



Kara-Suu Water Sub-project – Feasibility Study

TASK 5: Environmental & Social Due Diligence
- Part 5: Stakeholder Engagement Plan (Final
Report – Corrigendum 1)

May 2015

EBRD (Czech Republic ODA TC Fund)

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1 Introduction

1.1 Background

1.1.1 EBRD, Project and Consultant

The City of Kara-Suu (“**Kara-Suu**” or the “**City**”) has requested assistance from the European Bank for Reconstruction and Development (the “**EBRD**” or the “**Bank**”) with a view to rehabilitate the water supply network and implement selected wastewater improvements within the City (the “**Project**”). The Project constitutes part of the Bank’s “Kyrgyz Republic Water and Wastewater Framework” (the “**Framework**”), which commenced in April 2011.

The total capital costs of the Project are estimated at EUR 5.3 million comprising:

- a sovereign loan of EUR 2.1 million, and
- a capital grant of EUR 3.2 million.

The benefit brought by the financing advanced by the Bank would serve to extend and improve the drinking water infrastructure, implement selected wastewater measures, and enhance the quality of services managed by the municipal water company “Kara-Suu – Taza-Suu”, registration number 72945-3306-MP, with its registered office at Kara-Suu, Lenin Street 4, Kara-Suu District, Osh Province, Kyrgyz Republic (the “**Company**”) within the territory of Kara-Suu.

Another EUR 1.2 mil. EUR is reserved for a technical assistance programme to be provided for the proper development of the PIP and effective institutional strengthening of the Company.

The company Mott MacDonald CZ, spol. s r. o. (the “**Consultant**”) was selected by the Bank to conduct a feasibility study on the Project (the “**Study**” or the “**Assignment**”).

1.2 Structure of the Report

This Report “Stakeholder Engagement Plan” (the “**SEP**”) makes up Part 5 of the Environmental & Social Due Diligence of the Project. The purpose of the SEP is to manage stakeholder engagement activities for the lifetime of the Project. Stakeholder engagement has been planned in line with the national law and the EBRD requirements for category B projects as set out in the EBRD’s Environmental and Social Policy (“**ESP**”). EBRD categorises (as “A”, “B” or “C”) each direct investment project to determine the nature and level of environmental and social investigations, information disclosure and stakeholder engagement required. The Project is categorised B when its potential adverse future environmental and/or social impacts are typically site-specific, and/or readily identified and addressed through mitigation measures.

The PIP has been identified as being a Category B project based on the PIP scope and estimated groundwater abstraction activities of the Project. The implementation of the PIP is not expected to result in an increase of groundwater abstraction which would surpass the threshold (10 million m³ or more) as established in the EBRD’s 2008 ESP (Appendix 1) for categorisation of water projects.

This SEP orients information disclosure, consultation and engagement processes so that stakeholders can best contribute to the Project. The SEP proposes how to engage with stakeholders in ways that enhance the understanding of the Project and its anticipated impacts amongst interested and affected parties. The SEP aims to provide adequate and timely information to affected communities and other stakeholders, and to give these groups sufficient opportunity to voice their opinions and concerns.

The SEP is organised to provide:

- Information on Project location and description of (*Chapter 2*);
- Summary of national and international requirements for consultation and disclosure (*Chapter 3*);
- Summary of previous stakeholder engagement (*Chapter 4*);
- Stakeholder identification and analysis (*Chapter 5*);
- Details of planned stakeholder engagement activities (*Chapter 6*);
- Implementation timescales and responsibilities (*Chapter 7*);
- Description of the Project grievance mechanism (*Chapter 8*); and
- Description of workers' grievance mechanism (*Chapter 9*); and
- Description of SEP monitoring and reporting (*Chapter 10*).

Furthermore, the Report is complemented by the following appendices:

- Appendix A: Selected Documents Related to Stakeholder Engagement (in Electronic Form only)
 - Appendix A.1: Resolution of the Permanent Committee on International Relation of the Jogorku Kenesh (Parliament) of the Kyrgyz Republic of 26. 10. 2013, no. 6-8086/13 (in Russian only)
 - Appendix A.2: Resolution of the Agricultural Policy Committee of the Jogorku Kenesh (Parliament) of 15. 1. 2014, no. 6-859/14 (in Kyrgyz only)
 - Appendix A.3: Resolution of Kara-Suu Kenesh (Council) on the EBRD Project Presentation of 1. 12. 2014 (in Kyrgyz only)
 - Appendix A.4: Resolution 5/9 of Kara-Suu Kenesh (Council) on Moratorium on the Use of WWTP of 18. 11. 2013 (in Kyrgyz only)
 - Appendix A.5: Resolution 9/1 of Kara-Suu Kenesh (Council) of 18. 2. 2015 on the Approval of the Project (in Kyrgyz only)
 - Appendix A.6: Letter to the Director of Gosstroï (Mr A. S. Toktoshev) Requesting Data of 12. 11. 2014 (in Russian only)
 - Appendix A.7: Leaflet to Kara-Suu Population prior to Social Survey of November 2014 (in Kyrgyz, Russian and Uzbek only)
 - Appendix A.8: List of Kvartals in Kara-Suu and the Map of Kvartals – Delineation (in Russian only);
 - A.8.1: List of Kvartals
 - A.8.2: Map of Kvartals
 - Appendix A.9: Minutes from the Public Hearing Held in Kara-Suu on 19 January 2015 (in Russian and Kyrgyz only)
 - Appendix A.10: Presentations from the Public Hearing held in Kara-Suu on 19 January 2015
 - Appendix A.10.1: Powerpoint Presentation: Technical Aspects: PIP and LTIP (in English and Russian)
 - Appendix A.10.2: Powerpoint Presentation: Social Affordability Aspects (in Russian only)
 - Appendix A.10.3: Powerpoint Presentation: Social Aspects: Social Baseline Survey (in English only)

- Appendix A.10.4: Powerpoint Presentation: Environmental Aspects (in Russian only)
- Appendix A.11: Project Poster and 5 Thematic Cards on Various Aspects of Water Use and Wastewater Handling (in Russian only)
- Appendix A.12: Presentations from the Meeting with the EBRD and the City Held in Kara-Suu on 20 January 2015
 - Appendix A.12.1: Powerpoint Presentation: Technical Aspects: PIP and LTIP (in English and Russian)
 - Appendix A.12.2: Powerpoint Presentation: Selected Financial and Social Affordability Aspects (in English and Russian)
 - Appendix A.12.3: Powerpoint Presentation: Social Aspects: Baseline Social Survey (in English only)
 - Appendix A.12.4: Powerpoint Presentation: Environmental Aspects (in English and Russian)
- Appendix A.13: Presentation from the Kara-Suu Kenesh (Council) Meeting Held in Kara-Suu on 18 February 2015 - Project Identification, Main Assumptions and Model Findings (in English and Russian)
- Appendix A.14: Presentation from the Meeting with the Ministry of Finance Held in Bishkek on 19 February 2015 - Project Identification, Main Assumptions and Model Findings
- Appendix B: Minutes and List of Attendees from Focus Groups
 - Appendix B.1: Minutes and List of Attendees - Focus Group on Sanitation and Hygiene Situation in Schools and Kindergartens in Kara-Suu (23 January 2015)
 - Appendix B.2: Minutes and List of Attendees - Focus group on gender aspects of a lack of sanitation facilities in Kara-Suu and its impact on women and girls (21 February 2015)
- Appendix C: Public Grievance Form
- Appendix D: Selected Photos Related to Stakeholder Issue

2 Project Background and Description

2.1 Project Location and Background

2.1.1 Context

Kara-Suu is located in the Fergana Valley in south-western Kyrgyzstan on the border with Uzbekistan. It is situated in close proximity (23 km) to the City of Osh, which is the second largest city in the Kyrgyz Republic. The City is the administrative capital of the Kara-Suu District and part of the Osh Province. The Yuznyj Ferganskij Canal¹ (Южный Ферганский Канал) creates the border with Uzbekistan at around 750 m above sea level.

In the past, Kara-Suu was a major industrial and trade centre; however, after the fall of the Soviet Union, the local economy and the well-known and substantially-sized Kara-Suu Bazaar (some 15 ha) faced a decline in trade and industrial production. The Kara-Suu Bazaar is still considered the second biggest wholesale market in terms of its turnover and significance in the Kyrgyz Republic after the Dordoi market in Bishkek. The Chinese consumer goods, fabrics, electronics, agricultural produce, clothes wholesale and retail trade flourished up until 2013 when its activity started subsiding due to the growing trade restrictions related to the Customs Union and intensification of the world economic crises of 2008-2009. Social and political upheavals have had their toll on the City also. In 1999, the City suffered ethnic unrest with neighbouring Uzbekistan, thus resulting in the bridge which connects the City with the neighbouring Uzbek Town of Qorasuv (or Kara-Soo or Qorawsuw) being broken down. Further riots took place in 2005, namely in nearby Andijan, resulting in hundreds of refugees streaming across the border into Kyrgyzstan, and mainly to Kara-Suu.

The City is surrounded by five neighbouring settlements² :

- Telman (some 5,000 inhabitants);
- Kirov (some 10,000 inhabitants);
- Ken-Say (some 5,000 inhabitants);
- Erkin (some 5,000 inhabitants); and
- Konurat (some 2,000 inhabitants)³.

At the moment, all the above said settlements are covered by the Master Plan, which was commissioned by the City and elaborated in early 2014. The approach, which was adopted by the Master Plan, is based on the assumption that all the above administrative units would merge under the united City of Kara-Suu in 2017, whereby making the City the fourth largest town in the Kyrgyz Republic.

¹ Also called the Shakhrikhansai (Шахрихансай) Canal.

² Telman, Kirov (including Bazaar) and Konurat settlements belong to the Saray Ayil Ayimak (ayil okrug or settlement district) whereas Ken-Say belong to with the Savay Ayil Ayimak.

³ Both Erkin and Konurat do not directly neighbour the City.

Map 2.1: Location of Kara-Suu



Source: Consultant

2.1.2 Access to Water and the Provision of Water and Wastewater Services in Kara-Suu

The City's population is currently approx. 22,580 inhabitants according to official statistics. According to the Company's estimates, about 11,000 of them are served by water services provided by the Company; therefore, about 49% of the population should be served by the Company. However, according to our estimates which are based on our survey confirming some other independent estimates, the Company serves about three-quarters of the City's population. i.e. roughly 17-18 thousand inhabitants. Whereas the remaining Kara-Suu population is served by other water providers, street drinking water taps, or from private wells. However, the level of services provided varies greatly across the City's neighbourhoods. In addition, the Company has 70 industrial and commercial customers, and 30 budgetary or other public organisations (state, municipal, cultural and educational institutions; schools; kindergartens; the City; the Kara-Suu District, Family Medical Centre (clinic); the park; and the firehouse).

The Company was founded in 2008 as the successor of the State Kara-Suu Gorvodokanal in the form of a municipal enterprise with its principal headquarters situated in Telman. The Company currently provides potable drinking water supply for domestic, commercial and public sector customers in Kara-Suu and Kirov. The operating assets are municipal property and allocated to the Company for the operation of water and wastewater services. The assets acquired by the Company are accrued by the City, whereas the profit generated can either be retained or invested by the Company; the Company currently has 16 employees.

The water supply system consists of 6 wells, 4 water sources (pumping stations), 2 reservoirs with a total volume of 750 m³ and 34.5 kilometres of pipes. People who live in areas outside the water network

coverage area receive water from other suppliers (about 7,800 people), or draw water from street water taps (standpipes) or wells.

The sewerage network features one collector of approx. 2.5 km (DN 300, in poor condition). The wastewater is carried on by this collector to a meadow located in the vicinity of the Yuznyj Ferganskij Canal, where the debris of wastewater treatment structures is located and has never been completed. The territories of Kara-Suu, Telman, Kirov, Ken-Say, Erkin and Konurat can be regarded as one agglomeration in terms of the accumulation of municipal wastewater (the “**Kara-Suu Agglomeration**”)

2.2 Long-Term Investment Programme (LTIP) and Priority Investment Programme (PIP)

2.2.1 LTIP Measures

According to the Project's objectives, the long-term investment programme (“**LTIP**”), as well as a priority investment programme (“**PIP**”) have been proposed. For clarity on the proposed measures, the investments have been split into four functional areas:

- Water Part (I),
- Wastewater Part (II),
- Removal of Environmental Burdens and Environmental Protection (III), and
- Administrative Investments (IV).

Due to the anticipated high financial demands and financial sustainability which will be required of the Company, the time period for the LTIP has been split into three phases, which are the same for all of the defined areas listed above:

- Phase 1: from 07/2015 to 6/2018 (PIP period);
- Phase 2: from 07/2018 to 06/2023; and
- Phase 3: from 07/2023 to 06/2029.

The LTIP project area is defined by the boundaries of the Kara-Suu Agglomeration (i.e. the area of the settlements of Kara-Suu: Telman, Erkin, Ken-Say, Kirov, and Konurat); the PIP project area is targeted at the current administrative boundaries of the City.

For more details on the LTIP, see Chapter 3 of the Report on Task 3 & 4 (*LTIP and PIP*) under the Assignment.

2.2.2 PIP Measures

The preferred **Investment Scenario 1 (WWTP and Limited Water Network Renewal)** of the Project consists of the following components:

- Water Source (I-A): Disconnecting private water sources, establishing water treatment, providing backup water sources, establishing new boreholes and establishing reservoirs (Option I-A-2);

- Water Network (I-B): Basic restoration and partial expansion of the water supply network, installation of water meters (Option I-B-1);
- Support Facilities and Equipment (I-C): Building basic support facilities and purchasing the basic relevant equipment (Option 1-C-1);
- Collection Network (II-A): Renovating the existing sewers and partial extension thereof to the area of Telman Street and construction of a small-scale WWTP (Option II-A-3);
- WWTP (II-B): Construction of a small-scale WWTP (Option II-B-1);
- Support Facilities and Equipment (II-C): Building basic support facilities and purchasing the basic relevant equipment (Option II-C-1);
- Removal of Environmental Burdens (III-A): Remediation of selected contaminated areas (Option II-A-1);
- Environmental Protection (III-B): Soft measures in the area of preventing the emergence of threats to the environment (Option III-B-1);
- Water Sources Sustainability (III-C): Ensuring the protection of water sources (protection or buffer zones) (Option III-C-1);
- Software (IV-A): Standard software equipment of the Company (Option IV-A-1);
- Hardware (IV-B): Standard hardware equipment of the Company (Option IV-B-1);
- Furniture and Equipment (IV-C): Realisation of WWTP and investments into the sewerage network under the PIP (Option IV-C-2).

Table 2.1: Investment scenario 1

Investment Scenario 1	
I-A: Water Sources	
I-A-2	288,000 €
I-B: Water Network	
I-B-1	1,684,450 €
I-C: Support Facilities and Equipment	
I-C-1	210,000 €
II-A: Collection Network	
II-A-3	1,045,100 €
II-B: WWTP	
II-B-1	1,047,632 €
II-C: Support Facilities and Equipment	
II-C-1	316,000 €
III-A: Removal of Environmental Burdens	
III-A-1	44,000 €
III-B: Environmental Protection	
III-B-1	0 €
III-C: Water Sources Sustainability	
III-C-1	54,500 €
IV-A: Software	
IV-A-1	61,500 €
IV-B: Hardware	
IV-B-1	41,000 €
IV-C: Furniture and Equipment	
IV-C-2	26,000 €
Subtotal	4,818,182 €
Contingency	481,818 €
TOTAL	5,300,000 €

For more details on the PIP, see Chapter 4 of the Report on Tasks 3 and 4 (*LTIP* and *PIP*) under the Assignment.

2.2.3 Disruption of Water Supply Services during Construction

The Project has the potential for disrupting water supply services during the construction period; however, they are expected to be short in duration. As water networks are constructed in loops, in most cases the opportunity exists to maintain a continuous water supply during construction or rehabilitation.

Disruptions are expected to occur two or three times a month at most, and will not last for more than three to four hours in total. The existing procedure calls for informing the community prior to any disruption event

via printed announcements placed on the entrances of apartment buildings, and via the local media (in a news ticker).

Nevertheless, if the disruption exceeds an eight-hour period, water will be supplied in bowzers or special reservoirs (free-of-charge), so that people can collect potable water. The purchase of these special reservoirs (mobile water cisterns) comprises part of the PIP.

3 National and International Regulatory Framework

3.1 Overview

This SEP has been undertaken in order to meet the stakeholder engagement legislation of the Kyrgyz Republic, the EBRD, and international requirements applicable to the Project, as summarised in the remainder of this chapter.

The national stakeholder engagement and information disclosure requirements comprise part of the Environmental Impact Assessment (EIA or local OVOS) procedure which does not fall within the scope of the PIP, and thus does not apply to the proposed PIP sub-projects. The international requirements regarding information disclosure, consultation, and handling of grievances will include the applicable EBRD policies (the ESP in particular), the Project requirements and the EU guidelines, as described in the following sections.

3.2 National Requirements

3.2.1 National Stakeholder Engagement and Information Disclosure

The national legislation related to the stakeholder engagement and information disclosure of the Project includes the respective requirements of international conventions, which address public participation in environmental decision making as ratified by the country, and the national environmental legislation of the Kyrgyz Republic.

The Kyrgyz Republic has ratified the United Nations Economic Commission for Europe ("UNECE") Convention on Access to Information, Public Participation in Decision-making, and Access to Justice in Environmental Matters (the "Aarhus Convention"). The Aarhus Convention requires governments to grant public rights regarding access to information on the environment, including information on the environmental impacts resulting from corporate activities. This environmental information should be provided in advance to any affected party.

Ideally, in line with the Aarhus Convention, the national legal requirement to information disclosure and stakeholder consultation is implemented in the national EIA procedure, according to which the public must be informed of a project and its potential impacts on the environment, and will be provided with an opportunity to comment on it and express concerns as part of the development process.

