



SEURECA  VEOLIA

Stakeholder Participation Programme

KYRGYZSTAN



KARA-SUU WATER SUB PROJECT CORPORATE DEVELOPMENT PROGRAMME

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ACRONYMS

AC	Advisory Committee
CDP	Corporate Development Program
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
ESAP	Environmental and Social Action Plan
ESP	Environmental and Social Policy
FOPIP	Financial and Operational Performance Improvement Programme
FS	Feasibility Study
HPR	Head of Public Relations
PIP	Priority Investment Program
HPR	Vodokanal Public Relations Manager
SEP	Stakeholder Engagement Plan
SPP	Stakeholders Participation Program
WS&WW	Water supply and wastewater
WUCs	Water User Committees
WWTP	Wastewater treatment plant

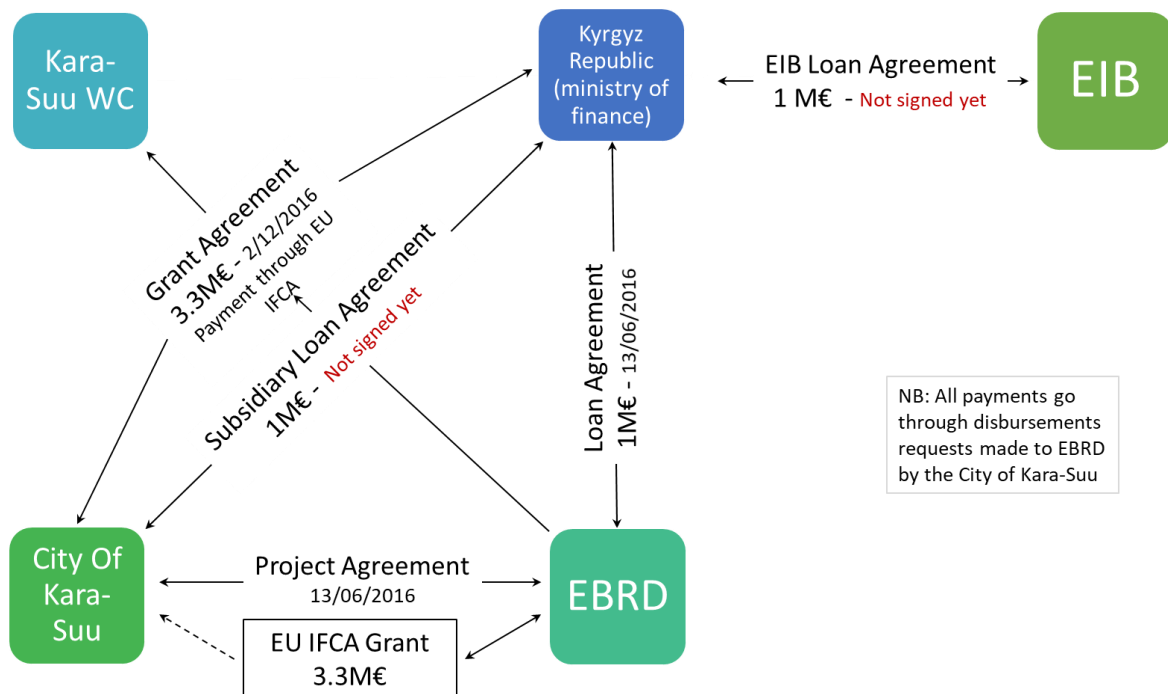
1. INTRODUCTION

1.1. CONTEXT

The Kara-Suu Water Company (WC) is a State Communal Enterprise in charge of water and soon of wastewater services for the city of Kara-Suu in the Osh region, Kyrgyzstan.

In 2016, the Kyrgyz Republic entered into several agreements up to 5,2 M€ to finance various investment and modernization works, aimed at improving the quality, the reliability of the water services of the Kara-Suu WC.

Figure 1. Financing Scheme for Kara-Suu Water project



These works have been selected and defined within a Feasibility Study carried out by Mott MacDonald in 2015. To insure the global consistency of the program, they have been reviewed in 2017 by the PIU Consultant ILF.

According to the EBRD procedures, the loan agreement includes several clauses setting various obligations for the borrower regarding its internal organization, links with the stakeholder, financial and operational performances, etc.

