgon	165	Moskovskiy	1	Ak-Suu
121	Talas	1	Aral	166	Moskovskiy	2	Aleksandrovskiy
122	Talas	2	Bekmoldoev	167	Moskovskiy	3	Besh-Terek
123	Talas	3	Berdike Baatyr	168	Moskovskiy	4	Belovodskiy
124	Talas	4	Zhergetal	169	Moskovskiy	5	Pervomaiskiy
125	Talas	5	Dolon	170	Moskovskiy	6	Petrovskiy
126	Talas	6	Kara-Suu	171	Moskovskiy	7	Sadovskiy
127	Talas	7	Kok-Oi	172	Moskovskiy	8	Sretenskiy
128	Talas	8	Kuugandi	173	Moskovskiy	9	Telek
129	Talas	9	Omuraliev	174	Moskovskiy	10	Tselinnyi
130	Talas	10	Osmonkulov	175	Moskovskiy	11	Chapaev

176	Panfilov	1	Voznesenovskiy	220	Ysyk-Ata	13	Novopokrovka
177	Panfilov	2	Kyurpuldek	221	Ysyk-Ata	14	Nurmanbet
178	Panfilov	3	Ortoevskiy	222	Ysyk-Ata	15	Yurevskiy
179	Panfilov	4	Frunzenskiy				
180	Panfilov	5	Chaldybar				
181	Sokuluk	1	Asylbash				
182	Sokuluk	2	At-Bashy				
183	Sokuluk	3	Gavrilovskiy				
184	Sokuluk	4	Zhany-Zhar				
185	Sokuluk	5	Zhany-Pakhti				
186	Sokuluk	6	Named after Kainazarov				
187	Sokuluk	7	Named after Krupskoi				
188	Sokuluk	8	Kamyshanovskiy				
189	Sokuluk	9	Kun-Tuu				
190	Sokuluk	10	Kyzyl-Tuu				
191	Sokuluk	11	Nizhnechuy				
192	Sokuluk	12	Novopavlovskiy				
193	Sokuluk	13	Orok				
194	Sokuluk	14	Pervomaiskiy				
195	Sokuluk	15	Saz				
196	Sokuluk	16	Sokuluk				
197	Sokuluk	17	Tosh-Bulak				
198	Sokuluk	18	Frunzenskiy				
199	Chuy	1	Ak-Besh				
200	Chuy	2	Buuraninskiy				
201	Chuy	3	Iskrinskiy				
202	Chuy	4	Kegeti				
203	Chuy	5	Kosh-Korgon				
204	Chuy	6	Onbir-Zhylga				
205	Chuy	7	Sailyk				
206	Chuy	8	Chuy				
207	Chuy	9	Shampyn				
208	Ysyk-Ata	1	Ak-Kuduk				
209	Ysyk-Ata	2	Birdik				
210	Ysyk-Ata	3	Zheek				
211	Ysyk-Ata	4	Internacionalnyi				
212	Ysyk-Ata	5	Issyk-Ata				
213	Ysyk-Ata	6	Ken-Bulun				
214	Ysyk-Ata	7	Kochkorbaev				
215	Ysyk-Ata	8	Krasnorechenskiy				
216	Ysyk-Ata	9	Logvinenkovskiy				
217	Ysyk-Ata	10	Luxemburg				
218	Ysyk-Ata	11	Milyanfan				
219	Ysyk-Ata	12	Syn-Tash				

APPENDIX 3. SUMMARY TABLE OF PUBLIC HEARINGS HELD ON JULY 21-22, 2020

Questions raised and suggestions made at public hearings on July 21-22, 2020 under the Third Village Investment Project (COVID-19 Response) Additional Financing