In line with the national law applicable to water and wastewater utilities, it is recommended that the following information is disclosed to communities:

- public contract for water and sanitation services;
- water supply and sanitation tariffs;
- proposed investment projects;
- proposed manner of monitoring implementation of the Project and loan re-payments; and
- proposed list of stakeholders and key members of the investment and project oversight committee.

Water supply and sanitation tariffs are revised annually in order to recover all the costs and to incorporate any respective changes in the legislation, tariff calculation, and other procedures that may affect the final price of the utility's services. When revised tariffs are approved by the City Council and passed onto the Mayor's Office for implementation, the pertinent information will then be disclosed to communities for further discussion. Anyone in the Kara-Suu community may attend public discussion events.

The Project is to be implemented in compliance with the laws of the Kyrgyz Republic in line with the following pieces of legislation, namely:

- Act No. 76 "On trans-boundary bodies of water, resources and facilities management" dated July 23, 2001;
- Water Code No. 8 dated January 12, 2005 (No. 170 was last amended on October 10, 2012, and No. 197 on October 26, 2013);
- Civil Code of the Kyrgyz Republic of May 8, 1996 No. 15 and January 5, 1998 No. 1 (No.18 was last amended on January 20, 2015);
- Act No. 149 "On natural monopolies in the Kyrgyz Republic" dated August 8, 2011;
- Resolution No. 351 adopted by the Government of the Kyrgyz Republic on June 1, 2012 (rules of consideration for investment projects, business plans, current plans, accounting policies and materials for re-evaluating the fixed assets of natural and permitted monopolies by the antimonopoly agency);
- Act No. 1422-XII "On water" dated January 14, 1994 (No. 178 was last amended on July 30, 2013);
- Act No. 45 "On land" dated June 2, 1999 (No. 144 was last amended on July 18, 2014);
- Act No. 90 "On consumer protection" dated December 10, 1997 (No. 29 was last amended on January 31, 2015);
- Act No. 33 "On drinking water" dated March 25, 1999 (No. 144 was last amended on July 18, 2014); and
- Regulation No. 252 "On water fund land management", was approved by way of a resolution adopted by the Kyrgyz Government on May 26, 1992;
- Resolution № 3694-V of Kyrgyz Republic's Parliament's (Jogorku Kenesh) on the Programme of the Kyrgyz Republic's Transition towards Sustainable Development during 2013-2017" from 18 December 2013;
- National Water Council Resolution No. 64 was adopted by the Government of the Kyrgyz Republic on February 3, 2006 (No. 373 was last amended on July 4, 2014);
- Act No. 195 "On the licensing and permits of systems" dated October 19, 2013 (last amended on December 31, 2014 № 179);
- Regulation No. 140 "On water management and improvements within the water management department of the Ministry of Agriculture and developing the Kyrgyz Republic", was approved by way of a resolution adopted by the Government of the Kyrgyz Republic on February 20, 2012;
- Regulation No. 260 "On licensing certain types of activities", was approved by way of a resolution adopted by the Government of the Kyrgyz Republic on May 31, 2001 (No. 412 was last amended on July 23, 2014);
- Regulation No. 372 "On the State Agency for Architecture, Construction and Housing and Utilities Sector under the Kyrgyz Government", was approved by way of a resolution adopted by the Government of the Kyrgyz Republic on June 24, 2013 (No. 262 was last amended on May 20, 2014);

- Act No. 67 “On technical regulation basics” dated May 22, 2004 (No. 163 was last amended on December 25, 2014);
- Drinking Water Safety Guidelines No. 34 of the Kyrgyz Republic of May 30, 2011;
- Environmental Safety Guidelines No. 151 of the Kyrgyz Republic of May 8, 2009 (No. 11 was last amended on March 1, 2012);
- Act No. 51 “On atmospheric air protection” dated June 12, 1999 (No. 5 was last amended on January 12, 2015); and
- Act No. 53 “On environmental protection” dated June 16, 1999 (No. 17 was last amended on January 16, 2015).

There are 1,890 populated localities in the Kyrgyz Republic, of which 1,805 are settlements. In 267 settlements there are water supply networks which were built back in the 1960s; in 458 settlements, there are water supply networks which were built in the 1980s; and in 396 settlements there is no water supply network. Most water supply networks have deteriorated and are no longer functional. The Government of the Kyrgyz Republic intends to allocate around 2 billion KGS and raise donor funding in the amount of 13 billion KGS, despite the consensus that drinking water and wastewater management services are technically the functions of local governments⁴.

Part of such re-centralization of the communal housing economy and services effort there is a growing role of the rayon level administrations and rayon level unions of water users, which is encouraged by the Government of the Kyrgyz Republic.

The Department of the Drinking Water and Wastewater Management Development under the State Agency for Architecture, Construction, and Communal Housing Economy of the Government of the Kyrgyz Republic is one of the key stakeholders at the national level that will be growing in influence and impact during the lifetime of the Project.

The State Agency for Architecture, Construction and Communal Housing Economy proposed to create inter-municipal institutions for water supply and wastewater management at the rayon level of administrations. This would allow for unifying the financial, administrative, legal, and institutional resources of the local governments for resolving the costly and technically challenging issues of water supply and wastewater management. Such inter-municipal institutions will absorb the village public unions of drinking water consumers (the “VPUDWC”) that have proven to be only partially useful during their years of activity since 2002. Out of 633 VPUDWC, only 390 are still active today and are far from operating efficiently. Moreover, their lack of institutional capacity and professional skills has resulted in ~~sending further deterioration of~~ the water network, which was built during the 2000s, ~~into deterioration~~.

The Government intends to allocate 59 million KGS and to raise 235 million KGS from donors in order to fund the material and technical provision of the rayon-level inter-municipal institutions on drinking water supply and wastewater management.

⁴ Draft resolution of the Government of the Kyrgyz Republic on the Issues of the communal drinking water supply in the Kyrgyz Republic, November 2014, found on the Website of the State Agency of the Architecture, Construction and Communal Living Economy of the Kyrgyz Republic

“Report on activities carried out until November 2014” of the Department for the drinking water and wastewater management development demonstrates the following three key developments in the sphere of municipal water in Kyrgyzstan:

- State Draft Programme on the development of the drinking water and wastewater management of localities in the Kyrgyz Republic during 2014 – 2024 was issued in September 2014 (24 September 2014, № 548), which was sent for approval to the Jogorku Kenesh of the Kyrgyz Republic;
- Activity plan for programme implementation was developed and sent for approval by the Jogorku Kenesh of the Kyrgyz Republic;
- The Government of the Kyrgyz Republic is in negotiations with the EBRD on bringing more investments and financial means for the sector of drinking water and wastewater management, including water supply and sewerage rehabilitation projects for Bishkek, Kara Balta, Naryn and Tokmok cities;
- EBRD has an active investment and lending project for other municipal water projects in the Kyrgyz Republic, including:
 - the EBRD, Swiss State Secretariat of Economic Affairs, and Global Climate Change Fund) project “Rehabilitation of the water supply and sewerage systems in Bishkek city (Phase II)”;
 - other similar projects in other Kyrgyz cities;
- The local governments have been delegated the following functions:
 - forming rayon-level municipal institutions for water supply and wastewater management, and preparing their regulatory mechanisms;
 - mobilising the installation of the water meter equipment for each consumer of drinking water services and taking regular readings;
 - providing water supply to customers; collecting, draining, and treating the wastewater only as per contractual agreements;
 - forming extra-budgetary funds for the development of the communal drinking economy of the village aimaks (okrugs);
 - restructuring all enterprises of the City for water supply and wastewater management into municipal enterprises;
 - launching differentiated and economically-justified tariffs in the field of water supply and wastewater management; and
 - concluding mutual financial agreements with the rayon-level inter-municipal institutions for water supply and wastewater management that provide funding for maintaining the water supply and wastewater management systems, which are based on a parity principle in relation to the percentage of the revenue of the local budget.

Finally, this draft programme assigns the establishment of oblast-level budgets for developing the drinking water supply upon funding which is extracted from the local budgets amounting to 1% of the local government budgets.

3.3 International Requirements

3.3.1 Overview

The Company is seeking external financing for the Project from the EBRD. Therefore, the EBRD policies and Project requirements regarding information disclosure, consultation, and grievance handling will apply to the Project. Since the EBRD is a signatory of the European Principles for the Environment (“EPE”), its policies and principles are guided by EU legislation, including directives addressing public disclosure and stakeholder engagement, which will respectively apply to EBRD financed projects. This sub-section summarises the relevant stakeholder engagement and requirements of the EBRD and EU concerning information disclosure which the Project must satisfy in order to be considered for financing.

3.3.2 EBRD Requirements

As the Project is being financed by the EBRD, it must be structured in such a way as to meet the SEP, including PR10: Information Disclosure and Stakeholder Engagement, as well as satisfying the Bank’s commitment regarding the disclosure of information pertaining to the Project as set out in the EBRD’s Public Information Policy document, which is guided by the principles, purpose, and ultimate goals of the Aarhus Convention.

The ESP defines a stakeholder engagement as an ongoing process which involves:

- Public disclosure of appropriate information;
- Meaningful consultations with the stakeholders; and
- An effective procedure or mechanism whereby people can make comments or grievances.

The stakeholder engagement should begin with project planning at the earliest stage, and is an ongoing process throughout the life of the project.

For this Project, which has been classified as a Category B project, the EBRD requires that the stakeholder engagement will:

- Provide affected communities and other interested stakeholders with access to timely, relevant, understandable, and accessible information, in a culturally appropriate manner, and free of manipulation, interference, coercion, and intimidation;
- Involve stakeholder identification and analysis; stakeholder engagement planning; disclosure of information; consultations and participation; a grievance mechanism; and ongoing reporting to the relevant stakeholders;
- Be proportionate to the nature and scale of the Project and its potentially adverse impacts upon the affected communities, the sensitivity of the environment, and the level of public interest;
- Be based on clearly-defined roles, responsibilities, and authority, as well as specially designated personnel of the Company who are responsible for implementing and monitoring consultation and disclosure activities.

Special provisions must be made which allow for disadvantaged or vulnerable groups or individuals to be informed about information concerning the Project, and to present their views on the Project, where appropriate⁵.

3.3.3 EU Guidelines

Under its commitment to the EBRD, the Company and the Mayor's Office of Kara-Suu must meet the respective EU guidelines for a stakeholder engagement and public disclosure, as summarised below:

- Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters;
- EU Directive 97/11/EC on the Assessment of the Effects of Certain Public and Private Projects on the Environment (EIA Directive);
- EU Directive 2003/4/EC on Public Access to Environmental Information; and
- EU Directive 2003/35/EC on Providing for Public Participation in Respect of Drawing up Certain Plans and Programmes Relating to the Environment.

These documents comprise secondary EU legislation (together with other regulations, directives, decisions; opinions and recommendations; communications and recommendations; white and green papers, as well as international and inter-institutional agreements) and ascertain the rights of individuals and their associations with regard to the environment; provide access to environmental information and opportunities to express opinions and concerns; and facilitate participation in decision-making for both public and private projects.

⁵ As defined in the EBRD's ESP, vulnerable groups refer to people who, by virtue of gender identity, sexual orientation, religion, ethnicity, indigenous status, age, disability, economic disadvantages, or social status may be more adversely affected by impacts of the Project than others, and who may be limited in their ability to either claim or take advantage of the Project's benefits. Vulnerable individuals and/or groups may also include, but are not limited to, people living below the poverty line; non-landowners; the elderly; women and children-headed households; refugees; internally displaced people; ethnic minorities; communities dependent upon natural resources; or other displaced persons who may not be protected under national legislation and/or international law.

4 Previous Stakeholder Engagement

4.1 Disclosure of Corporate Information

It was ascertained that the Company has not been disclosing information concerning its financial and operational performance to any of its customers. Only regular reporting to the Mayor's Office and the Kara-Suu City Council is carried out. However, this reporting is not carried out to any meaningful standard of systematically managed information or strategic value.

Neither the Company has a corporate Website, nor the City Council, nor the Kara-Suu Mayor's Office. The most frequent means of communication with the local communities and consumers is via:

- The local Kara-Suu newspapers,
- regional Osh television, and
- radio stations (public and private).

Another means of communication is provided through the heads of the kvartal committees (the kvartalny), who represent the 16 living quarters (kvartals) of Kara-Suu.

The Director of the Company and the Kara-Suu Mayor's Office have taken on the responsibility of public consultations, information disclosure, and interaction with the key stakeholders with respect to the Project. Information is disclosed to the affected communities and other stakeholders via press releases in local newspapers, television, radio, presentations, and exhibitions at City Hall.

4.2 Public Consultations

4.2.1 Political Consultations on both a National and Local Level

In October 2013, the Permanent Committee on International Relations of the Jogorku Kenesh of the Kyrgyz Republic recommended the Government of the Kyrgyz Republic to negotiate with international donors concerning the possibility of funding rehabilitation of the Kara-Suu water and wastewater infrastructure.⁶

The following January in 2014 the Permanent Committee on Agrarian Policy, Water, Ecology, and Regional resources heard the presentation given by the Mayor of Kara-Suu, Mr Turgunbaev, on the severity of the situation regarding the unmanaged wastewater and flooding surrounding the dilapidated WWTP in the City. At that hearing, a resolution was adopted which recommended that the Government of the Kyrgyz Republic clarify the cost for constructing a new WWTP, and to consider allocating funding (of 5 million KGS) for such construction from the following resources⁷:

- The 2014 budget and from the Development Fund for the Osh oblast, and
- The Fund for Environmental Protection so as to prevent further deterioration of the wastewater situation in Kara-Suu.

⁶ See Appendix A.1 hereto for more details.

⁷ Resolution No 6-859/14 from 15. 1. 2014 of the Permanent Committee.

The same resolution tasked the Kara-Suu Mayor's Office to be the responsible body for implementation of the infrastructure project, and to report once per quarter to the said parliamentary committee that was assigned the task of monitoring implementation of the resolution⁸.

The above acts were preceded by the decisions made by the local government, which is responsible today for the Project area, i.e. the City Council (Kara-Suu Kenesh) adopted at least two decisions related to wastewater service improvements in Kara-Suu. The most recent resolution adopted by the City Council on 1 December 2014 (i.e. Resolution 9/1) comprised the decision to proceed with preparation of the Project documentation for applying for the EBRD loan and grant funding, i.e. the Project together with the PIP, the tariff plan, and the loan repayment plan as a preliminary proposal was carefully considered, as well as agreeing to proceed with preparation of the Project documentation for applying for the EBRD loan and grant funding⁹.

This decision was preceded by a public presentation of the Project, which took place on 19 January 2015 at local School №66 on Lenin Street adjacent to the Kara-Suu City Hall. Even prior to that on November 2013, a moratorium (Resolution 5/9 of the Kara-Suu City Council concerning the moratorium on the use of the WWTP from 19 November 2013) and on the use of lands adjacent to the WWTP of Kara-Suu was announced¹⁰.

On 18 February 2015, selected members of the Consultant's Project team made a presentation at the extraordinary meeting of the Kara-Suu City Council (Kenesh) on the following aspects of the Project, namely¹¹:

- The Project's PIP;
- The proposed scenarios of investments;
- Rise in water and sanitation tariffs inferred by the PIP;
- Loan repayment schedule; and
- Social affordability of the tariffs.

On the following day, selected members of the Consultant's Project team met with the representatives of the Programme for the Public Investments Unit of the Ministry of Finance in Bishkek¹². The meeting was dedicated to delineating the PIP, the investment decisions that are to be made, and the needs of the Company and the City in terms of providing funding for national infrastructure support, and approval of the national subvention of approximately EUR 168,000 for the Project.

In fact, there is strong justification to support the Project from the national budget. The PIP is not only targeted at improving the water services of Kara-Suu, but also offers a significant upward shift in the quality of life for all residents of Kara-Suu, particularly women, children, and the elderly. Besides, there is a problem of national significance that is looming due to the high risk of contamination of the ground

⁸ See Appendix A.2 hereto for more details.

⁹ See Appendix A.3 hereto for more details.

¹⁰ See Appendix A.4 hereto for more details.

¹¹ See Appendix A.13 hereto for more details.

¹² See Appendix A.14 hereto for more details.

waters, and possible flooding and leakages of untreated wastewater across the Kyrgyz-Uzbek border where agricultural fields are located.

It must be noted that the PIP to improve the water services infrastructure has historical significance to residents, institutions, and politicians of Kara-Suu. At the same time, the City has a good tax collection base and with careful steps it can manage its expenditures to such an extent that it could assist the Company by forwarding it cash from the centre. Thus, the Project is not needed for a singular reason only. Rather, it is most needed in order to improve the water and wastewater infrastructure and to prevent environmental, social, and health risks associated with a lack of sewerage and wastewater treatment facilities. In addition, it should be viewed as a preventive measure against the risk of a cross-border conflict with Uzbekistan due to the untreated wastewater leaking through the unmanaged streams into the agricultural fields along the border.

Moreover, an official letter requesting cooperation and the release of information for the purposes of the Study was written to the Director, Toktoshev Askarbek Sulaimanovich, (Gosstroj) who gave permission to release data¹³. The draft Programme for the Development of Communal Housing Economy for 2014-2017 was discussed between the Mayor of Kara-Suu, Mr Turgunbaev, and Mr Toktoshev (Gosstroj) so as to understand better the terms of cooperation and multiplication of the best practices.

Round table discussions on the improving the statistical reporting system for the drinking water supply in the Kyrgyz Republic are conducted regularly by Gosstroj, and the EBRD representatives could benefit from taking part in such discussions.

4.2.2 Social Survey in Kara-Suu

The purpose of the social survey conducted by the Consultant in late November 2014 and beginning of December 2014 was to obtain relevant information enabling assessments of:

- How the water supply and sewerage system in Kara-Suu is organised, managed, operated, and maintained by the Company and other providers, as well as
- how water and wastewater services are used and perceived by various consumer groups.