The purpose of the Corporate Development Programme (CDP) is to assist the Company in defining and implementing these mandatory actions.

Moreover, this project comes in the frame of the Enhanced Partnership Framework Arrangement between the EBRD and the government of Kyrgyzstan where a Corporate Development Plan framework has been launched.

1.2. OBJECTIVE OF THE REPORT

The Corporate Development Project in Kara-Suu city water supply includes, as one of the components, the Stakeholder Participation Program (SPP) in decision-making processes for water and sanitation

issues.

The objectives of the water supply and sewerage sub-project in Kara-Suu city: creation of an effective and modern system of water supply and sewerage management, as well as wastewater treatment; improvement of the state of the environment as a result of various activities implemented as part of the project.

In the SPP, steps were planned to develop an information campaign to involve all stakeholders and the city's population on the following issues:

- Environmental, technical and economic need for water resources conservation and their rational use.
- Recovery of rehabilitation costs: explanation of
 - (1) how water tariffs are related to quality of service and
 - (2) how they are used to promote conservation;
 - (3) explanation of the real cost of water supply and sanitation.
- Health issues: examples of positive and negative hygienic practices and increased awareness of the risks of water-borne diseases for the local population.
- Participatory mechanisms: explanation of how each water user is individually responsible for sustainable and equitable access to water for all and water conservation in general, and gives water users an opportunity to actively participate in the work of the Company with their needs and issues.

Stakeholder analysis was presented in the Stakeholder Engagement Plan (SEP), prepared under a feasibility study in 2015.

To determine the most effective channels for the Municipal Company "Kara-Suu Taza Suu" ("Vodokanal") activities, it was decided to conduct a sociological survey (CDP, January 2018). As a result of this study, the principal information needs and the most appropriate ways of informing the population of Kara-Suu.

1.3. STAKEHOLDER PARTICIPATION PROGRAM (SPP)

It is common knowledge that public awareness and involvement play a crucial role in the successful management of water resources. The purpose of such initiatives is to realize that water resources are in the public domain, and the public should actively form a cautious attitude to water and to the safety of water supply in general, including: the quality of services provided, the reconstruction of water supply and sanitation systems, the development and implementation of tariff policy, and social questions.

The initiatives of informing and involving contribute to the fact that the formation of the tariff policy takes into account the interests of vulnerable segments of the population, which, in turn, strengthens the role of corporate governance in the enterprise.

The aim of the SPP is to raise public awareness of issues related to the implementation of the project, as well as water use, sanitation and construction of treatment facilities.

The development and implementation of the SPP includes two main areas:

- Public participation and information campaign, including the formation of a positive attitude to the project and informing about the objectives of the project.
- Improvement of relations with subscribers.

The implementation of the SPP includes assistance to Vodokanal in the finalization and implementation of the Stakeholder Engagement Plan (SEP). Improved dialogue between Vodokanal, municipal authorities, Vodokanal subscribers and other key stakeholders, coupled with improved information and education on relevant issues, will improve the effectiveness and sustainability of the Project's results.

SPP will significantly contribute to the:

- Increase public participation in provision of water supply and sanitation services;
- Raising public awareness of issues related to project implementation and water use;
- Encouraging responsible behavior of subscribers in relation to water resources, including a careful attitude towards them;
- Integration of social issues into the proposed tariff reforms;
- Providing assistance to Vodokanal in enhancing the effectiveness of its corporate governance.

Awareness of subscribers (community) is important for the sustainability of the project. Experience shows that without public awareness and public participation, it is impossible to achieve public confidence in the activities carried out within the project framework. Lack of information among the population leads to such negative facts as a lack of understanding of the need to raise borrowed funds (which are a public debt) for improving the urban water supply and sanitation system. Due to the lack of this information, subscribers do not understand how investments will help improve the water supply system and water quality, as well as the fact that these investments will affect the tariff increase. The population does not see a connection between the quality of life and the state of the water supply and sanitation system. Raising the awareness of clients through educational programs should result in an increase in the sense of common ownership in relation to Vodokanal's facilities and its technical equipment.

The implementation of the SPP includes assistance to Vodokanal in finalizing and implementing the first steps of the Stakeholder Engagement Plan (SEP). To this end, the Consultant will provide the Company with a Stakeholder Participation Programme, supported by a series of documents necessary for its implementation.