No.	Name and last name of the participant	Content of the question/suggestion	Clarification	Notes
Issyk-Kul				
1	- Attomirova Zhanar, Zheti-Oguz AO :	When will the first phase start?	After the completion of internal state procedures for the start of project implementation. It is planned to start the implementation of project activities in 2021.	
2	- Zhailobaeva Bajan – Taldy-Suu AO:	Clarify how economic projects will be transferred to the balance of AO?	In the project procedures, a mechanism will be identified that determines the procedure for the implementation of projects on livelihood facilities including transfer to municipal ownership	
3	D.Temirbaeva, WB:	Dear participants, how do you think how to help or encompass socially vulnerable groups of the population?	It is expected that the project will focus on beneficiaries, residents of 8 target groups: extremely poor families, persons with disabilities (PWD), unemployed elderly people of working age, unemployed women, Large families, Single-parent families (women with children), youth at risk Families at risk of climate change. First of all, it is necessary to involve women in projects and create jobs for them, to implement projects in the field of gardening, processing of fruits, felt, milk, etc., because improving social status leads to a reduction in domestic violence.	
4	Allaberdiev Azamat, Enilchek AO:	Will putting facilities on the balance sheet contradict the law on municipal property, and will it not lead to a conflict between the entrepreneur and AO?	In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on livelihood facilities	

5	Kokoeva Aidai, Zhergalan AO:	What is meant by the provision of transport under the second component?	As part of Component 2 <i>Investment in Livelihood Facilities</i> , it is planned to conduct a survey (on the assessment of the market and the creation of a value chain) in the territory of the ayil aimak/raion, as a result of which it may be necessary to create a new market service related to transport services.	
6	Kokoeva Aidai, Zhergalan AO:	Is it possible to repurpose buildings under the project?	Yes, according to the legislation of the Kyrgyz Republic. In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on livelihood facilities	
7	Attomirova Zhanara, Zheti-Oguz AO	Who will take over the business risks? Who will provide business training?	In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on livelihood facilities. Contractual business relations with local authorities are planned. As part of Component 1, technical support will be provided to the target groups of the project in the form of trainings, mentoring and coaching.	
8	Kokoeva Aidai, Zhergalan AO:	Is it allowed to build from scratch/from the ground up?	Yes, according to the legislation of the Kyrgyz Republic. In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on livelihood and social facilities.	
9	- Zhailobaeva Bajan – Taldy-Suu AO:	How should we create the value chain?	In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on livelihood facilities. Contractual business relations with local authorities are planned. As part of Component 1, technical support will be provided to the target groups of the project in the form of trainings, mentoring and coaching.	
Talas				
10	Asanova Ch.-IG Zhergetal AA	We have 2 villages in AA, in one village there is no GFD building, they are located in the AO building, in the second village FAP is in damaged condition, can we build a GFD building?	Yes, according to the legislation of the Kyrgyz Republic. In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on social facilities in the field of healthcare. The cost of projects is from 20,000 to 130,000 US dollars	

11	Batyrbekova Zh.- IG, v.Tujto, Shadykan AA	Our village needs equipment for drying fruits, refrigerators, a logistics center, because in winter storage is required, we send products to Talas city and to Taraz city in Kazakhstan, if you support such projects residents will be provided with jobs	Yes, according to the legislation of the Kyrgyz Republic. In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on livelihood facilities	
12	Orozaliev R. IG- Kalba AA	How is the budget for the project proposal planned, is it related to the population in AA?	The cost of projects is from 20,000 to 130,000 US dollars, the following criteria are planned to be applied to determine the budget: population size, remoteness,% of poverty	
13	Esenaliev N., IG-Kara-Suu AA	Can you support a fruit drying project and the creation of a computer lab in connection with the current situation?	Yes, on question 1, according to the norms of the legislation of the Kyrgyz Republic. In the procedures of the project, a mechanism will be identified that determines the procedure for implementing projects livelihood and social facilities. On the second question, it will be determined by the community, which will be represented by the public organization CVIA-Community Village Investment Association.The priorities in the project are health care, sanitation and hygiene	
14	Anarbaeva S., Large family, Ken-Aral AA	I am engaged in milk processing, producing sour cream, cottage cheese, other dairy products, can I prepare a project to expand the milk processing workshop, will it create new jobs?	An entrepreneur can initiate one project; you need to decide on a project. Yes, the project can be funded if approved by the community on behalf of which the CVIA is acting. A business consultant will be assigned to provide technical support to the project	