Its findings should help to properly reflect the needs, requirements as well as the constraints of the population and institutions living or, more specifically, who are active within the City.

In order to increase the quality and effectiveness of the surveys, it was decided and agreed with the Mayor of Kara-Suu (Mr Z. T. Turgunbaev) that a leaflet would be presented along with the Mayor's letter to the residents of the City presenting the Project and requesting assistance from residents and institutions in conducting both the household and institutional surveys on the water supply, as well as wastewater collection and treatment services to be provided. It was prepared in three language versions (Russian, Kyrgyz and Uzbek) and was distributed across the City during the third week of November 2014¹⁴. This leaflet was used as a stakeholder engagement exercise as well as a facilitation instrument

¹³ See Appendix A.6 hereto for more details.

¹⁴ See Appendix A.7 hereto for more details.

for conducting a social survey. Subsequently, it resulted in greater efficiency for executing the Social Survey field work.

In total, 56 representatives from the spheres of public, private, municipal, business, and commerce organisations in Kara-Suu were interviewed within the framework of the institutional social survey of Kara-Suu. The water connections, water use, sanitation and wastewater connections, patterns of water access, payments for services, and affordability were all studied in respect of institutions. 466 households of Kara-Suu were surveyed within the household social survey study which was conducted by the Consultant. Amongst the respondents, more than half of the respondents were male (62%) and 37% were female. In terms of occupations and positions within their organisations, the breakdown of the respondents was as follows:

- 19 various public servants (municipal, rayon-level);
- 11 doctors or teachers;
- 2 school methodologists (rayon-level education department);
- 1 school primary education-P.E. teacher;
- 8 entrepreneurs;
- 4 wholesale traders at the Kara-Suu Bazaar;
- 2 retail traders;
- 1 owner of the public bath;
- 4 holders of administrative and directorial positions;
- 2 housewives;
- 1 military serviceman; and
- 1 cooking chef.

The social survey has been documented as a special Report attached as Appendix D. to the Report on Task 1 (*Baseline Study*) under the Assignment.

4.2.3 Public Hearings

The practice of public hearings was reintroduced in the City recently with decentralization efforts and municipal reform. However, the municipal enterprises do not have a regular practice of public hearings. Whereas the tariffs are decided by the city councillors, the consultations with the residents of Kara-Suu, businesses, and public institutions will have to become more frequent and focused. At the moment, most of the news about the City is distributed via the bi-monthly newsletter; however, no municipal radio or television stations exist. Therefore, the Mayor of Kara-Suu makes public announcements at meetings and City Hall events mainly through three channels of communication:

- The heads of the residential districts/kvartals;
- The local newspaper that comes out every 2-3 weeks; and
- The regional Osh television and radio stations.

The City Council and the City Hall (City administration) have no Website available, while the municipal enterprises conduct only rudimentary face-to-face exchanges of orders, tasks, assignments, news

communicated through employees, tariff collectors, technicians, etc., and through workers who come into direct contact with the clients of the Company and/or of Ak-Meenet¹⁵.

The public hearings intended for the key stakeholders must be strategically planned and conducted on a regular basis by the Company, alongside the work of the City Council and the Permanent Construction Committee, the Permanent Municipal Budget Committee, the Permanent Social Rights Committee, and with the heads of the kvartalnyi committees; the map of the kvartals, delineated by street has been prepared for the Project¹⁶.

Public hearings for the Company's Annual Report include discussions concerning the financial and operational performance of the Company and its tariff system. Such stakeholder consultations should take place every year.

As mentioned above, the first public hearing with respect to the Project¹⁷ was conducted on 19 January 2015¹⁸. At this event, a large-scale poster of the Project and five thematic cards on various aspects of water use and wastewater handling (e.g. right to water, quality of water, cultural perception, availability and affordability)¹⁹, as well as a short introduction of the Project in Russian were placed in the entrance hall of the City Hall building²⁰.

4.2.4 Focus Groups

Two focus group sessions were organised by the Consultant with the help of the DIA Public Foundation. The focus of these focus group discussions was, in particular, on sanitation improvements within the context of gender, child development, education, and cultural acceptance.

The first focus group²¹ aimed at exploring the issues of sanitation and water access at schools and kindergartens, in particular:

- main challenges and risks of low quality sanitation;
- education programmes on personal hygiene and sanitation for children of all ages;
- early childhood risks of poor drinking water quality and lack of standard sanitation facilities,
- interest in connecting to new sewerage infrastructure; and
- other benefits of the Project.

Whereas the second focus group²² examined the gender-related aspects in terms of the lack of standardised and quality sanitation facilities, poor drinking water quality and a lack of sewerage infrastructure in the City, and how these factors affect girls, young women, and elderly women in Kara-Suu.

¹⁵ The company Kara-Suu Ak-Meenet is a public utility company in Kara-Suu which is in charge of the removal of municipal solid and liquid waste

¹⁶ The map is enclosed as Appendix A.8 hereto.

¹⁷ The minutes from this public hearing in Russian are enclosed as Appendix A.9 hereto.

¹⁸ Presentations at the public hearing (English and Russian) are enclosed as Appendix A.10 hereto.

¹⁹ These thematic cards have been also distributed in A3 hard colour copies into all the schools in the City.

²⁰ The poster and thematic cards in Russian are enclosed as Appendix A.11 hereto.

²¹ The minutes and list of attendees from this focus group are enclosed as Appendix B.1 hereto.

It must be noted that the Social Survey of households and institutions, as well as the two focus groups have provided indications to the following:

- There is an urgent need for public sanitation and improvements drawn on good hygiene and sanitation practices so as to prevent disease and morbidity (i.e. such as accidents in the public toilets as in the case of 4 dead (of whom 3 were women) and 15 injured as a result of the toilet floor collapsing at the Kara-Suu Bazaar; the article on this incident and details of the case can be found at <http://vof.kg/?p=18594>).
- The feedback from participants clearly demonstrated that women suffer disproportionately more than men, in particular, young women suffer more from low standards of public sanitation and hygiene in Kara-Suu: more young women died in the accident, and young women and children are at risk from being attacked in the public toilets as those facilities are not secured by guards and are lacking in personal safety and privacy.
- The prioritisation of improving hygiene and sanitation conditions and the infrastructure, as well as cultural acceptance and the demand for improved standards, must be introduced and nurtured as early as at the development level of early childhood and taught in schools in order to be effective, and then continued all the way up until it reaches older family members and peers.
- Consumer preferences in terms of public toilets remain strongly with the Turkish-style standing toilet, as opposed to a ceramic toilet seat where one can sit down; this is mostly due to the fact that it is relatively easier and faster to clean Turkish toilets in public places where people are constantly coming and going.
- By improving the hygiene conditions in the public toilets (e.g. in schools, kindergartens, micro-districts), it could set the standard for prototyped toilets being privately built by households and institutions, and also set the demand at a different level of cultural and technical acceptance from the perspective of comfort and cleanliness; temperature; running water; flushing mechanism; design and space; privacy and safety concerns are resolved; availability of soap and toilet paper; and availability of a Muslim bidet or toilet washing facility – these will all improve the sanitary and hygiene experiences for all users of public toilets no matter their age, sex, etc.
- Given that the cleaners are pre-dominantly women, another implication could be that newer and better designed public toilets would provide better working conditions for women cleaners.

The Company has consulted with the key stakeholders who may have an interest in the Project in order to support stakeholder identification and analysis, and has provided interested parties with the information concerning the Project, its potential impacts and benefits. Key stakeholder consultations with respect to the Project are summarised in Table 4.1 below.

²² The minutes and list of attendees from this focus group are enclosed as Appendix B.2 hereto.

Table 4.1: Summary of previous stakeholder consultations – key stakeholder interactions

Date/ Venue	Participants / Organisations	Key topics
26. 2. 2015, City Hall, Kara-Suu	<p>Women who are members of households living along the two intended sewerage branches of the PIP.</p> <p>Employees of the institutions and organisations that were involved in the institutional survey, including cleaning ladies, kitchen and food service workers; owners and tenants of the public toilet facilities; employees of the public bath houses (in the micro district of Arashan);</p> <p>Decision-makers, including women councillors of Kara-Suu Kenesh, heads and members of the kvartal committees; women activists and members of the local NGOs; teachers of the secondary and high schools that are located along the two branches of the intended sewerage; the managers, guards and cleaning personnel of the public toilets of the Yubileinyi micro district; medical personnel of the hospitals (e.g. gynaecologists, paediatricians, medical assistants and nurses who look after the hospital patients.</p>	Focus group on the gender-related aspects of the lack of standardised and quality sanitation facilities, poor drinking water quality, and a lack of sewerage infrastructure in the City.
19. 2 2015, Ministry of Finance, Bishkek	<p>Mr Jooshebekov Zairbek Sulaimanovich, member of Jogorku Kenesh KR (National Parliament of the Kyrgyz Republic), Deputy Chairman of the Permanent Budget and Finance Committee of the Jogorku Kenesh</p> <p>Mr. Mirlan Baigonchokov, Deputy Minister of the Ministry of Finance of the Kyrgyz Republic</p> <p>Ms Nadira Djeenbekova, Head of the Programme of State Investments unit, Ministry of Finance²³</p> <p>Mr. Nurlan Kurmanaliev, Senior Specialist of the Programme of State Investments unit, Ministry of Finance</p> <p>Mr Zarlyk Turgunbaev, Mayor of Kara-Suu</p> <p>Mr Talay Asylbekov, EBRD Bishkek</p>	Presentation of the Study; the PIP<IP; proposed loan covenants; prognosis of water and wastewater tariffs; the possibility of a subsidy from the national budget for the Company and the City; and the next steps were discussed ²⁴ .
18. 2.2015, Rayon Administration Building, Kara-Suu	<p>Akim of the Kara-Suu Rayon Administration, Mr Matraimov Tilekbek Ismailovich</p> <p>Ms Avazkan Ormonova, Chairwoman of the DIA Public Foundation, Councillor of the Joosh settlement administration for the Kara-Suu Rayon</p>	Presentation of the Project's status and discussion on the economic potential of Kara-Suu and the role of improved water and wastewater infrastructure in improving overall well-being in the City.
18. 2.2015, City Hall (Conference Room), Kara-Suu	<p>City councillors (20 out of 31 were present) chaired by the Chairman, Rustam Hatamov</p> <p>Mr Zarlyk Turgunbaev, Mayor of Kara-Suu</p> <p>Mr Hyatt Turdukulov, Director of the Company</p> <p>Ms Avazkan Ormonova, Chairwoman of the DIA Public Foundation, Councillor of the Joosh settlement administration of Kara-Suu Rayon</p>	The Extraordinary Meeting of the Kara-Suu Kenesh (Council) was organised by the Kenesh Chairman and the Mayor of Kara-Suu per the request of the Consultant. The Study's results were presented, including the proposed PIP, social survey results, E&S audit results, proposed tariff increase programme and loan repayment plan etc.
23. 1. 2015, School №66, Lenin Street, visits to all 7 schools, and 3 kindergartens	<p>Directors of schools and kindergartens of Kara-Suu:</p> <p>School №66 (Lenin Street),</p> <p>School №134,</p>	The focus group for the issues of sanitation and water access at the schools and kindergartens; main challenges and risks of low quality

²³ Mr. Mirlan Baigonchokov, Deputy Minister of the Ministry of Finance of the Kyrgyz Republic, who confirmed that he would attend, did not take part in this meeting as he was called to appear last minute at a Parliamentary session.

²⁴ The presentation from this meeting is enclosed as Appendix C hereto (in English and Russian).

Date/ Venue	Participants / Organisations	Key topics
of the City	Tursunov School, Babur School, Manas School, School №68, Jakypov K. Boarding School, Aidanek Kindergarten №4, Moltur Bulak Kindergarten №2, Meerim Kindergarten №3.	sanitation; education programmes on personal hygiene and sanitation for children of all ages; early childhood risks of poor drinking water quality and lack of standard sanitation facilities; interest in connecting to new sewerage infrastructure; and other benefits of the Project.
21. 1. 2015, Rayon Administration Building, Kara-Suu	Representative from Mott MacDonald, Mr Radim Novak, met with the Head of the Rayon State Administration alongside the Mayor of Kara-Suu, Mr Zarlyk Turgunbaevich Turgunbaev	Face-to-face meeting for disclosing information on the Study and the Project. The Head of Rayon administration expressed high interest in the Project as it will improve the existing water and wastewater infrastructure in Kara-Suu with a positive impact on the adjacent settlements.
20. 1. 2015, City Hall (Conference Room), Kara-Suu	The City Mayor's Office and City Kenesh (Council): Mr Zarlyk Turgunbaev, Mayor of the City of Kara-Suu Mr Rustam Hatamov, Chairman of the Kara-Suu City Council Deputy Akim of the Kara-Suu rayon administration EBRD representatives Mr. Toktoshev Askarbek Sulaimanovich – Gosstroï Bishkek Ms Catarina Hensen-Bjorlin, EBRD Moscow Mr Talay Asylbekov, EBRD Bishkek	Presentation of the preliminary results of the Study and the E&S DD, i.e. PIP and LTIP, water and wastewater tariffs, the 4 scenarios of PIP, including the preferred investment scenario, proposed annual tariff increase and loan repayment plan.
20. 1. 2015, City Hall (Mayor's Room), Kara-Suu	Director of Gosstroï, Mr. Toktoshev Askarbek Sulaimanovich	Importance of rehabilitating the water and wastewater infrastructure in the City. Pending approval of the Government Resolution on the draft programme for improving safe access to drinking water and sanitation in the Kyrgyz Republic.
19. 1. 2015, School №66 (Lenin Street)	The Kara-Suu Rayon State Administration, Deputy Akim of the Kara-Suu Rayon Chairman of the Kara-Suu Council Kara-Suu Councillors Mayor of Kara-Suu Management of the Company Management of Ak-Meenet Representatives of the settlement municipalities adjacent to the City Representatives of the municipal enterprises Heads of the residential districts (kvartals) of Kara-Suu NGO representatives Local mass media	Presentation of the preliminary results of the Study and the E&S DD, water and wastewater tariffs; the 4 PIP scenarios, including the preferred investment scenario, proposed annual tariff increase and loan repayment plan.
From 5. 12. 2014 to 8. 12. 2014, interviews were	56 representatives from the spheres of public, private, municipal, business, and commerce organisations in Kara-Suu were interviewed within the framework	The water connections, water use, sanitation and wastewater connections, patterns of water access, payments

Date/ Venue	Participants / Organisations	Key topics
conducted at the premises of the organisations in Kara-Suu	of the institutional social survey of Kara-Suu	for services, and affordability were all studied in respect of institutions.
From 25. 11. 2014 to 10 12. 2014, Kara-Suu residential areas (16 kvartals)	465 households of Kara-Suu were surveyed within the household social survey study conducted by the Consultant. Leaflets along with a letter from the Mayor of Kara-Suu to the residents of Kara-Suu were distributed to all participants in the survey	The water connections, water use, sanitation and wastewater connections, patterns of water access, payments for services, and affordability were all studied in respect of households.
14. 11. 2014, Gosstro Office, Bishkek	Ms Orozbekova Shairgul Galievna, Head of the Department for the Development of Water and Wastewater services at Gosstro	Gaining access to information on data from rayons of the Kyrgyz Republic on: <ul style="list-style-type: none"> the status and maintenance of water and wastewater in the Kara-Suu Rayon; tariff affordability as it is reported by the Kara-Suu Rayon's settlement municipalities; Risks and Burdens on the Environment in the Kara-Suu Rayon from the current system of water and wastewater, including the remnants of the WWTP, sewage collector, etc.; and the current policy for mitigating these risks.
23. 10. 2014, City Hall (Conference Room), Kara-Suu	Representatives of all the adjacent settlements' councils and administrations (Telman, Kirov, Ken-Say, Erkin and Konurat) were invited to the conference room at City Hall to hear about the Project.	The fundamentals of the Project and its likely implications in the future were discussed, in particular, from the perspective of the LTIP, and with a view to the likely administrative merger taking place in the near future.
23. 10. 2014, City Hall (Conference Room), Kara-Suu	Chairman of the Kara-Suu Council Kara-Suu Councillors Mayor of Kara-Suu Director of the Company Chief Architect of the City EBRD representatives (C. Hansen, M. Bergman, T. Asylbekov, E.Yildiz)	The Project's kick/off meeting to discuss the main tasks, timetable, and selected topics of high importance (social survey).

The consultation undertaken to date has enabled the Consultant to receive feedback and comments from the key stakeholders of the Project, and has identified various interests and views on the Project as well. Consultations have also contributed in terms of assigning forms of engagement and communication, as detailed in Chapters 6 and 7 below.

5 Stakeholder Identification and Analysis

5.1 Overview

Stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have an interest in the Project and/or the ability to influence its outcome, either positively or negatively. Stakeholders for the Project include locally affected communities and their formal and informal representatives, national or local government authorities, civil society organisations and groups with special interests, the academic community, or businesses.

The objective of stakeholder identification is therefore to establish various individuals, groups, organisations and authorities who may be affected (directly or indirectly) or who have an interest in the Project for the purpose of building strong, constructive and responsive relationships, which are essential for the successful management of environmental and social impacts and issues of the Project and to strengthen its positive effects.

5.2 Categorisation of Stakeholders

There are currently sixteen main groups of consumers of water and wastewater services and other stakeholders with relevance for the Company, namely:

- household customers as consumers of services provided by the Company;
- budgetary institutions as consumers of services provided by the Company²⁵;
- private customers of the Company;
- institutional (budgetary) consumers²⁶ of drinking water provided by other suppliers;
- other providers of drinking water services in Kara-Suu;
- Ak-Meenet as the provider of wastewater hauling services;
- household consumers of drinking water provided by other suppliers;
- City officials and key officers at the City Hall;
- neighbouring municipal units of Telman, Kirov, Ken-Say, Erkin and Konurat;
- Kara-Suu Regional Hall;
- central regulatory bodies²⁷;
- central government donors²⁸;
- members of the City Council²⁹;
- heads of 16 kvartals in the City (the City Council approves changes in water tariffs); and
- employees of the Company.