Based on the findings of the Information Needs Identification exercise which was approved by the Company and EBRD in 2018, it is anticipated that the implementation of the SPP shall include the following activities:

- Creation of Water User Committees and an Advisory Committee;
- Organisation of two (2) Forums gathering all stakeholders:
 - A first one which should tentatively take place beginning of April 2019 at the occasion of the ceremony of arrival of the vehicles at Kara-Suu; and
 - A second one to take place at the start of the water supply construction works (tentatively at the end of 2019);
- Deployment of communication materials (posters and leaflets for distributions during the various events) aimed at raising the population's awareness of water-related issues and ensure support to the upcoming changes, and potential disturbances, related to the construction works involved under the Project;
- Organisation of a series of awareness events with the Kara Suu schools.

As a key component of its operations, the SPP shall be implemented by the Company, with support from the City. In addition, the CDP Consultant will provide assistance in the initial stages as part of the CDP Contract and train the Company to ensure autonomy moving forward.

The CDP Consultant's responsibilities will be limited to:

- Preparation of the Stakeholder Participation Strategy and Programme (hereby) which will serve as a roadmap for implementation by the Company and the City;
- Development and printing of communication materials (posters, leaflets);
- Training to the Company staff on Stakeholder Engagement and Communication in order to build autonomy on the implementation of the SPP activities over the coming years;
- General assistance and attending in the public events.

The training to be provided by the CDP Consultant on the Information Campaign Plan is essential as, in the future, all planned activities will be carried out by employees of the Company, municipality and WUCs/AC. Improved dialogue between Vodokanal, municipal authorities, Vodokanal subscribers and other key stakeholders, combined with improved information and education on relevant issues, will improve efficiency and improve the sustainability of Project results.

1.4. BRIEF INFORMATION ABOUT THE COMPANY

Vodokanal provides services of centralized water supply to residents, organizations and enterprises of the Kara-Suu city and nearby settlements.

The main activities of the Vodokanal are water lifting, disinfection, transportation and supply to consumers of drinking water.

The water supply system consists of 4 water intake facilities with 6 wells, 6 pumping stations, 2 tanks with a total water volume of 750 m³ and 34.5 km of water pipes.

The sewer network, which is in an unsatisfactory state, is represented by a collector about 2.5 km long. Sewage is diverted by the collector to a relief located near the South Fergana Canal, where unfinished sewage treatment plants are located, the construction of which has not yet been completed.

In order to ensure reliable and effective provision of water services to residents and organizations of the city, the Vodokanal has prepared the Priority Investment Program (hereinafter - PIP) aimed at the reconstruction of the existing facilities of the centralized water supply and sanitation system of the city (hereinafter - the Project).

The project supports priority investments in the reconstruction of the water supply and sanitation systems, which will lead to improved energy efficiency and reduced water consumption, loss of water in the system and reduction of environmental pollution. The total amount of capital investments of the PIP is estimated at EUR 5.3 million.

The basis for the development of the SPP is the SEP developed at the stage of the feasibility study in 2015, where the main activities for ensuring the participation of stakeholders at various stages of the Project implementation were identified, as well as the "Study of the information needs of the Kara-Suu City population", conducted in January 2018 under the SPP Project.

The SPP has been developed taking into account the requirements of national legislation, as well as in accordance with the requirements of the EBRD for the category "B" projects established in the EBRD Environmental and Social Policy (2014).

1.4.1. Priority Investment Program

On the basis of a long-term investment strategy (LPIP), Vodokanal identified priority investments in the reconstruction of the WS&WW in the city for the next three years and planned the PIP to improve the quality of services, improve the reliability of the WS&WW system facilities, and reduce operating costs, improve service standards and environmental and social performance.

Vodokanal plans to implement a set of priority investment measures in which shared financing is presented in the following division: a loan from the EBRD and the EIB of EUR 2.0 million, and a grant from the EU Investment Fund for CA countries of EUR 3.3 million.

The following components are included in the PIP program:

- sources of water supply, water and sewage networks;
- construction of a new wastewater treatment plant (WWTP);
- goods to support operating activities, including construction work and equipment;
- machinery and equipment for improving Vodokanal's operations and facilitating the implementation of the Project;
- supply and installation of equipment for the information management system.