		Also, I want to open a sewing shop?		
15	Orozalieva R. IG-Kalba AA	There should be an ambulance in FAP. There are three villages in AA, due to the current situation with the virus, it would be possible to serve the population faster	Will be determined by the community, which will be represented by the public organization CVIA-Community Village Investment Association. The priorities in the project are health care, sanitation and hygiene	
16		Can a project on poultry farming be supported, it will be possible to provide residents with products as eggs, meat?	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	
17	Karachaeva B., women unemployed group, Kalba AA	We want to make a greenhouse for the cultivation/growing of organic products, I have completed training under the Japanese grant program, and women will be provided with jobs, I don't know where to start?	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	

18	Beishenalieva N., Ken-Aral AA	It is necessary to open a confectionery/pastry shop in the village, and provide residents with quality products	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	
19	Orozalieva R. IG- Kalba AA	Will the beekeeping project be supported?	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	
Naryn				
20	Bektemirova K., Min-Bulak AA	Can legal entities participate, submit a project proposal? Suggestion, e.g. NGOs, PO, public foundations and similar organizations?	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	
21		SUGGESTION: Is it possible to include in the implementation of this project the AA subprojects that won in the process of the VIP-3 implementation?	Will be discussed with donors	
22	Kalbaeva R., Uchkun AA	As part of VIP3, we submitted a subproject proposal for the kindergarten, but did not win the OCC contest, can we resubmit this subproject?	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on social facilities, priority areas of health care, sanitation and hygiene	

23	Karabagyshov A.,Kazan Kuigan AA	As part of VIP3, we submitted a subproject proposal for the expansion of the drinking water supply system, but did not win the OCC contest, can we resubmit this subproject?		
24		Is it possible to submit a project proposal for a workshop for the production of construction concrete blocks?		
25	Bolot u. D., Emgek-Talaa AA	For livelihood facilities there is a problem of allocating land plots from municipal lands, since they are not enough, is it possible to submit a project proposal for opening such facility on a land plot in private ownership and transfer the facility or equipment for the use of AO?	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	
Chuy				

26	Zhyrgalbaev K., Krasnorechinskiy AA, head of <i>Kyrgyz Sut</i> company	Is it expected a contribution from entrepreneurs in VIP- 3, 75%?	In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on livelihood facilities	
27	Zhyrgalbaev K., Krasnorechinskiy AA, head of <i>Kyrgyz Sut</i> company	Will the project be supported for processing reeds into pet food/fodder? The issue of providing high-calorie feed could be solved	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	
28	Sultaniov S.K., AO head, Kyzyl Oktyabr AA	Will the hospital construction/renovati on project be supported?	In the procedures of the project, a mechanism will be identified that determines the procedure for the implementation of projects on social facilities, priority areas of health care, sanitation and hygiene	
29	Isakunov T.Zh., private enterpren., head of MTO company	I am planning to submit a project to expand the garment manufacture in the village of Alamedin, to open additional workshops in 3-5 areas of the village, buy sewing machines, find premises, due to this additional jobs will be created for women in the village. Our garments have a national flavor and will be in demand, it would also be nice to open a felt workshop for our business	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	

30	Temirbaeva D., WB	What is the estimated cost of this project (expansion of the sewing workshop), how many jobs will be created, etc.?	The participant reported that they have not made accurate calculations yet	
31		What is the estimated cost of livelihood projects and what types can be in rural areas		
32	Elchibek u. A., private entepren., Krasnovostochnyi AA	There is a workshop for the production of a concrete block, I wanted to open a business of car wash services, carpet washing, new jobs can be provided	It will be determined by the community, which is represented by the public organization CVIA-Community Village Investment Association, representatives of 8 groups, beneficiaries should benefit from the project, the project procedures will define a mechanism that determines the procedure for implementing projects on livelihood facilities	
33	Tursunaliyev B.Zh., AO head, Sailyk AA	In rural areas, it is necessary to open subsidiary farms and keep cattle, produce milk, attract residents from the indicated 8 groups		
34	Abdyraimov E., private enterpren., Sailyk AA	Will projects be supported in the field of crop production, horticulture (growing intensive gardens),		