At present, there is no NGO that is either residing or has a permanent office in the City. The Osh-based organization DIA (Demilgeluu Ishkerler Ayialdary, translated into English as Entrepreneurial Women with Initiative) is the NGO that is to be continuously engaged throughout the Project as outlined in this Report

²⁵ Schools, kindergartens, City Hall etc.

²⁶ For example, the General Hospital and Children's Hospital.

²⁷ Gosstroj, Antimonopoly Office, etc.

²⁸ Mainly the Ministry of Finance.

²⁹ The City Council approves changes in water tariffs and the City's budget.

~~(see Section 5.3. of this Report). However, key NGOs which have shown interest in the Project are set out in Table 5.1. They will be continuously engaged throughout the Project as outlined in this Report.~~

Some of them or their representatives can belong to more than just one of these classes. Nevertheless, particular relations always determine the particular content and format of interactions between the Company and other Project stakeholders with relevance for the Company.

Just as the degree of stakeholder relevance may vary throughout the lifecycle of the Project, the most appropriate communication and consultation method will vary between stakeholders. By identifying appropriate consultation methods in advance, this Project aims to give all stakeholders equal opportunity to be informed and give their views on the Project.

An analysis of Project stakeholders, their interests, and suggested communication and consultation methods is summarised in the Table 5.1 below.

If you are a stakeholder who has not been identified in the list below, but would like to be kept informed about the Company and the Project, please contact us at the address provided in this Report.

(a) Household customers as consumers of services provided by the Company

First of all, there is a standard relation of service provider and its customer between these two parties; the households who are dependent on water services provided by the Company and the Company itself. The provider supplies drinking water to its customers, while maintaining the infrastructure and collecting payments for its services. The Company is also a guarantor of supplied drinking water quality and continuous access to corresponding services in relation to its consumers. The households are one of the end-users of the outcome of the Project.

During preparation and implementation of the Project as well as following its completion, the Company should systematically build a new, more symmetric partnership with its household customers in order to become a reliable partner. The Company should fully realise its key role in the everyday life of Kara-Suu inhabitants and their households, and to act accordingly. Unsatisfactory quality of drinking water and unreliability of its supply and wastewater services provide considerable room for necessary improvements.

A permanent *ad hoc* information channel should be established and maintained between the Company and its households. Through this channel, the Company should keep the households informed about the preparation, implementation and results of the Project, in particular, about the advantages and assets of the Project, as well as the problems faced and information concerning any operational restrictions of water services, including their extent and duration. This channel, however, should not serve only as a form of one-way communication. Customers and other stakeholders have to have the opportunity to comment on the Project, to raise questions, complaints or grievances through this channel, and to receive adequate responses on their relevant questions, suggestions and initiatives. It is also very important that a key element of interaction between the Company and its household customers is a transparent and objective system of pricing and collecting payments.

Such a channel can have multiple formats based on different information carriers: a local newspaper; a newsletter; leaflets; radio and television; a Website; an electronic or postbox; a dedicated phone line or SMS gateway; a public information board; street radio; regular or occasional public meetings and discussion fora; and expositions, etc. The intermediary role of such a channel and its use would definitely not be limited only to the household customers of the Company, but would also serve in interactions with many other stakeholders in the Project.

(b) Budgetary institutions as consumers of services provided by the Company

Between the budgetary institutions which are dependent on water services provided by the Company and the Company itself, is again a standard relationship of service provider and customer. Therefore, the interactions between them will be very similar by its content and especially by format in terms of interactions between the household customers and the Company mentioned in the previous paragraph.

On the other hand, the Company should apply a special approach to communication with some budgetary institutions, for instance with educational organisations. It should to be taken into account that children, adolescents and young people belong amongst the key promoters of innovations, as it is evidenced by the results of the Social Survey, and potentially can play an important role in disseminating information on the Project, especially by getting it to their parents and other relatives. In this way, children and adolescents can contribute to the public image of the Project and support its advocacy.

Some budgetary organisations can also promote innovation in water service provided by the Company by preparing and implementing interactions with the Company and other stakeholders through small sub-projects that are focused on demonstrating good practices. One of these examples could be, for instance, proposing new and well-maintained public toilets at the premises of the local government.

(c) Private customers of the Company

This is another kind of customer–supplier general relationship. The communication needs and also the specific interactions between private customers on one side, and the Company on the other, are again similar to the interactions in the already mentioned cases. The Company, however, should endeavour to convince these customers of its reliability, even more so than in previous cases. First, the private (market) operators are usually significant customers who are often directly dependent on the quality of supplied drinking water and good access to related services. Secondly, many of them have access to alternative resources, which makes them less dependent on the Company than most households and some budgetary customers are. Therefore, the Company should behave like a good business partner in this case, performing in the position of goods and services supplier, i.e. to employ all relevant and potentially effective forms of customer care and advertising of the services provided. The Company should primarily communicate with these partners on all principal advantages of the innovative water supply and wastewater services for private customers, and to introduce an individual approach, at least to the major private customers, and establish a system of objective measurement, fair pricing and effective collection of payments. The Company should also compete for the explicit support of major employers in the City, mainly amongst its customers, since the opinions of employees in the given cultural venue are often in conformity with the views of their employer.

(d) Institutional (budgetary) consumers of drinking water provided by other suppliers

The return on investment associated with the Project will be in general all the greater, provided the coverage of potential customers with upgraded services and performance is achieved for the same investment costs. Therefore, the Company should seek to extend coverage of the City area and to maximise the number of customers within the footprint of their infrastructure. At the same time, the Company should win over the institutional consumers of drinking water for the Project and their support, which are provided by other suppliers. This should be done regardless of the fact that they are not customers of the Company, because indirectly affected stakeholders will also have an opportunity to express themselves publicly. During interactions with the stakeholders of this category, the Company should focus on the general benefits of the Project, such as its positive effects on the environment.

(e) Other providers of drinking water services in Kara-Suu

Communication with this group of stakeholders will likely be one of the most complicated kinds of interactions. Their interests are, in many respects, opposite to the interests of the Company. Moreover, to ensure a return on the investments for which the Company will be primarily responsible, the Company must be considerably market oriented, especially in relation to its competitors. Although the position of virtually none of the other suppliers of water services is as strong as the Company's position, and their negative attitude may affect the attitude of the community and other significant stakeholders, especially the partners with decision-making functions. Therefore, it would be appropriate to prepare and implement a communication strategy for interacting with other providers of drinking water services.

(f) Ak-Meenet as the provider of wastewater hauling services

The relationship between the Company and Ak-Meenet could be very similar to that of the previous group of stakeholders. The reason is that the wastewater treatment facilities located in Kara-Suu would substantially decrease the current mileage per one trip of wastewater, which probably constitutes a substantial part of the Ak-Meenet income for providing wastewater hauling services. Therefore, the Company should soundly open dialogue with Ak-Meenet on this issue, and argue that a substantial reduction in prices will be offset by the growth in demand for these services.

(g) Household consumers of drinking water provided by other suppliers

Interactions of the Company with household consumers of drinking water who are provided by other suppliers should correspond to the interaction outlined in the paragraph devoted to the institutional consumers of drinking water provided by other suppliers. Where possible and economically viable, the Company should focus on acquiring new customers. However, where the Company is unable to provide the service or where it would be economically too onerous, it should do what is recommended in the case of institutional (budgetary) consumers of drinking water who are provided by other suppliers – to focus in communicating with those, who remain without access to the services of the Company, on the general benefits of the Project, such as its positive effects on the environment in order to gain their support for the Project.

(h) City officials and key officers at City Hall

Officials and key officers at the Kara-Suu City Hall are generally the main points of contact between the Company and the Kara-Suu local government, which is represented by the City Council as its founder, main shareholder and superior authority. At the same time, they are two important stakeholders of the Project: the Company is the main implementing organisation, and the City Hall as the executive body of the local government has mainly conceptual, control and intermediary functions. The specific individuals who embody and perform these functions are then the city officials and key officers. The Company provides them with necessary information and receives instructions, permissions and other information regulating its activities.

(i) Neighbouring settlements of Telman, Kirov, Ken-Say, Erkin and Konurat

Telman, Kirov, Ken-Say, Erkin and Konurat are the satellite settlements which are set to merge with the City around the year 2017. Afterwards, they will also become consumers of municipal water services, but will probably be provided by suppliers other than the Company. Therefore, they will represent different kinds of consumers of other suppliers' services, as mentioned above. Their interactions with the Company will therefore vary according to their status, as specified earlier. Prior to merging the communities with Kara-Suu, the Company should communicate with their governmental bodies within its "regional initiatives" either directly or indirectly through the Kara-Suu City Hall. The best solution in this case would be to hold regular informational meetings by the Company management and representatives of all the communities concerned, including the City.

(j) Kara-Suu Regional Hall

The Kara-Suu Regional Hall is the body responsible for development of the Kara-Suu district (rayon); its main concern is spatial overlaps of the Project. The environmental impacts of the Project stand first amongst these overlaps. Given the fact that a significant contribution of the Project can be assumed in the field of the environment, one can also expect the support of the Kara-Suu Regional Hall. This administrative body could become quite an important partner of the Company in the preparation and implementation of the Project. This, however, requires proper communication of the territorial impacts of the Project and its contributions to the development of the district within the framework of the Company management meetings with the representatives of the Regional Hall and the departments concerned. The regional Hall could also effectively intermediate communications of the Company with the inhabitants and bodies of other communities of the Kara-Suu district.

(k) Central regulatory bodies

The central regulatory bodies are represented either directly or through their regional departments. There are several ministries which execute more or less an important regulatory role. They are the ministries which are responsible for finance, health, the environment, social protection, education, culture and emergencies. Therefore, interactions with them will also be of different nature and content, but with a similar format. They will all have a chance to become acquainted with the Project documentation, and discuss any corresponding aspects of the Project either with the Company directly or through City Hall.

The Company should support City Hall in convincing the central regulatory bodies that the Project is vital for further development of the City and the region and to help dispel any doubts concerning the Project itself. Such interactions will be carried out in the format of official letters, personal meetings and participating in presentations of the Project and public hearings. The Company's representatives should also be involved in direct negotiations with representatives of the central authorities in Bishkek.

(l) Central government donors

The Company is represented mainly by the City Hall and the Mayor of Kara-Suu, who communicate with the central government donors (the Parliament and Government of the KR, in most cases they are represented by the Ministry of Finance). This means that the Company only interacts with them indirectly.

(m) Members of the City Council

The local government, the Kara-Suu City Kenesh (Council), its particular officials and key officers are responsible for sustainable development of the City, as well as the environment and living conditions of its inhabitants. With respect to this responsibility, they are naturally interested in opportunities and any threats related to the Project, the implied risks and any proposed mitigating measures. At the same time, the local government is responsible for the performance and development of the Company itself as its main shareholder. The interaction of both stakeholders will necessarily have elements of cooperation as well as those of management and subordination. The Company is accountable to the Local Council, and therefore the Council will also monitor the Company operations within the Project. Due to the relatively high level of poverty amongst the population of the City and low level of competitiveness on the local market for water services, there will be also a need for changes to be made in some regulations. In particular, the Council will approve the tariff plan of the Company.

(n) Heads of 16 kvartals in the City

Interaction of the Company with the heads of the kvartals³⁰ is determined by the form of governance at the lowest territorial administrative level and the significant role these structures have in it. The heads of kvartals could become efficient mediators of communication, in particular, between the Company and households living in particular kvartals, in cases where a given matter applies to all or many households in the area. As such, they would play one of the key roles in gaining support for the Project amongst the population. Interaction between the heads of kvartals and the Company would then mostly take the format of face-to-face meetings or written communications.

(o) Employees of the Company

The Company will provide its employees with instruction on an everyday basis regarding their working tasks in all stages of preparation and implementation of the Project. Employees of the Company, however, will not only implement the Project. They mostly are also the inhabitants of the City or its rayon. As such,

³⁰ See the delineation of kvartals and the description of their location in Appendix A.8 hereto.

they represent an important source of information for the Project. To disseminate correct information and to be able to advocate the Project, they have to be well informed about it and its main aspects, not only to those whom it is related directly to their position and working duties in the Company. Therefore, the Company should acquaint its employees with the entire Project by means of its presentations at Company meetings, and also by presenting the Project at the Company's premises. The Company should also monitor or collect and assess its employees' opinions, comments and proposals on the Project, as well as their complaints or grievances, and provide them with relevant feedback.

5.3 Gender Considerations

The EBRD works with its clients to promote gender equality and fair access to services for both men and women. For this purpose, gender considerations amongst the potential stakeholders of the PIP have been taken into account as part of stakeholder identification and analysis.

DIA Public Foundation is based in Osh but operates throughout the three southern regions (oblasts) of the Kyrgyz Republic:

- Osh Region,
- Jalal Abad Region, and
- Batken Region.

DIA Public Foundation has been working in the field of gender equality and is connected to a network of NGOs throughout the Kyrgyz Republic and has brought the following to the table in respect of the Project:

- providing assistance in carrying out the social survey;
- providing administrative support at the public hearing on the Project's findings in Kara-Suu on 19 January 2015; and
- facilitating two focus groups with selected stakeholders and consumer groups as described in Section 4.2.4 above.

The participation of DIA in the public consultations of the Project has highlighted at least 3 aspects of gender imbalance and lack of understanding about gender-related social problems that prevail in Kara-Suu:

- Women have very little representation in decision-making structures of the Kara-Suu municipal council, City administration, kvartals management, municipal enterprises.
- There are very few well-educated professional women employed at any of the municipal organizations mentioned above.
- There is no women's support and/or promotion agenda, or any clear understanding at the local level about gender equality and girls education, women's professional development as a priority or an issue at all; therefore, the needs for specific recommendations on communicating the Project information to women have been raised and offered for further consideration.

All these aspects have been brought out into light, and DIA intends to monitor the furthering of the solutions for problems pertaining to the above lack of prioritisation and understanding of gender equality needs and dynamics.

The civil society sector in Kara-Suu is considerably weak. Colleagues from DIA Public Foundation could not identify any effectively and visibly working organisation which deals with issues of gender equality rights, the right to water, and/or equal opportunity at work, labour unions, or any other entity with a civil society function in Kara-Suu. While the City needs many more organisations of activists who could represent residents, micro-districts, residential and business areas, as well as specific cohorts, such as women, children, youth, the elderly, handicapped, etc., there is a need for many more NGOs which are family-oriented and provide various types of support to mothers of large families with low income; promote women's initiatives in civil society; protect women's rights and support disabled women, young women and girls, teenagers and youth, and children of all genders. Focus group for the gender-related aspects concerning the lack of adequate sanitation facilities, poor drinking water quality, and lack of sewerage infrastructure in Kara-Suu, has revealed that women have some very specific needs and concerns about the poor quality of facilities and having separate access to adequate sanitation. These needs and concerns have been reflected in the contents of the PIP, in particular, regarding the introduction of public toilets and their features described in the Report on Task 3 & 4 (*LTIP & PIP*) under the Assignment.

5.4 Identification and Analysis

Table 5.1: Stakeholder identification and analysis

Key stakeholder groups	Stakeholders identified	Relevance to the Project	Communication and consultation methods
Local community groups and organisations			
Affected communities	Residents of: <ul style="list-style-type: none"> - Kara-Suu (approx 22,580 residents) - Communities of the adjacent settlements (approximately 20,000 residents) 	Interested in how the Project will affect them during their lifetime, namely with regard to employment opportunities; health; safety and security of the communities; and impacts and mitigation during construction and the operational period.	<p><u>Due to variability of stakeholders, a variety of methods of communication are preferred, however the most technologically advanced and easy methods such as web and mobile communication are still not available to many in Kara-Suu due to A lack of technical infrastructure. Old brick-and-mortar, face-to-face, kvartal visits type communication in all local languages are clearly preferred.</u></p> <p>Public presentations and exhibitions, such as a Water Forum in the City and in the communities of Kara-Suu market, adjacent settlements that are to be connected to the Kara-Suu municipal water services in the future after the administrative and territorial reform is completed (merging the settlements with the City of Kara-Suu).</p> <p>Distribution and canvassing of leaflets across the City (Project area).</p> <p>Articles published in the local Kara-Suu newspapers.</p> <p>Articles/announcements published in the City's bi-monthly newsletter.</p> <p>Announcements via the district/kvartal heads and activists, newspapers, Osh radio and television stations.</p> <p>Meetings with community representatives, if deemed necessary.</p> <p>Provision of SEP and Non-Technical Summary (NTS) documents in Kyrgyz and/or Russian.</p> <p>Ongoing engagement with the Project Community Liaison Officer (CLO).</p>
Disadvantaged and vulnerable groups in the communities	Public associations interested in disadvantaged and vulnerable groups in the Project area to be established and/or formed: <ul style="list-style-type: none"> - Public associations for women: - Public associations 	There is a potential for disadvantaged and vulnerable groups (disabled or unemployed women, low-income families, war veterans and retired workers, physically challenged people, etc.) to be excluded from the Project communications and stakeholder management measures.	<p><u>For this group of stakeholders official announcements and City council resolutions are important. The local NGOs and social workers, and the City administration workers are the preferred communicators of information about the Project in such cases. The Project's Community Liaison Officer could visit a selected number of households and deliver Project communication materials in all the languages spoken in the</u></p>

Key stakeholder groups	Stakeholders identified	Relevance to the Project	Communication and consultation methods
	for the handicapped: - Public associations for the elderly: - Public associations for children, teenagers: - Public associations for veterans.		<u>community.</u> Announcements via local governments, newspapers and television. Contact via NGOs offices to request that they disseminate information to their members. Disclosure of the NTS document in Kyrgyz, Uzbek and/or Russian.
Company's employees, job seekers and non-employee workers			
Company employees	Employees and prospective employees.	Interested in labour standards and workers' rights. There is the potential for workers to be affected by retrenchment caused by Project implementation.	Disclosure of SEP documents to the Company employees in Kyrgyz and/or Russian. Engagement with a Project staff member responsible for liaison with the workers and later stages with trade union.
Workers' organisations	The trade union operating at the Company (currently non-existing).	Interested in labour standards and workers' rights.	Disclosure of the retrenchment plan (if applicable and needed under ESAP). Disclosure of the formal workers' grievance procedure.
Non-employee workers	Non-employee workers engaged directly by the Company for the Project.	Interested in labour standards and workers' rights.	Provision of the Project documents in Kyrgyz and/or Russian. Disclosure of the workers' grievance procedure to non-employee workers working on the Project.
Governmental authorities			
Jogorku Kenesh of the Kyrgyz Republic (National Parliament)	- Permanent Committee on Agrarian Policy, Water Resources, Ecology, and Regional Resources - Permanent Committee on Budget and Finance - Permanent Committee on International Relations - Permanent Committee on Transport, Communication, Architecture, and Construction	This government authority had recommended to the Government of the KR to negotiate with international donors on funding the rebuild of the Kara-Suu water and wastewater infrastructure in October 2013 (International Relations). While in January 2014 the Permanent Committee on Agrarian Policy, Water, Ecology, and Regional Resources heard the presentation of the Mayor of Kara-Suu, Mr Turgunbaev, and a resolution was subsequently adopted, recommending that the Government of the Kyrgyz Republic clarify the costs for constructing a new WWTP, and to consider allocating funding (of 5 million KGS) for such construction from the 2014 budget, the Fund for the Development of the Osh Oblast, and from the Fund for the Environmental Protection, so as to prevent further deterioration of the situation concerning wastewater in Kara-Suu. The same	<u>The communication with the members of Parliament and committee members are mostly undertaken by the Mayor of Kara-Suu and the City councillors, some support in reaching out to the Bishkek political establishment is provided by the Rayon administration and key representatives of the central government in Kara-Suu rayon.</u> Face-to-face meetings, presentations of the PIP, tariff strategy, social support programmes. Provision of the Study for consideration and decision-making on subvention for the City. Formal letters and communications. Public hearing events in the Project area. Provision of SEP and NTS documents in Kyrgyz and/or Russian. Project contact to be provided for direct feedback.