2. LEGISLATIVE AND REGULATORY FRAMEWORK

The main legislative and regulatory requirements of the Kyrgyz Republic, the requirements of the EBRD, as well as international requirements for interaction with stakeholders, applicable to this Project, are summarized below.

The project was reviewed according to the Environmental and Social Policy (2014) of the EBRD and is classified as a "B" category project.

According to the requirements of national legislation, the procedure for the Environmental Impact Assessment (EIA) is subject to the following components of the PIP:

- rehabilitation of water supply sources;
- design and construction of water supply and sewerage networks;
- construction of a new wastewater treatment plant (WWTP).

The tables below show the international (Table 1) and national (Table 2) requirements for stakeholder engagement.

Table 1. International requirements

International requirements	
EU guidance documents	EU Directive 97/11 / EC on the assessment of the effects of certain public and private projects on the environment (the Directive on Environmental Impact Assessment); <ul style="list-style-type: none"> • EU Directive 2003/4 / EC on public access to environmental information; • EU Directive 2003/35/EC on ensuring public participation in the development of plans and programs relating to the environment
EBRD requirements	EBRD ESP - interaction with stakeholders represents a continuous process that includes the following elements: <ul style="list-style-type: none"> – identification and analysis of stakeholders; – planning of interaction with interested parties; – disclosure of information; – meaningful consultations and stakeholder participation; – ensure that there is an effective complaint procedure or mechanism; – current reporting to relevant stakeholders. <p>The interaction process with community should begin at the earliest stages of planning and continue until the end of the project.</p> <p>For Category B projects, the EBRD sets the following requirements for activities with stakeholder engagement. In particular, the Company / Vodokanal needs to:</p> <ul style="list-style-type: none"> – identify and document persons or groups of persons affected by the Project (directly or indirectly), as well as parties that may be interested in it; – determine functions, responsibilities and competences, as well as designate certain employees responsible for ensuring interaction with affected persons and stakeholders, including the implementation of activities and monitoring their implementation; – prepare and introduce the Stakeholder Engagement Plan (SEP); – implement formalized and participatory international procedure for Environmental and Social Impact Assessment (ESIA) and include for each step of this procedure activities on Project information disclosure and public consultations; – on an ongoing basis provide the identified stakeholders and affected parties with information about the Project throughout its duration period; – disclose additional information at the main stages of the project cycle (before the start of the construction phase, commissioning, and decommissioning); – in case of making significant Project changes leading to additional adverse impacts on the affected parties, to inform population about the procedure for resolving these impacts and disclose updated Environmental and Social Management Plan (ESAP) in accordance with the SEP; – in case of identification of additional individual impacts, additional activities on disclosure information and consultations should be conducted in accordance with the SEP; – be aware of concern issues for stakeholders and affected parties, respond to them in a timely manner; – implement an effective mechanism, process or grievance procedure for stakeholders and affected parties and facilitate their resolution and settlement. <p>In addition, provision of special conditions for consultations with participation of disadvantaged or vulnerable population groups is mandatory.</p>