Key stakeholder groups	Stakeholders identified	Relevance to the Project	Communication and consultation methods
		resolution tasked the Mayor's Office of Kara-Suu to be the responsible body for implementation of the infrastructure project and to report once per calendar quarter to the said permanent committee that monitors implementation of the resolutions.	
Kara-Suu Kenesh (Council)	Permanent committees on: <ul style="list-style-type: none"> - Construction, Communal Services, Housing and Economy, Energy, Land Issues - Industry, Transport, Communications, and Trade - Economy, Budget, Rights and Ethics - Education, Healthcare, Culture, Sport, Women and Youth Policy 	Local government that is responsible for the Project area and will be interested in risks and impacts of the Project, proposed mitigation measures and opportunities. The City Council adopted resolutions related to wastewater services in Kara-Suu. The most recent resolution considered the PIP, tariff and loan repayment plan, and preliminary proposal; it also agreed to proceed with preparation of the Project documentation for applying for the EBRD loan and grant funding. In November 2013, the first resolution concerning the moratorium on using the lands adjacent to the WWTP in Kara-Suu was adopted. In December 2014, support of the Project was confirmed for assessing the investments required into the infrastructure in order to improve the hygiene and sanitation situation in Kara-Suu.	<u>Preferred methods of communication are as follows:</u> Face-to-face meetings. Formal letters and communications. Public hearings and exhibitions in the Project area. Provision of the Study and NTS document and mitigating actions in Kyrgyz and/or Russian. Project contact to be provided for direct feedback.
Ministry of Finance of the Kyrgyz Republic	Programme of State Investments Unit	This governmental authority will consider approval of the potential national subvention for the Project from the national budget. In addition, it is the key stakeholder in the approval of the loan documentation for the Project	<u>Preferred methods of communication are as follows</u> Face-to-face meetings, presentations of the PIP, tariff strategy, social support programmes. Provision of the Study for consideration and decision-making on subvention for the City and approval of the loan documentation. Public hearings events in the Project area. Formal letters and communications. Project contact to be provided for direct feedback.
Ministry of Emergencies of the Kyrgyz Republic	Kara-Suu Regional Department for Environment Protection of the Environment Regulation and Control Committee	This governmental authority will approve various permits for relevant components of the PIP and will be interested in environmental risks, impacts and mitigation of the Project.	Face-to-face meetings. Formal letters and communications. Public hearings events in the Project area. Provision of SEP documents in Kyrgyz and/or Russian.
State Agency for Consumer Rights Protection	Gosstroï State Agency for Architecture and Construction of Kyrgyzstan	The agency regulates drinking water quality and access, sanitation quality and access and preventative work to prevent public health risks on the national level and will be interested in public safety and security.	Face-to-face meetings. Formal letters and communications. Public hearings events in the Project area.

Key stakeholder groups	Stakeholders identified	Relevance to the Project	Communication and consultation methods
			Provision of SEP documents in Kyrgyz and/or Russian.
Ministry of Emergencies of the Kyrgyz Republic	Kara-Suu Regional Department for Emergency Situations.	This governmental authority will be interested in public safety and security and emergency prevention and control.	Face-to-face meetings. Formal letters and communications. Public hearings events in the Project area. Provision of SEP documents in Kyrgyz and/or Russian.
Ministry of Health of the Kyrgyz Republic	Kara-Suu regional body of the Ministry of Health	This government authority will be interested in the sanitation/hygiene, local medical staff/hospitals preparedness to epidemiological situations related to water, monitoring of the epidemiological situation in the city. Also, prevalence and morbidity of infectious water-borne diseases, or those which arise from poor water quality.	Face-to-face meetings. Formal letters and communications. Public hearings events in the Project area. Provision of SEP documents in Kyrgyz and/or Russian.
Ministry of Education of the Kyrgyz Republic	Kara-Suu regional body of the Ministry of Education	This government authority will be interested in the status of the sanitation facilities in schools and kindergartens, as well as the necessary training and education programmes and skills on drinking water quality and access, environmental and social aspects of urban sewerage systems, and the gender-related aspects of improved hygiene and sanitation in the City.	Face-to-face meetings. Formal letters and communications. Public hearings events in the Project area. Provision of SEP documents in Kyrgyz and/or Russian.
Ministry of Culture of the Kyrgyz Republic	Kara-Suu regional body of the Ministry of Culture and Sports.	This governmental authority will be interested in the historical and cultural heritage in the Project area.	Face-to-face meetings. Formal letters and communications. Public hearings events in the Project area. Provision of SEP documents in Kyrgyz and/or Russian.
Ministry of Social Protection of the Kyrgyz Republic	Local social protection bodies.	Local social protection authority will be interested in social impacts and benefits of the Project.	Disclosure of the Retrenchment Programme. Notification of availability of SEP and NTS documents.
Kara-Suu Rayon Administration	The Akim of the Kara-Suu Rayon Administration Mr Tilekbek Ismailovich Matraimov and all relevant departments of the rayon administration.	Regional government which represents local residents and will be interested in the risks and impacts of the Project, proposed mitigation measures, and opportunities. In October 2013, the Akim of the Rayon Administration raised the issues of wastewater treatment, disrepair and poor quality of the sewerage and the drinking water networks in the City of Kara-Suu at the External Meeting of the Permanent International Relations Committee of the Jogorku Kenesh (National Parliament) under the leadership of MP, Mr K.Imanaliev. The decision of the Permanent Committee was to recommend that the Government	Preferred methods of communication are as follows: Face-to-face meetings. Formal letters and communications. Public exhibitions in the Project area. Provision of the NTS document and mitigation actions in Kyrgyz and/or Russian. Project contact to be provided for direct feedback.

Key stakeholder groups	Stakeholders identified	Relevance to the Project	Communication and consultation methods
		of the KR consider the possibility of negotiating with international donors on the issue of funding the construction of wastewater treatment, sewerage, and drinking water network in the City belonging to the Kara-Suu Rayon, Osh Oblast.	
Employment centres	Department for Employment and Social Programmes of the City	Local employment office may assist in identifying new jobs for the Company's workers who will be made redundant and advising the Company on recruiting highly-qualified personnel to operate new facilities.	Face-to-face meetings and communications. Interaction with the HR Department of the Company. Notification on the availability of SEP documents. Public exhibitions in the Project area. Access to the Website for the Project documentation.
NGOs and private sector			
NGOs and civil society organisations	DIA Public Foundation	NGOs with interests in human rights and/or environmental conservation. Potentially stringent observers and commentators on development of the Project. Depending on the mission, understanding of the Project, or issues, it could act as a partner in terms of implementing or monitoring.	Public exhibitions in the Project area. Notification of availability of SEP and NTS documents. Access to the Website for Project documentation. Distribution of leaflets and the Company's Emergency and Operations Control Centre's number.
Business partners and other local suppliers and businesses	Most of the business stakeholders have been identified via the Institutional social survey. Additional stakeholders will be identified through SEP disclosure.	Business partners will have an interest in the development of the Project, namely, economically.	Notification of availability of SEP and NTS documents. Public exhibitions in the Project area. Access to the Website for the Project documentation.
Others			
Universities	Local universities and high schools: Osh State University	Local universities and high schools will be interested in the impacts of the Project and potential research opportunities. Universities will provide candidates for employment in the operational phase. Potentially stringent observers and commentators.	Access to the Website for the Project documentation. Public exhibitions in the Project area.
Media	Local news and information outlets: - Kara-Suu Mayor's Office bi-monthly newsletter - Osh Regional Television and Radio	Will be interested in the Project's risks and impacts, mitigation, and benefits.	Notification of availability of SEP documents. Public exhibitions in the Project area. Access to the Website for the Project documentation.

6 Stakeholder Engagement Activities

6.1 Overview

This chapter describes the activities that will be undertaken to promote an open and transparent stakeholder engagement as an essential element of good international practice (“GIP”), and to inform stakeholders about the Project and consult with them on an ongoing basis throughout the lifetime of the Project from its inception. The stakeholder engagement activities serve two key purposes:

- Disclosing appropriate information about the Project: Disclosure of relevant Project information helps stakeholders understand the impacts and benefits of the Project and minimises any potential issues and risks.
- Providing relevant stakeholders with the opportunity to voice their opinions, preferences and grievances: Consultation activities are more informed and constructive if stakeholders have accurate and timely information about the Project, its impacts and opportunities; this enables the stakeholders’ involvement in the planning and design process.

The various disclosure and engagement activities to be undertaken for the Project are based on principles related to inclusion and continuity, as well as the PRs of the EBRD, and are described in more detail in the remainder of this chapter.

6.2 Information Disclosure

The Company will disclose the Project information to the general public and Project stakeholders in compliance with EBRD requirements to Category B projects.

Information disclosure will be in Kyrgyz, Russian and to some extent also in Uzbek, the main language preferences of the affected parties and the decision-making process. Local communication channels and public mass media will be used to enable accessibility of information to the greatest number of people. Different forms of media such as television will be used to communicate information to those with literacy problems.

Due to variability of stakeholders, a variety of methods of communication should be used., The most technologically advanced and easy methods such as web and mobile communication are still not available to many in Kara-Suu due to lack of technical infrastructure. Therefore, old brick-and-mortar, face-to-face, kvartal visits type communication in all local languages are preferred.

The communication with the members of Parliament and committee members are mostly undertaken by the Mayor of Kara-Suu and the city Councillors, some support in reaching out to the Bishkek political establishment is provided by the Rayon administration and key representatives of the central government in Kara-Suu rayon.

For most vulnerable groups of stakeholders, i.e. whose household members have disabilities, official announcements and cCty council resolutions on social support (i.e. in tariff support, social benefits) are important. The local NGOs and social workers, and the City administration workers are the preferred communicators of information about the Project in such cases. The Project’s Community Liaison Officer

could visit a selected number of households and deliver Project communication materials in all the languages spoken in the community.

Project information and disclosure methods will include:

- Information on the purpose, nature and scale of the Project – to be disclosed via the City Hall information board on an ongoing basis throughout the lifetime of the Project;
- Project programme and activities – to be disclosed via the City Hall's information board on an ongoing basis throughout the lifetime of the Project;
- Public presentations and exhibitions in the Project area – to be announced at least two weeks ahead of the event via the City Hall's channels and information board, announcements in the local newspapers and TV, in the public institutions' buildings, in the private business buildings, through the telephone invitations, formal letters and communications;
- Non-technical Summary of the Project – to be disclosed via the City Hall's information board, provided in paper form in both local public and private buildings, on government Websites (i.e. official Website of Gosstroy (<http://gosstroy.gov.kg/>), and will be communicated both in hard and electronic copies via the Project information desk, and available upon request;
- Stakeholder Engagement Plan – to be disclosed via the City Hall information board, provided in paper form in both local public and private buildings, and communicated both in hard and electronic copies via the Project Information Desk or made available by request.
- Project Annual Reports – to be disclosed via the City Hall's information board, and during annual public hearings.
- All the above communication channels should be supported by the Website of the Company which should be developed as part of the Corporate Development Programme.

In addition to the aforementioned disclosure activities the Project information will be made available on the EBRD Website (<http://www.ebrd.com>). This will include:

- Project Summary Document which will provide a factual summary of the Project and will be released at least 60 calendar days prior to consideration of the Project by the EBRD's Board of Directors via EBRD's Website; and
- Notification on the availability of SEP and NTS documents – to be posted on the EBRD's Website.

As part of the information disclosure stakeholders will be advised that the Project will:

- Improve management performance and water and wastewater services of the Company;
- Improve billing and collection performance of the Company;
- Introduce modern and efficient equipment to enhance operational processes;
- Contribute to energy and water savings;
- Enhance potable water quality;
- Reduce potable water losses resulting from the replacement of old and deteriorated pipelines;
- Reduce water-borne infections and epidemics resulting from low level of personal hygiene, sanitation, and lack of or shortage or limited access to clean drinking water;
- Contribute to gender equality to improve access to drinking water and sanitation reducing need to collect drinking water from afar and from carrying it long distances;
- Contribute to the reduction of potential risks for violence related to water collection or using public sanitation facilities;

- Improve wastewater quality and environmental standards; and
- Consider any climate change implications.

6.3 Principles of Effective Consultation

In order for the Consultations with the stakeholders to be effective, the Consultant has devised the following important arrangements which must be carried out.

The Mayor's Office (City Hall) will provide the Project Room, which will be leased by the Company. One dedicated staff member (CLO to be employed by the Company) will be trained at later stages (in the course of Corporate Development Programme) to be the Head Operator (Customer Relations). The Project Room will be equipped with relevant HW&SW and furniture and schematic maps, project documentation, timescales, brochures, leaflets, and other relevant information materials about the Project. The main responsibilities of the CLO would be to serve as a contact point for recording and handling queries, complaints, preferences, wishes, comments, applications for household connections, fee collections, etc.

The CLO will report/communicate with the Mayor's Office and the EBRD Technical Assistance – including communication with the Project Oversight and Monitoring Committee (“**POMC**”). The POMC will be based at City Hall and will be supported by the EBRD Corporate Development Technical Assistance.

The criteria for membership in the POMC:

- representatives of key local stakeholders and
- CLO as a contact point/administrator of the POMC.

It is envisaged that the POMC will have around 20 members. The exact composition and procedural rules are to be developed under the Corporate Development Programme. Any underlying documents for meetings should be prepared by the Director. Quarterly meetings (1st meeting envisaged in 4Q 2015/1Q 2016) will be held; however various sources of communication will be made available, such as the Company's Website, Project's Office, CLO, media, ~~etc~~ Community Liason Officer, etc

6.4 Community Liaison Officer

The Company must appoint a dedicated Community Liaison Officer (CLO)³¹, who will be responsible for meaningful interaction with the affected and interested communities during the lifetime of the Project. The CLO will be responsible for operating and monitoring the formal logging system where grievances related to the Project will be classified and registered. The CLO will organise meetings with local stakeholders to inform them of the Project's progress, performance, benefits, and impacts. The CLO will collaborate with the Company management team to investigate any grievances (if required), and to identify an appropriate investigation team with the correct skills to review any issues which are raised. Knowledge of English on the part of CLO would be an advantage.

³¹ At the moment, Ms Erkingul Karakozueva has been nominated for the position to the City/Company.

Contact details for the CLO will be included in all appropriate Project communication materials, including leaflets and printed materials, the grievance procedure, and non-technical summaries.

The Company will set up a Project Implementation Unit (“PIU”), which will be responsible for implementation of the Project. The CLO will communicate and collaborate with the PIU Project Manager on any issues and the progress of stakeholder engagement during Project preparation, implementation and operation. Future Updates of SEP

6.5 Emergency and Operations Control Centre and Public Relations

The Company should install and operate an Emergency and Operations Control Centre (“EOCC”) complete with a hotline number; the EOCC should be developed as part of the Corporate Development Programme. The EOCC will receive community grievances and register water and wastewater incidents. In addition, the City will register water and wastewater grievances and accidents and will inform the EOCC of any relevant calls to address registered grievances. Other utilities in the City may also register and inform the EOCC of any grievances and incidents reported with the water and wastewater systems, and to respond in a timely manner and follow up with the affected party.

Within the Company structure, the Financial and Customer Service Department shall carry out public relations functions and will be responsible for interacting with communities, the mass media, and other interested stakeholders.

The hotline number will be communicated to the public through the Internet, leaflets, and press publications.

6.6 Future Updates of SEP

The SEP will be reviewed by the Company throughout the course of Project preparation, during its implementation, and annually once the Project is operational in order to assess whether:

- The type of consultation and disclosure activities are appropriate for the different stakeholders;
- The frequency of consultation activities is sufficient;
- Grievances are being adequately dealt with; and
- The stakeholder list remains appropriate and whether engagement should cease or be extended to any other stakeholders.

7 Stakeholder Engagement Timescales and Responsibilities

It is important that consultation and disclosure undertaken as part of the Project occurs at appropriate timescales in order to allow for stakeholders to be informed and able to contribute to the appropriate management of environmental and social issues and development of the Project. Table 7.1 assigns timescales and responsibilities to the activities identified in the previous chapter. This is a live document that will be updated as the Project progresses, with further details provided on specific timings, locations, and media for certain activities. Project Grievance Mechanism

Table 7.1: Stakeholder engagement timescales and responsibilities

Activity	Timing/detail	Responsibility
1. Stakeholder engagement during the Project preparation		
Public presentations and exhibitions	<p>One opening event in Kara-Suu to be conducted – it could be promoted as the Water Forum.</p> <p>Location and date to be announced in advert/announcement.</p> <p>The Company to present information about the Project (in the approved version), its potential impacts, proposed mitigation measures and benefits.</p> <p>CLO to invite community members, representatives of city council, rayon administration, environmental and social protection authorities, local NGOs and civil society organisations to attend.</p>	<p>Event arranged and advertised by the Company.</p> <p>Event attended by the Company, CLO, PIU Project Manager and other Company staff as deemed appropriate.</p> <p>CLO to take minutes of the meeting and attendance, and collect feedback.</p>
Face-to-face meetings with all stakeholder representatives	Face-to-face meetings, as required; informational letters and direct contact through email or other media, as necessary.	CLO to organise meetings and PIU Project Manager to attend.
Disclosure of SEP and NTS documents	<p>Disclose SEP and NTS documents in Kyrgyz, Uzbek, and Russian languages via the City Hall's information board and in hard copy to communities, and upon request.</p> <p>Adverts to be placed for one week in local newspapers, announcements via television, Internet, identifying where the documents are located.</p> <p>Documents will be made available in printed and electronic format at the PIU, City Hall, and city libraries.</p> <p>Provided to the City councillors and community representatives.</p>	Available upon request from the CLO.
Collecting comments and suggestions	Via the grievance mechanism.	The hotline to collect and log grievances, and to respond if necessary. CLO will monitor these procedures and records.
Media communications	As requested or when press releases deemed relevant.	Company's Financial and Customer Service Department (as per the new organisational chart).
Ongoing community liaison and grievance logging, resolution and reporting	<p>Communications with local communities in relevant Project areas.</p> <p>Weekly grievance reporting to the PIU Project Manager.</p>	<p>CLO.</p> <p>PIU Project Manager.</p>

Activity	Timing/detail	Responsibility
2. Stakeholder engagement during implementation of the PIP		
Pre-announcements of potential water disruption	Prior to the start of construction to inform communities on likely impacts, nuisances and mitigations (if applicable). Information on potential disruption and construction works will be disclosed in the form of printed pre-announcements located at visible places, such as notice boards of apartment blocks, letters or leaflet drop to households / businesses.	Operational services with periodic monitoring by the CLO.
Regular updates via heads of kvartals (living quarters), local newspapers, and the City Councillors	Updates when activities change, milestones are reached, etc. Provision of public domain information as it becomes available, such as information on management of construction impacts, monitoring reports and annual reports.	CLO and management of the Company.
Updating SEP	Prior to the start and end of construction works. Upload updated versions to the City Hall's information board.	CLO and PIU Project Manager.
Annual Reporting	Project specific annual reporting summarising project performance, CLO activities including grievances and updates to the SEP.	Various Company departments. Publishing by the responsible unit.
3. Stakeholder engagement during operation		
Grievance logging, resolution and reporting	Bi-annual grievance reporting to the PIU Project Manager / Company management.	CLO and PIU Project Manager.
Consultation with affected staff	Identification of the exact number of workers who will be selected for redundancy and drafting the Retrenchment Plan. Identification of in-house jobs available for the affected workers.Consultation with workers prior to retrenchment proceedings. Updates to the Retrenchment Plan.	Company management and PIU Project Manager.
Interaction with employment centres	Consultation and interaction with the City Department for Employment and Social Programmes to identify new job opportunities in other companies and organisations for workers that will be made redundant.	Company 's management and the PIU Project Manager.
Updating SEP	Annually.	CLO and PIU Project Manager.
Annual Reporting	Information about the Project during its operational phase will be included in the Company's Annual Report.	Various departments of the Company; publishing by the responsible unit.

8 Project Grievance Mechanism

8.1 Opening Remarks

A grievance can be defined as an actual or perceived problem that might give grounds for complaint. As a general policy, the Company will work proactively towards preventing grievances through the implementation of impact mitigation measures (as identified by the ESAP), as well as workers and the community liaison.

Anyone will be able to submit a grievance against the Project if they believe a practice has a detrimental impact on the community, the environment, or on their quality of life. Alternatively, they may also submit comments and suggestions. This chapter considers the issues of confidentiality and anonymity, and the Project's grievance resolution process.

8.2 Resolution Confidentiality and Anonymity

The Project will aim to protect a person's confidentiality when so requested, and will guarantee anonymity in the annual reporting. However, individuals will be asked permission to disclose their identity. Investigations will be undertaken in a manner that is respectful of the aggrieved party and the principle of confidentiality. The aggrieved party will need to recognise that there may be situations when disclosure of identity is required, and the Project will identify these situations in order to see whether the aggrieved party wishes to continue with the investigation and to engage in resolution activities.

8.3 Grievance Reporting and Resolution

Information about the Project grievance procedure, who to contact and how will be made available on the City's Website.

Grievances will be logged in a formal logging system for which the CLO will be responsible. People may register grievances using the form contained in Appendix D or by contacting the CLO or EOCC. Contact details for the CLO will be included in the appropriate Project communication materials such as the non-technical summaries.

The CLO will classify grievances according to [Flowchart for Processing Grievances as shown in Figureable 8.1 below](#). In cases where investigations are required, Project staff and outside authorities will assist with the process, as appropriate. The CLO will collaborate with the Company management to identify an appropriate investigation team with the correct skills to review the issue raised. The investigation will also aim to identify whether the incident leading to the grievance is a singular occurrence or likely to reoccur. Identifying and implementing activities, procedures, equipment and training to address and prevent reoccurrence will comprise part of the investigation activities.

Table 8.1: Grievance classification criteria

Classification	Risk Level (to health, safety or environment)	Response
Low	No or low	CLO will conduct investigation, document findings, and provide a response.
Medium	Possible risk and likely a one/off event	CLO and an appropriate investigation team will conduct investigation. The Site Manager or Head of Wells and Intakes may decide to stop work during the investigation to allow for the corrective preventive actions to be determined. The CLO will provide a response.
High	Probable risk and could reoccur	CLO will get the contractor to organise a Major Investigation Team for prompt investigation and resolution. Work may be stopped in the affected area. The CLO will provide a response.

The CLO will explain in writing to the complainant (or orally, where literacy is an issue) the review process, the results, and any changes to activities that will be undertaken to address the grievance and how the issue is being managed to meet appropriate environmental and social management systems. In some cases, it will be appropriate for the CLO to follow up at a later date to see if the person or organisation is satisfied with the resolution or remedial actions.

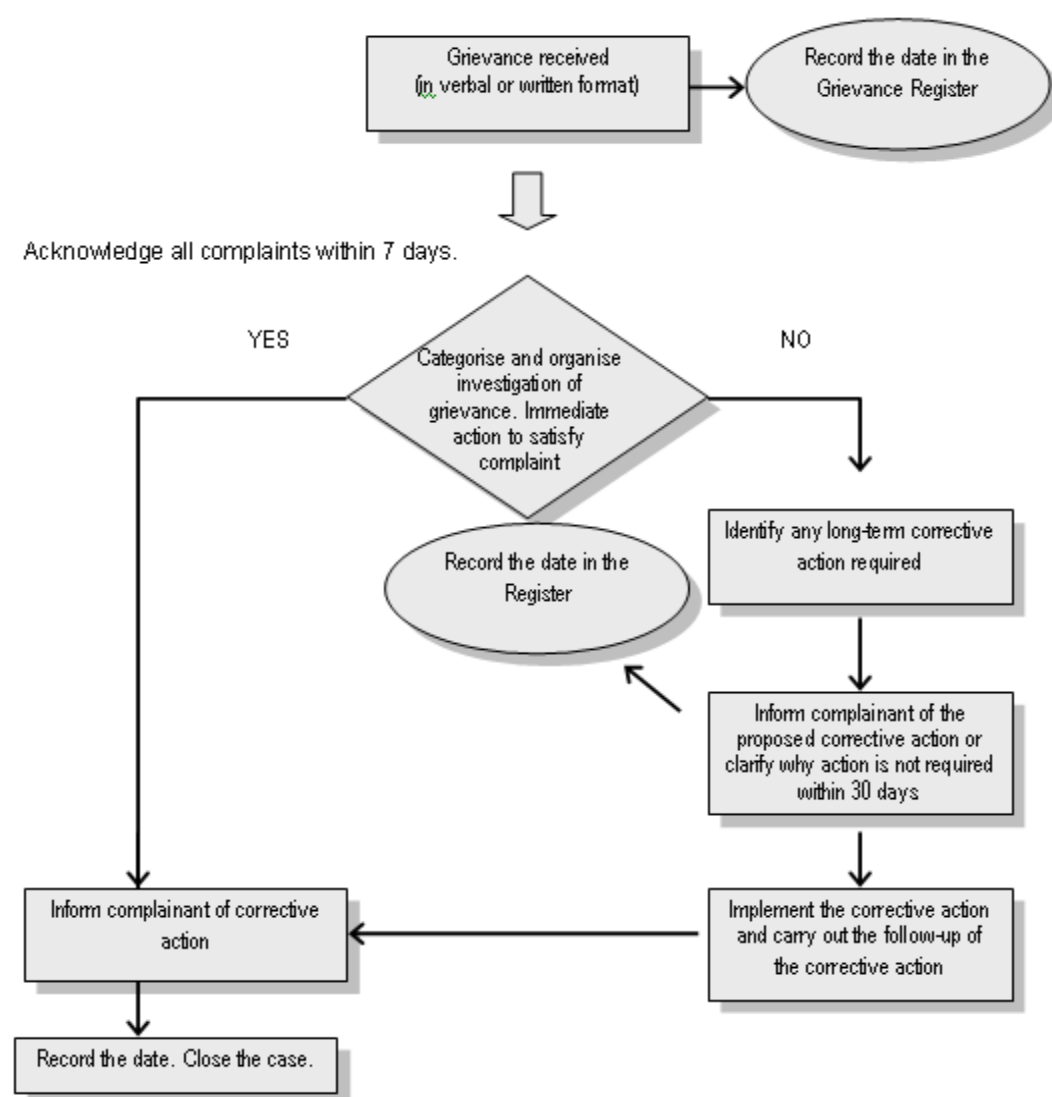
The CLO will summarise grievances weekly during construction, and bi-annually during the operational period by removing identifying information in order to protect the confidentiality of the complainant and thus guaranteeing anonymity. The procedure will be gratis and without retribution of the Project to the affected persons and stakeholders. The procedure for processing grievances is depicted in Figure 8.1.

During the next phase of the Project, the Company will nominate the CLO and point of contact for grievances and comments. Grievances and comments should then be sent to the contact person in Table 8.2 below, or by using the form provided below in Appendix D, where possible.

Table 8.2: Contact details for the community liaison officer

Information	CLO contact details
Name	<i>To be completed at the next stage of the Project</i>
Position	<i>To be completed at the next stage of the Project</i>
Company	<i>To be completed at the next stage of the Project</i>
Address	<i>To be completed at the next stage of the Project</i>
Tel./fax	<i>To be completed at the next stage of the Project</i>
Fax	<i>To be completed at the next stage of the Project</i>
E-mail	<i>To be completed at the next stage of the Project</i>

Figure 8.1: Flowchart for Processing Grievances



Source: [Consultant's Project Team](#)

9 Workers' Grievance Mechanism

9.1 Opening Remarks

The Company will provide a grievance mechanism for workers that will allow any employee to voice reasonable workplace concerns without fear of punishment or retribution. This grievance mechanism will:

- allow for prompt addressing of workers concerns via an understandable and transparent process;
- serve as a means of peaceful resolution for any conflict which may arise;
- facilitate communication between the workers and management regarding problems that arise;
- enable workers to complain with dignity, knowing that there is a system of appeals leading to an impartial decision-maker; and
- assist the Company in ensuring that its staff is complying with Company standards on ethical conduct.

The Company's policy will include a description of the process and channels for providing feedback on the raised concerns. The Company will inform each employee of the worker's grievance mechanism at the time of hiring, and make it easily accessible to all staff. This tool will provide feedback to those concerned

9.2 Reporting and Resolution of Workers' Grievances

All workers will be informed of the grievance process upon their employment. The Complaint Manager, who is to be appointed by the Company, will be responsible for the procedure concerning workers' grievances and subsequent resolution thereof. Information regarding the Complaint Manager's contact details will be posted on the staff information boards in the administrative buildings and on-site.

The workers' grievance procedure will comprise the following key steps:

(1) Identification of the grievance

Workers will be able to report grievances orally via a personal meeting, the Complaint Manager's hotline number, or in writing by filling in the grievance form in Appendix D hereto. The grievance will be registered in the Worker's Grievance Log by the Complaint Manager. The Workers' Grievance Log will be held at the Company's office at City Hall (Project Room).

(2) Formal acknowledgement of the grievance

A grievance will be formally acknowledged through a personal meeting, a phone call, or by letter within 7 calendar days of its submission. If the grievance is not well understood or if additional information is required, clarification should be sought from the worker concerned within this period.

(3) Delegating the grievance for the purpose of resolution

The Complaint Manager will delegate the grievance in writing to the relevant department(s) / manager of the Company for consideration and eventual resolution.

(4) Preparation of the response

A response is developed by the delegated department(s) / manager and the Complaint Manager with respective inputs from the senior management, as necessary. However, should the need arise the Complaint Manager will consider establishing a conflict resolution committee for managing complex grievance issues.

(5) Required actions implemented

All required actions will be implemented in order to address the issue, and completion thereof will be recorded in the Workers' Grievance Log.

(6) Formal response is signed off on

The response is signed off on by the Complaint Manager. This sign-off may simply be a signature in the grievance log or correspondence which should be filed together with the grievance to indicate unanimity.

(7) Response is communicated to the affected party

Responses should be carefully coordinated. The Complaint Manager ensures that a suitable approach to communicating the response to the affected worker is agreed and implemented. The response to a grievance will be provided within 30 days after receipt of the grievance.

(8) Worker's feedback is recorded

The worker's feedback is recorded in order to help assess whether the grievance is closed or whether further action is required. The Complaint Manager shall use appropriate communication channels (a face- to-face meeting, telephone call, etc.) to confirm whether the complainant has understood and is satisfied with the response or proposed solution. The worker's response will be recorded in the Workers' Grievance Log.

(9) Worker's grievance is closed

The grievance is closed once it has been signed off on from the Complaint Manager, who determines whether the grievance can be closed or whether further attention and action are required. In case further action is required, the Complaint Manager should return to Step (2) to reassess the grievance and take appropriate action. Once it has been judged that the grievance can be closed, the Complaint Manager signs off in order to approve closure of the grievance in the Worker's Grievance Log, or by written communication

9.3 Complaint Manager

During the next phase of the Project, the Company is to nominate the Complaint Manager and point of contact for workers' grievances and comments. Grievances and comments should be sent to the contacts Table 9.1 below, orally, or in writing by using the form provided below in Table 9.1.

Table 9.1: Contact details for the complaint manager

Information	Contact details for the Complaint Manager
Name	<i>To be completed at the next stage of the Project</i>
Position	<i>To be completed at the next stage of the Project</i>
Company	<i>To be completed at the next stage of the Project</i>
Address	<i>To be completed at the next stage of the Project</i>
Tel./fax	<i>To be completed at the next stage of the Project</i>
Fax	<i>To be completed at the next stage of the Project</i>
E-mail	<i>To be completed at the next stage of the Project</i>

If actions taken towards a grievance are not successful, then access to other judicial or administrative remedies is also available under the existing legislation of the Kyrgyz Republic and may be used for resolving a grievance.

10 Monitoring and Reporting

This chapter of the Report presents a summary of reporting requirements for monitoring engagement performance.

10.1 SEP Reporting

This SEP identifies a number of key reporting activities, including as follows:

- Updating the SEP: the Company will review and update the SEP throughout Project preparation, during its implementation, and annually once the project is operational. Additional updates due to the Project development may be required;
- CLO activities:
 - a list of disclosure activities, adverts placed in newspapers, and other media;
 - minutes of consultation meetings with dates, venue, list of participants, and photos;
 - all original written consultation correspondence, including any comments left will be retained as evidence of the process and outcomes;
 - grievance logging and tracking: each grievance will be logged by the CLO, given an identification number and followed through by recording the details and timing for their resolution and closing out;
- Annual Reporting: a Project-specific annual report summarising project performance, CLO activities, including grievances and updates to the SEP will be produced during construction. Information about the Project during its operational phase will be included in the Company's Annual Reports.

10.2 Performance Evaluation

Performance of the stakeholder engagement will be evaluated against the goals and objectives set out in this SEP. The evaluation will be to review to what extent the SEP activities have been completed and how the identified goals have been achieved. Evaluation results and any lessons learned will be incorporated into the respective SEP updates.