Table 2. National requirements

National requirements		
1.	Water Code of the Kyrgyz Republic of January 12, 2005, No. 8	<p>Article 6. Principles of Water Resources Management. Water resources management is based on the following principles: - principle of accessibility: information on the status and use of water bodies and water resources should be available to the public.</p> <p>Article 21. Rights and duties of water users. 4. Water users have the rights: - for information on the quantity, quality and use of water resources in accordance with the provisions of this Code; - to use water bodies for leisure, tourism, sporting and recreational activities.</p> <p>Article 96. Public access to information systems. Public representatives have the right of access to a single information system, except cases specified in paragraph 2 of Article 97.</p>
2.	Law of the Kyrgyz Republic "On Environmental Protection" of June 16, 1999, No. 53	<p>Article 45. Rights of Public Associations. Public associations and organizations performing environmental functions have the rights to: - organize meetings, rallies, demonstrations, collection of signatures, submit proposals for holding referenda, discussions of draft laws by the population on environmental protection in accordance with the legislation of the Kyrgyz Republic; - claim the appointment of state environmental impact assessment, speak with an outline of the environmental platform in press, on radio and television; - conduct public environmental impact assessment; - participate in the compliance assessment of environmental legislation requirements.</p> <p>Article 46. Rights and duties of citizens in the field of environmental protection. Citizens have the rights to: - participate in the development and implementation of environmental protection measures, rational and integrated use of natural resources including the law-making process; - receive full and reliable information on the status of the environment and public health, as well as on planned construction of production facilities; - participate in the conduction of public environmental impact assessment.</p> <p>Article 50. Information on the environment. Every citizen or organization has the right to access the information on the environment available to the state agencies in accordance with the provisions of this Law. For these purposes, environmental bulletins should be published quarterly in the periodical press. Ministries, administrative agencies and other bodies being knowledgeable about information on the environment are obliged to provide such information at the request of citizens and organizations. Information on the environment is provided by the state agencies upon a written request of the applicant for a fee not exceeding the cost of technical (photocopying, storage devices, etc.) and labor expense for its preparation. Application consideration period is 6 weeks.</p>
3.	Law of the Kyrgyz Republic "On Environmental Review" of June 16, 1999, No. 54	<p>Article 4. Principles of Environmental Expertise. Environmental impact assessment is based on the following principles: - taking into account public opinion;</p> <p>Article 7. Competences, rights and duties of a specially authorized state agency for environmental impact assessment. A specially authorized state agency for environmental impact assessment shall: - inform in advance local state administrations and local self-government bodies about conduction of meetings of expert commissions for state environmental impact assessment; - at the request of the project investor, public organizations conducting public environmental impact assessment provide for familiarization regulatory and technical, instructional and methodological documentation governing organization and conduction of the state environmental impact assessment; - send to local state administrations and local self-government bodies, public organizations (associations) and citizens submitted reasoned proposals regarding environmental aspects of the implementation of the planned activity materials taking into account these proposals during the state environmental impact assessment; - provide with information on the results of the state environmental impact assessment at the request of the mass media.</p> <p>Article 15. Rights of public associations and citizens in the field of environmental impact assessment. Public associations and citizens conducting public environmental impact assessment in accordance with the procedure established by this Law have the rights to: - receive from the initiator full package of draft documentation subject to environmental impact assessment;</p>

		<ul style="list-style-type: none"> - be familiarized with the normative and technical documentation establishing the requirements for conduction of the state environmental impact assessment; - publish the results of public environmental impact assessment in the mass media.
4.	The Law of the Kyrgyz Republic "On Access to Information held by State and Local Self-Government Authorities of the Kyrgyz Republic" of December 28, 2006 No. 213	<p>This law regulates the rights and duties of state authorities to provide information to the local population in order to achieve work transparency.</p> <p>Article 3. Guarantees and freedom principles of access to information. Everyone is guaranteed the right of access to information held by state and local self-government authorities. The main freedom principles of access to information are accessibility, objectivity, timeliness, openness and reliability of information.</p> <p>Article 6. Methods of information providing. 1. The main methods of information providing by state and local self-government authorities are: 1) publication and distribution of relevant materials; 2) provision of information to individuals and legal entities on the basis of their request; 3) disclosure of information on the activities of state and local self-government authorities; 4) direct access provision to documents and materials of state and local self-government authorities; 5) direct access provision to public meetings of the state and local self-government authorities. 2. State and local self-government authorities have the right to use any other methods not prohibited by the legislation of the Kyrgyz Republic to inform the population on their activities.</p> <p>Article 10. Reply period to written requests. Preparation of a response to a written request is made within a two-week period. If within two weeks the response to the request cannot be prepared, the person who sent the request should be informed about it with indication of the delay reasons. The delay period cannot exceed two weeks.</p>
5.	Law of the Kyrgyz Republic "On Informatization" of October 8, 1999, No. 107	<p>Article 12. Users' right enforcement on information access from information sources. 1. Users - legal entities and individuals, state and local self-governments authorities, public associations - have equal rights to access state information sources, they are not required to justify to the owner of these sources the need to obtain the information they request except information with limited access. Owners (possessors) of information shall provide users with information on the basis of approved provisions / contracts free of charge or at agreed prices for information services.</p> <p>Article 23. Protection of the user's rights to information access. 1. Denial of access to open information or providing users with admittedly false information can be appealed in court. In all cases, persons who have been denied access to information and persons who received false information have right to get compensation for the damage caused to them. 4. Managers, other employees of state authorities, organizations blamed in illegal restriction of information access and violation of the information protection regime are responsible in accordance with criminal, civil and administrative legislation.</p>
6	Law of the Kyrgyz Republic "On guarantees and freedom of information access" of December 5, 1997, No. 89	<p>This Law regulates relations arising from the right enforcement process for everyone to freely and unnumbered search, receive, study, produce, transfer, and disseminate information.</p> <p>Article 3. Guarantees of information access. Everyone is guaranteed the right of access to information. The State protects the rights of everyone to search, receive, study, produce, transfer, and disseminate information. Restrictions on access and dissemination of information are established only by law.</p> <p>Article 4. Main freedom principles of information access. The main freedom principles of access to information are accessibility, objectivity, timeliness, openness and reliability of information.</p> <p>Article 5. Request for Information. Everyone has the right to apply for information request directly or through his/her legal representatives. A request for information may be done in written form. The written request shall contain the first, middle, and last names, applicant's address, the name of the requested information or its nature. Written requests are subject to registration. Specific issues related to the request for information held by state and local self-government authorities are also regulated by the provisions of the Law of the Kyrgyz Republic "On Access to Information held by State and Local Self-Government Authorities of the Kyrgyz Republic".</p> <p>Article 6. Information access insurance. National and local government authorities, public associations, enterprises, institutions, organizations and officials are obliged to provide everyone with an opportunity to become familiarized with documents, decisions and other materials affecting his/her rights and legitimate interests. Access to information is provided by: 1) publication and distribution of relevant materials;</p>