Appendices

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Appendix A. Selected Documents Related to Stakeholder Engagement

Appendices from the group of Appendix A (listed below) are submitted in electronic form only

- **A.1** Resolution of the Permanent Committee on International Relation of the Jogorku Kenesh (Parliament) of the Kyrgyz Republic of 26. 10. 2013, no. 6-8086/13 (in Russian only)
- **A.2** Resolution Agricultural Policy Committee of the Jogorku Kenesh (Parliament) of 15. 1. 2014, no. 6-859/14 (in Kyrgyz only)
- **A.3** Resolution of Kara-Suu Kenesh (Council) on the EBRD Project Presentation of 1. 12. 2014 (in Kyrgyz only)
- **A.4** Resolution 5/9 of Kara-Suu Kenesh (Council) on Moratorium on the Use of WWTP of 18. 11. 2013 (in Kyrgyz only)
- **A.5** Resolution 9/1 of Kara-Suu Kenesh (Council) of 18. 2. 2015 on the Approval of the Project (in Kyrgyz only)
- **A.6** Letter to the Director of Gosstroj (Mr A. S. Toktoshev) Requesting Data of 12. 11. 2014 (in Russian only)
- **A.7** Leaflet to Kara-Suu Population prior to Social Survey of November 2014 (in Kyrgyz, Russian and Uzbek only)
- **A.8** List of Kvartals in Kara-Suu and the Map of Kvartals – Delineation (in Russian only);
 - **A.8.1** List of Kvartals in Kara-Suu
 - **A.8.2** Map of Kvartals in Kara-Suu
- **A.9** Minutes from the Public Hearing Held in Kara-Suu on 19 January 2015 (in Russian and Kyrgyz only)
- **A.10** Powerpoint Presentation – Public Hearing held in Kara-Suu on 19 January 2015
 - **A.10.1** Powerpoint Presentation: Technical Aspects: PIP and LTIP (in English and Russian)
 - **A.10.2** Powerpoint Presentation: Social Affordability Aspects (in Russian only)
 - **A.10.3** Powerpoint Presentation: Social Aspects: Social Baseline Survey (in English only)
 - **A.10.4** Powerpoint Presentation: Environmental Aspects (in Russian only)
- **A.11** Project Poster and 5 Thematic Cards on Various Aspects of Water Use and Wastewater Handling (in Russian only)
- **A.12** Presentations from the Meeting with the EBRD and the City held in Kara-Suu on 20 January 2015
 - **A.12.1** Powerpoint Presentation: Technical Aspects: PIP and LTIP (in English and Russian)
 - **A.12.2** Powerpoint Presentation: Selected Financial and Social Affordability Aspects (in English and Russian)
 - **A.12.3** Powerpoint Presentation: Social Aspects: Baseline Social Survey (in English only)
 - **A.12.4** Powerpoint Presentation: Environmental Aspects (in English and Russian)
- **A.13** Presentation from the Kara-Suu Kenesh (Council) Meeting Held in Kara-Suu on 18 February 2015 - Project Identification, Main Assumptions and Model Findings (in English and Russian)
- **A.14** Presentation from the Meeting with the Ministry of Finance Held in Bishkek on 19 February 2015 - Project Identification, Main Assumptions and Model Finding (in English and Russian)

Appendix B. Minutes and List of Attendees from Focus Groups

B.1 Minutes and List of Attendees - Focus Group on the Sanitation and Hygiene Situation in Schools and Kindergartens in Kara-Suu (23 January 2015)

TITLE: Focus groups on the sanitation and hygiene situation in the schools and kindergartens of Kara-Suu: Risks concerning the poor conditions of the public toilets and expectations of the improvements

PARTICIPANTS: 12 directors of schools and kindergartens

DATE: 23 January 2015

PLACE: School №66 on Lenin Street

MINUTES FROM THE FOCUS GROUP

1. What is the current situation with water supply and sewerage in the schools and kindergartens of the City, and what is the quality of water and wastewater management?

The situation with the drinking water supply and sewerage at seven schools and three kindergartens is unsatisfactory. There are water pumps in the courtyards of the 7 schools, which operate around the clock. The water runs from them at least 6-8 hours every day.

The toilets that are built on the grounds of the schools and kindergarten do not have any sewerage, i.e. cesspools. At the Boarding School K Jakypov there is a water borehole which is used by the organisation. The Lenin School and Babur School №3 are considered to be exemplary schools and even have toilet seats and shower cabins internally in the buildings, as well as washing sinks. However, not all of this equipment is in working order as they were cut off from the plumbing a long time ago.

2. What are the internal plumbing systems in the school and kindergarten buildings like and what are the conditions of the sanitation equipment and facilities (i.e. cesspools)? How often they are cleaned? How much do the organisations pay for them and is it affordable? What is the acceptable quality of sanitation facilities?

There are no internal plumbing systems in the schools and kindergartens, and the sanitation conditions are not satisfactory. The internal cesspools are available only at one school, namely the K. Jakypov Boarding School and at two kindergartens. The participants of the focus group could not provide any answer to the questions on cesspools in terms of cleaning, frequency, cost, etc. The vague attempt to answer was that cesspools are cleaned variously; the directors do not know about the cleanings as it falls within the remit of the Mayor's Office of Kara-Suu. "This kind of data is available at the Mayor's Office", was the most common answer. The kindergarten Aidanek has its own cesspool; however, it does not comply with any written or unwritten standards or expectations. The participants of the focus group were extremely interested in getting connected to the sewerage systems.

3. From the perspective of a tariff rise, what are the directors' views on the schools and kindergartens' affordability of the improved sanitation facilities and conditions (i.e. improved services of the facilities by connecting them to the central sewerage system and to the improved central water supply system, etc.)? Are the participants of the focus group familiar with the tariffs? How many students/children are served by the organisation? How many employees are there? Do they know the volume of the wastewater produced by their facilities in m³ per day? Do they keep an accounting of the drinking water consumption in m³?

The school directors and heads of the kindergartens would like to improve the supply of water to their schools. The participants of the focus groups could not share their views on a tariff increase as they were not familiar with the proposed water tariff increases linked to the Project. Neither were they familiar with the water tariffs, nor were they interested in knowing about them. The number of employees has been indicated in the table below. The kindergarten Aidanek №4 has its own water reservoir and uses up to 1 tonne of water per day. Also, the kindergarten Moltur Bulak №2 also uses 1 tonne of water per day. The representative of the third kindergarten could not provide any information. Kindergarten №4 concluded an agreement with the Company; however, they were not familiar with the terms of the contract. Some participants said that they signed a tripartite agreement in the previous year amongst the school, the City, and the Company. The focus group participants suggested that the perspective of the kindergartens and schools are taken into account more seriously and more regularly.

The following schools and kindergartens were represented at the focus group discussion:

Table B.2.1. Selected statistical data on schools and kindergartens

School / Kindergarten Name	Number of Pupils (Capacity)	Number of Pupils (Actual Number)	Shifts	Number of Teachers
Lenin School №4	680	2,420	3	57
Aidanek Kindergarten	140	225	2	28
School №134	600	609	2	20
Tursunov School	500	543	2	30
Kindergarten №2 Moltur Bulak	270	386	2	35
Babur School	1,200	1,250	2	64
Manas School	284	500	2	32
School №68	920	930	2	62
Kindergarten №3 Meerim	140	265	2	36
Jakypov K. Boarding School	280	300	2	69

Source: Consultant (from interviewed schools)

4. What are the preferences in terms of the quality and design of the toilets, water sinks, water fountains, taps etc.? What are the barriers and difficulties from the perspective of infrastructure, ownership and use of land, buildings, skills and professionalism of the working personnel, etc.?

The toilets at schools are in dire condition. Also, there are broken water taps in the courtyards. The hand-washing sinks are only available in the kindergartens. The participants of the focus groups would like to see the toilets in the organisations be repaired with a view to connecting them to the central sewerage and central drinking water supply system which are intended to be built under the Project. They have expressed their gratitude to the organisers of the focus groups for the possibility to express their wishes on the upcoming infrastructure development in Kara-Suu, in particular, with a view to educating the younger generation to observe healthy hygiene and sanitary norms. The participants consider good, standard toilets to be those like in the lavatories in buildings with flushing toilets; hand-washing sinks with running water; seated toilets; or standing sinks (“Turkish-style squat water jets”) made from clay or ceramics. The focus group participants believe that the changes in sanitation and hygiene situations in schools and kindergartens can bring about the following improvements in the City:

- reduce the spread of infectious diseases;
- serve as an advancement towards more civilized practices;
- meet physiological needs in comfort;
- increase children’s security and safety; and
- teach younger generation about standards which will lead to a more progressive culture.

5. What must the interested parties and stakeholders take into account in terms of the Project implementation for the construction of the new public toilet facilities at schools and kindergartens of Kara-Suu? Who would be the most appropriate contact person from the organisation, or a person who can be nominated to represent the organisation to participate in the Project stakeholder engagement activities?

List of the proposed members to take part in the stakeholder engagement activities on behalf of schools and kindergartens:

Table B.2.1: Stakeholder representatives – schools and kindergartens

School / Kindergarten Name	Stakeholder Representative
Lenin School	Japieva Zulai
Kindergarten №4 Aidanek	Hadaralieva Aziza
School №134	Israilov Usujan
Tursunov School	Abduvahapov Bahtiar
Kindergarten №2 Moltur Bulal	Zamira Ergeshova
Babur School	Irisbaeva Akbermet
Manas School	Kambarov Ulukbek
School №68	Tohtaeva Ulduz
Kindergarten №3 Meerim	Chutbaeva Altynai
Boarding School K Jakypov	Makanbaev Adylbek

Source: Consultant

6. What do the participants of the focus group know about the rights to water and sanitation? How are the hygiene and sanitation principles and rules introduced and taught to kindergarten and school children, their families, and parents? What measures are taken to save water, adapting to climate change, etc.? Are the children and their parents and family members introduced to these matters and practices?

The schools and kindergartens conclude agreements with the City for drinking water supply; however, there is no water tariff indicated in the agreement. All schools have extra-curricular hours for teaching hygiene and sanitation principles and rules. The head teachers make course and lesson plans and collect information on water themselves and teach it on their own. There is no curriculum for water-related subjects, nor are there many didactic, interactive, or illustrative class materials available at the schools. Therefore, teachers are merely doing this by self-training, improving their qualifications on water-related issues, healthy lifestyle, etc. However, this kind situation is not comfortable for everyone, especially not so for the school administration. The participants of the focus group indicated that amongst other important subjects, water and nature preservation practices and behaviours are important for learning in class, especially in relation to climate change adaptation and mitigation. The teachers noted that a sufficient amount of clean drinking water provides personal hygiene and sanitation standards. Girls, more than others, need clean water especially during their monthly menstrual cycles so as to ensure the necessary hygiene level for themselves and those who depend on them (i.e. family members, children, etc.).

At the Lenin School, the charter has the following norm included: To provide children with a wet towel for everyday use. This norm works very well at the school, and the school directors and the kindergarten heads noted that the Institute for Teachers' Qualification Improvement did not provide any methodological manuals or standards on water-related issues.

7. It is being proposed to conduct a local Annual Water Forum in Kara-Suu. What are the thoughts and reactions of the focus group participants on this initiative? Who could be a suitable candidate to be on the organisation committee?

The focus group participants had never heard of the idea of an Annual Water Forum. They proposed including the following questions in the agenda of such forum:

- Effective use of water resources: Despite the fact that there are plenty of water resources in our country and we are amongst the water-rich nations, why is there always an issue of water shortage and what are the causes of this shortage?
- Taking part in the Water Forum would necessarily improve the participants' knowledge and understanding of issues related to water; listening and providing some of the information on water would only enrich the participants' understanding and experience.

Figure B.1: List of registered participants

Список участников фокус группы

Место проведения: г. Кара-Суу, зал мэрии г. Кара-Суу
Дата проведения: 3 февраля 2015 года.

№	Ф.И.О.	Место работы/должность	Контакты	Роспись
1.	Касирова Эркинай Алиуовна	директор шк М134	0553-717122	
2.	Рахматова Гульмира Наринжсановна	директор шк. иш ш. Турсунжов	0554-727204	
3.	Кулишова Нелли Бекмуратовна	и.о. зав. детского сада "Мастурбум"	0554-788487	
4.	Алибаева Дилруза Эргесовна	зав. детского сада №4 "Айдакен"	0558047474	
5.	Исраилов Азиз	директор школы ш. Манас	0559121952	
6.	Маманов Салтанат	директор ДМС	0772 947039	
7.	Кулишова Бекмуратовна	директор ш. ш. 3. М. Бабур	0551-41-47-17	
8.	Маманов Зинтурбай	КАРА-СУУ ШААРИ- МОН БАТИКАРХИТ-У	0772 900777	
9.	Тохтаева Юлдаз Усталижановна	Директор шк №8	0559094492	
10.	Алибаева Алтынай Абдикайдаровна	директор шк №3 "Мазруи"	0773237212	
11.	Усенова Гулсун	директор шк. иш Лекиса	0771-821882	
12.	Маманов Азиз	директор школы ш. Манас	0772-452255	
13.				
14.				

B.2 Minutes and List of Attendees - Focus Group on Gender Aspects concerning the Lack of a Central Sewerage System in Kara-Suu: Low-Level Sanitation and its Impact on Women and Girls

TITLE: Focus group on gender aspects concerning the lack of a central sewerage system in Kara-Suu: Low-level sanitation and its impact on women and girls

PARTICIPANTS: 14 persons (please see attached list of participants)

DATE: 21 February 2015

PLACE: Conference Hall of the Kara-Suu Mayor's Hall

MINUTES FROM THE FOCUS GROUP

Participants' Profiles

- Women living in the kvartals (quarters) that are adjacent to the two intended sewerage network branches (3 persons).
- Employees of the organisations which were surveyed during the institutional survey, including cleaning ladies, employees of the food and kitchen enterprises, owners of the public toilet facilities, and managers of the public bath houses (in the micro district of Arashan) (5-7 persons).
- Decision-makers:
 - female City Councillors (3 persons);
 - heads and members of the kvartal (quarters) committees (3 persons); and
 - women activists: high school and primary school teachers (located along the two branches of the intended sewerage system, public toilets in the micro district Yubileynyi), medical doctors (especially gynaecologists and paediatricians), and nurses (who look after patients) (5-6 persons).

Focus Group Summary

The official population size of Kara-Suu is around 22,580 persons, out of which 25-30% reside in multi-storey apartment blocks.

The provision of clean drinking water is amongst the most urgent priority issues of the local administration and of the municipal water authorities such as the Company, as well as the issue of centralised sewerage, which has been on the agenda for several years. Moreover, the trans-boundary effects of the current situation of wastewater mismanagement within the context of Uzbekistan.

Women are amongst the priority stakeholders whose chances for a life that is healthy, secure, well-educated, and valued in their community depends upon the availability of basic personal and family

hygiene and sanitation facilities. While knowing what the standards are for a clean toilet and bath from having visited such places in Bishkek and Osh, the majority of women find the latrine pits in the yard, or the unguarded and dirty public toilets, to be culturally unacceptable and resent the idea of not being able to do anything about it.

Women are the stakeholders of water and wastewater management in Kara-Suu. They play a key role in educating their children and household members in achieving water savings, as well as in terms of the absorption of wastewater through the ground, soil, and largely by the waters nearby. Women are sensitive to the idea that water that is unsafe when it leaks through to areas as far as the fields where vegetables are grown for their families.

However, both women and men need to be involved in resolving issues that have to do with equality in terms of access to clean drinking water and sanitation, which is more acute for the residents of the multi-storey buildings, and less so for those living in private detached houses. An information campaign is direly needed on water quality; the rights to drinking water and sanitation; the role of women and girls in carrying out water-related household chores; the rights and proper behaviour to use drinking water supplied through the City water supply system; and the use of sanitation facilities.

In fact, the focus group and the social survey have demonstrated that there are gender stereotypes amongst family and household members due to the fact that they assign rules in such a way that women and children in the household carry the full responsibility for all water-related household responsibilities (bringing and collecting water; keeping and saving water; washing duties; caring for family members and the children, cleaning), while men assume the rights and powers related to the provision of water (e.g. payment of bills, negotiating access to water, water connections in the building, etc.).

The participants of the focus group indicated that the norm in most households is that it is the children, and mostly girls who are younger than 15 years of age, who are responsible for bringing water to the households. Women and girls spend considerable hours collecting water for household needs as well as for the production or any other income-generating activity of the household. Each and every day women and girls may carry between 30 to over 100 litres of water, carrying these heavily loaded buckets all the way to the top floors of the multi-storey buildings. Once the water gets used, it is again the women and girls who often times must take it down to be emptied in the cesspits.

This kind of work creates a tremendous burden upon women and girls and as a consequence they lack a sufficient amount of personal free-time to do anything in terms of self-development and self-growth. Women are often left out of the decision-making processes concerning water management. More often than not the local particularities and specifics of the municipal authorities are not taken into account.

Women are often excluded from the decision-making processes, also when it comes to water management issues in Kara-Suu. The local government does not have specific gender equality priorities or social programmes, nor are their consequences very well understood by the City administration. It is of utmost importance that gender focus and issues that are gender-specific are included into the broad agenda of the municipal authorities, as well as in the various stages of the Project and programme implementation, especially relating to water, wastewater, hygiene, and sanitation.

The public toilets which are within the vicinity of the multi-storey apartment blocks are in a dire and unacceptable state. There is the urgent matter at hand of getting them cleaned, and then the broader issue of re-constructing them in order to create a facility that is more consistent with and reflective of personal and public hygiene and sanitation standards (e.g. running water must be installed for flushing waste; a sewerage connection is required; hand soap and paper towels; toilet paper; feminine hygiene products, etc.), as well as more culturally acceptable features (e.g. a guard/attendant who would look after the personal security of the users of the public toilets; cleaning carried out more regularly and according to a schedule; access and payments are user-friendly and socially affordable, etc.).

Focus Group Q & A Aggregated Script

8. What are the difficulties from the perspective of women and girls that are linked to the lack of the central sewerage system in the City of Kara-Suu?

Women in the focus group have noted that they carry most of the burden of the household chores, i.e. cooking, cleaning, dish washing, laundry, caring for the children and for the sick, as well as for elderly parents and other members of the family. These are all household chores that require the help of water or are connected with the use and re-use of drinking water, and thus on average 50 to 200 litres of water are needed per day. Many women use a washing machine when doing the laundry, however, the rinsing process still must be done on the street near the water tap. Visits to the public toilets are always a major barrier and cause for concern due to the lack of security, especially at night. Thus, at night very few people use the public toilets and instead use various chamber pots to collect the waste and empty them later. Apartments lack any sort of sanitary and hygienic facilities. Near many of the multi-storey apartment blocks there are cesspits where the contents from chamber pots, general waste, wastewater from kitchen use, etc. is emptied. However, this is a high-risk practice which poses an everyday threat to public health and the environment. One of the women who live along the route of the proposed sewerage system says that the public toilets are in such a dire state as the waste has not been removed for many consecutive months. The residents of these micro districts of multi-storey buildings get their water from the nearby water tap that is located in the court yard of the block. Nearly no one uses the public toilets at night, since there was an incident involving the mugging of a girl using the toilet, where her attacker pulled out her golden earrings and at the same time tore her earlobes. It is no wonder that residents are in a constant state of worry concerning the security of their family members while using the public toilets. Another unacceptable practice from both a sanitary-hygienic and cultural perspective is the actual emptying of the contents of chamber pots into open cesspits full of excrement and wastewater, which is sometimes located right next to a drinking water well and tap. In addition, most toilets in detached private houses are in an emergency state.

9. What would it mean for you to have high-quality hygienic and sanitary conditions in Kara-Suu? Can you explain what the conditions should be in an ideal situation if plenty of resources and conditions were created?

If resources and conditions were created for Kara-Suu residents and visitors so that they could enjoy clean drinking water which does not pose a danger to their health and that would considerably improve the health of women and children, and would also mean that women would save time on household chores

and could do more work outside the home. Security of women and children security would be organised in a safer manner and women would have better opportunities for allocating their time elsewhere. In addition, personal and public hygiene and sanitary standards would be observed, systematic waste collections would be organised, and special rubbish collection zones would be designated. This would improve the cultural perceptions of the users of public toilets and bath facilities. In addition, the more drinking water that can be saved, then the better the work conditions for the ladies who clean the public toilets would be, as well as the overall impact on the environment.

10. What are the expectations of the central sewerage system and what aspects of life will improve?

There will be only positive changes on the health of the population with the hope to reduce maternal and infant mortality in Kara-Suu. Most likely, the number of infectious diseases amongst the local residents and guests will also go down due to better observance of sanitary and hygienic norms. As the living standards improve, so will the environmental conditions of wastewater flows improve.

11. Are the labour standards and workplace conditions going to change as the sewerage system is introduced in Kara-Suu? Will it be easier for you to get your household chores done, to care for and raise your family, and to be an active member of society and to play a role in the development of the City?

Indeed, along with the sewerage other improvements will continue to be made in the City. Work conditions will improve for nurses and for cleaning staff in the hospitals, public toilets and public baths. As noted earlier, improved personal and public hygiene and sanitary conditions will enable women to have more time to dedicate to their families, children, themselves, and also work in the community.

12. Which changes can be expected in the City if the sanitation and hygiene conditions in the City improve?

The City will be cleaner and in a better state. There will be more trust in relationships between people towards the drinking water and sewerage suppliers, the quality of services provided by the Company and Ak-Meenet, and the communal housing municipal enterprise will improve.

13. What are the barriers posed by the existing situation concerning water and the lack of central sewerage services? What risks and consequences are there if everything remains unchanged?

If everything remains as it is in terms of the state of sanitation and drinking water quality, there will be a rise in infectious diseases; outward migration, family and household incomes will fall even lower; people will move out of the multi-storey apartment blocks; and the housing issue housing will become very critical. A conflict over land rights or land distribution could also arise. All this could lead to social tensions and explosive behaviour; loss of trust and confidence of the population in the City's authorities; political unrest and instability; and the environmental impacts and conditions would worsen daily.

14. What is the personal, family, and organisational contribution that you are ready to make in order for the Project on water and wastewater infrastructure improvements to be realised, and so that the sanitary and hygiene conditions of the City improve?

The focus group participants said that they would like to be part of an awareness campaign on the steps for improving the sanitary and hygiene conditions in the City. The representatives of the kvartal committees (neighbourhood committees) suggested conducting an awareness campaign that is specifically focused on the tariff change and the norms of order and cleanliness that are required for creating a healthy City and an environmentally sound urban environment. The school teachers are ready to contribute to the hygiene and sanitation awareness campaign through special education and training programmes for school children and their parents, to increase the number of extra-curricular activities on improving hygiene and sanitation practices, and to increase awareness on water issues at schools and kindergartens in terms of saving water and the environment. The medical personnel from the hospitals support the idea of a hygiene and sanitation awareness campaign from the perspective of the prevention of water-borne and sanitation-related disease epidemics, as well as monitoring and reporting decreases in maternal and infant mortality rates.

15. How would the environment, nature, groundwater, and soil benefit from the improved wastewater treatment facilities, sewage collectors, and the entire network of drinking water supply and wastewater management?

The investment in new wastewater treatment facilities in Kara-Suu will reduce the threat to the environment and will improve the quality of water, as well as reduce the health risks to the population of Kara-Suu, especially those who live near the unfinished and non-functional WWTP. The risk to the health of women, girls, and children will also be significantly lower when wastewater management is improved with the aim of preventing contamination of the groundwater.

16. If the septic tank cleanings were less expensive would it have an effect on the improved hygiene and sanitation situation in the City?

The participants of the focus group indicated that the number-one priority is access to clean drinking water and a central sewerage system, as well as an excessive need for good quality and secure public toilets. The participants of the focus group said that they themselves could already start addressing the issues of the care and maintenance of the public facilities, including the public toilets, as well as raising the younger generations in a culture where hygienic and sanitation norms and rules are more appreciated and enforced.

Because the majority of households and organisations do not have their septic tanks cleaned, or do it once per year, there is strong apathy towards the waste management tariffs, especially for observing clean rubbish collection sites. The service for cleaning the public septic tanks for the multi-storey apartment blocks is priced at 20 KGS per month per each resident, while the rubbish collection is also priced at 20 KGS per month. The participants of the focus group said that they are prepared to pay 30 KGS per person per month for septic tank cleanings.

Also, there was an important consensus of all the focus group participants in terms of educating children to use the public toilets in a respectful and considerate manner, as well as integrating basic personal hygiene and sanitation principles and rules for the public and private spaces of the City. This is considered a priority so as to make the infrastructure investment project into a project that would benefit the entire population of Kara-Suu. Women would play an increasingly important role in this kind of campaigning, by bringing hygiene and sanitation to the forefront of the local agenda at the household, institutional, and regional levels.

Figure B.2: List of registered participants

№	Ф.И.О.	Место работы/ Должность	Контактные данные	Роспись
1.	Самиев Мамра	Карасуик. район. администрация	053972 7179	Самиев
2.	Тимсанбаев Маир	Карасуик. район. администрация	0557 666339	Тимсанбаев
3.	Аманов Курман	Исмаил и.и. Ленинский район	0771 817815	Аманов
4.	Амралиев Рамзат	Карасуик. район. администрация	0773 388200	Амралиев
5.	Абдураманов Рамзат	Карасуик. район. администрация	053058 6528	Абдураманов
6.	Алижанов Дирсуз	Исмаил и.и. Ленинский район	0771 798696	Алижанов
7.	Эрмебаев Мурат	Исмаил и.и. Ленинский район	0773 649749	Эрмебаев
8.	Ташматова Гүлжамал	Карасуик. район. администрация	0770 284718	Ташматова
9.	Жуванбек к. Гүлжамал	Карасуик. район. администрация	0550 120092	Жуванбек
10.	Маминдик к. Айзада	Карасуик. район. администрация	0773 505013	Маминдик
11.	Жалдомов Сауибу	Карасуик. район. администрация	0778 960993	Жалдомов
12.	Мамасметов Мэрис	Карасуик. район. администрация	0550 060786	Мамасметов
13.	Маманова Айгул	Исмаил и.и. Ленинский район	0559 271282	Маманова
14.	Батабаева Мадан	Исмаил и.и. Ленинский район	0551 002264	Батабаева
15.	Исраилов Марат	Исмаил и.и. Ленинский район	-	Исраилов
16.	Мурдан Жамал	Исмаил и.и. Ленинский район	0550 085007	Мурдан
17.	Жапаров Дина	Исмаил и.и. Ленинский район	-	Жапаров
18.				
19.				

Appendix C. Public Grievance Form

Public Grievance Form	
Reference Number:	
<i>Please note: If you wish to remain anonymous please enter your comment / grievance in the box below without indicating any contact information – your comment / grievance will still be considered and addressed</i>	
Full Name	
Contact Information	By Post: Please provide mailing address
Please identify how you wish to be contacted (mail, telephone, e-mail)	By telephone: By e-mail:
Preferred language of communication?	<input type="checkbox"/> Kyrgyz <input type="checkbox"/> Uzbek <input type="checkbox"/> Russian <input type="checkbox"/> Other (please specify:.....)
Description of incident or grievance (What happened? Where did it happen? Who did it happen to? What is the result of the problem?):	
Date of incident/grievance	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> Ongoing (currently experiencing the problem)
How would you like to see this problem resolved?	
<i>Internal Use Only</i> Grievance received by: _____ Date: _____	

Appendix D. Selected Photos Related to Stakeholder Issues

D.1 Photos from the Public Hearing held in Kara-Suu on 19 January 2015, School Lenina No 66

Figure D.1: Public hearing held on 19 January in Kara-Suu



Source: Consultant

Figure D.2: Public hearing held on 19 January in Kara-Suu, Turgunbaev Zarlik Turgunbaevich (Chairman of Kara-Suu) speaking



Source: Consultant

Figure D.3: Public hearing held on 19 January in Kara-Suu, Yevgenii Semenov (expert for technical issues) speaking



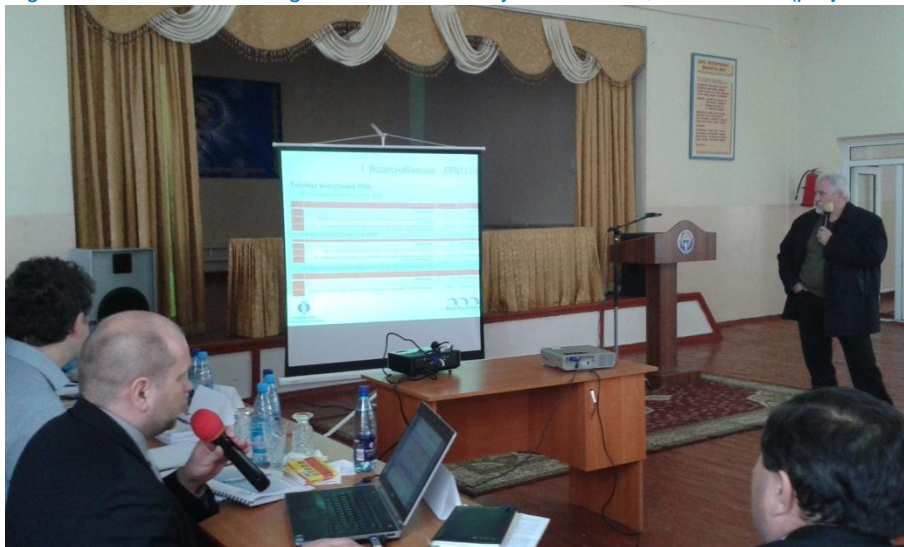
Source: Consultant

Figure D.4: Public hearing held on 19 January in Kara-Suu



Source: Consultant

Figure D.5: Public hearing held on 19 January in Kara-Suu, Petr Dovolil (project manager) speaking



Source: Consultant

Figure D.6: Public hearing held on 19 January in Kara-Suu, Djamilia Aitmatova (environmental expert) speaking



Source: Consultant

D.2 Photos from the Kara-Suu Kenesh (Council) Meeting Held in Kara-Suu on 18 February 2015

Figure D.7: Kara-Suu Kenesh (Council) meeting held in Kara-Suu on 18 February 2015



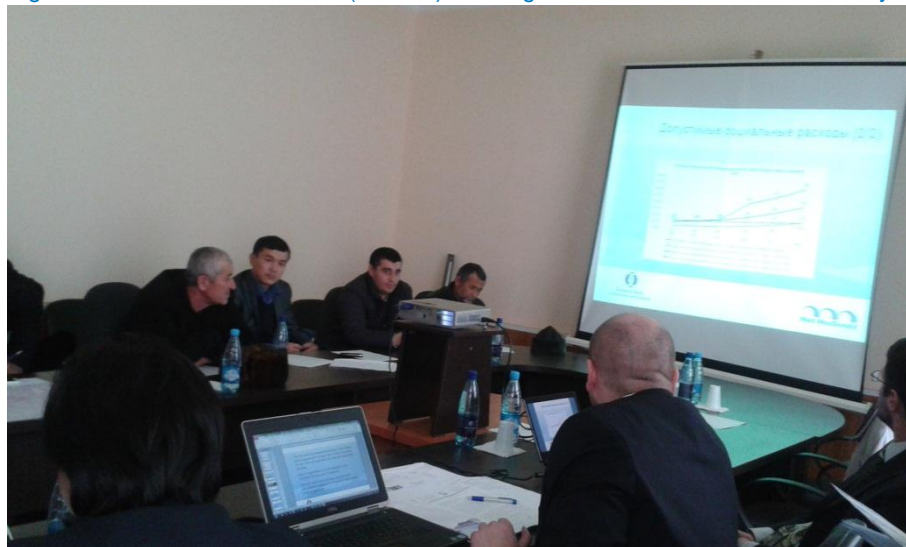
Source: Consultant

Figure D.8: Kara-Suu Kenesh (Council) meeting held in Kara-Suu on 18 February 2015



Source: Consultant

Figure D.9: Kara-Suu Kenesh (Council) meeting held in Kara-Suu on 18 February 2015



Source: Consultant

Figure D.10: Kara-Suu Kenesh (Council) meeting held in Kara-Suu on 18 February 2015



Source: Consultant

Glossary

Aarhus Convention	Asbestos-CementUNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters signed on 25 June 1998
Ak-Meenet	Kara-Suu Ak-Meenet (Ак-Мээнет), registration number: 872-3306-AO, ID No.: 02406199810018, with its registered office at Kara-Suu, Nurahunova 217, Kara-Suu District, Osh Province, Kyrgyz Republic
Assignment (or Study)	Kyrgyz Republic: Kara-Suu Water Sub-project - Feasibility Study, C29651/CZDT-2014-07-04
Bank (or EBRD)	European Bank for Reconstruction and Development, with its headquarters at One Exchange Square, London EC2A 2JN, United Kingdom
CLO	Community Liasion Officer
City (or Kara-Suu)	City of Kara-Suu
Company	KaraSuu - Taza Suu, registration number: 72945-3306-MP, identification number: 02406199910105, having its registered office at Kara-Suu, Lenin Street 4, Kara-Suu District, Osh Province, Kyrgyz
Consultant	Mott MacDonald CZ, spol. s r.o., having its registered seat Narodni 984/15, Prague 1, Post Code: 110 00, Czech Republic
DD	Due Diligence
DIA Public Foundation	Demilgeluu Ishkerler Aialdar, a regional NGO as a member of the national women's equality network that specializes in gender research, promotion of the political and economic rights of women, and entrepreneurship training for women in the City of Osh and across Osh, Djalal Abad, and Batken regions
DN	Diameter Nominal
EBRD (or Bank)	European Bank for Reconstruction and Development, with its headquarters at One Exchange Square, London EC2A 2JN, United Kingdom
E&S	Environmental & Social
EIA	Environmental Impact Assessment
EOCC	Emergency and Operations Control Centre
EPE	European Principles of Environment, i.e. document consisting of the guiding environmental principles enshrined in the Treaty on the Functioning of the EU reaty and the project-specific practices and standards incorporated in EU secondary legislation on the environment,

see <http://www.eib.org/infocentre/publications/all/european-principles-for-the-environment.htm>

ESAP	Environmental and Social Action Plan
ESP	Environmental & Social Policy, 2008 (EBRD) for the Project
Framework	Kyrgyz Republic Water and Wastewater Framework
Gosstroï or ГОСТ or GOST	State Agency for Architecture and Construction of Kyrgyzstan
Kara-Suu (or City)	City of Kara-Suu
Kara-Suu Agglomeration	Territories of Kara-Suu, Telman, Kirov, Ken-Say, Erkin and Konurat
KGS	Kyrgyz Som (currency)
KR	Kyrgyz Republic
LTIP	Long-Term Investment Programme (7/2015 - 6/2029)
NGO	Non-Governmental Organization
NTS	Non-Technical Summary
OVOS	Russian abbreviation for the assessment of impacts on the environment
PIP	Priority Investment Programme
PIU	Project Implementation Unit
POMC	Project Oversight and Monitoring Committee
Project	Rehabilitation of water supply network and implement selected wastewater improvements in the City
PRs	Performance Requirements of the Bank (EBRD)
Report	This Stakeholder Engagement Plan Report as Part 5 of the Task 5 (Environmental and Social Due Diligence) under the Assignment
SEP	Stakeholder Engagement Plan for the Project
Study (or Assignment)	Kyrgyz Republic: Kara-Suu Water Sub-project - Feasibility Study, C29651/CZDT-2014-07-04
UNECE	United Nations Economic Commission for Europe
VPUDWC	Village Public Unions of Drinking Water Consumers
WWTP	Wastewater Treatment Plant