		<p>2) provision of information on the request basis; 3) disclosure of information on the activities; 4) direct access provision to documents and materials; 5) direct access provision to public meetings of the state and local self-government authorities; 6) any other methods not prohibited by the legislation of the Kyrgyz Republic.</p> <p>Article 7. Provision of Information and Payment Information on the request affecting the rights and legitimate interests of the applicant is provided free of charge. For the provision of any other information, fees may be charged by agreement of the parties.</p>
7.	Law of the Kyrgyz Republic "On Water" of January 14, 1994, No. 1422-XII (Enacted by the Resolution of the Jogorku Kenesh of the Kyrgyz Republic of January 14, 1994 No. 1423-XII)	<p>Article 3. Main principles of use and protection of water resources. When implementing economic and other activities in the sphere of use and protection of water resources, organizations, enterprises, institutions and citizens of the Kyrgyz Republic, foreign legal entities, foreigners and stateless persons shall be guided by the following main principles: - the priority of human life and health, the provision of favorable conditions for his/her work and leisure; - transparency and close communication with the population and public organizations in dealing with issues on the use and protection of water.</p> <p>Article 13. Competences of local state administration authorities in the field of water relations. The competences of the local state administration authorities of the Kyrgyz Republic includes: - provision population with information on the state of water bodies.</p>
8.	Law of the Kyrgyz Republic "Technical Regulations" On the Safety of Drinking Water "of May 30, 2011 No. 34	<p>Article 13. Response measures in case of detection of non-compliance of drinking water with safety standards</p> <p>6. When consumers complain about the deterioration of the quality of drinking water, legal entities and individuals who operate drinking water supply systems establish the causes and, if necessary, conduct additional research with the provision of information to the applicant.</p> <p>Article 16. State Supervision In case of an increase in the risk to human life and health, state supervision is carried out and implemented (among other conditions listed in the Law): - upon receipt of complaints from the public;</p> <p>Article 18. Information on the safety of drinking water</p> <p>1. In case of detected non-compliance of drinking water with the requirements of the Technical Regulations, individuals and legal entities operating household water supply systems immediately inform local authorities and local state administration, the authorized state body of the Kyrgyz Republic in the health care and consumers of drinking water about measures towards elimination of non-compliance.</p> <p>2. Drinking water information includes the following data: - on compliance or non-compliance of drinking water with the requirements of these Technical Regulations; - on pollution and the predicted deterioration of water in the sources of drinking water supply; - on precautionary measures when using drinking water that does not meet the requirements of these Technical Regulations in terms of health hazard indicators; - on changing the mode of drinking water supply; - on the place and time of providing drinking water to consumers in case of emergencies; - on the timing of elimination of the drinking water non-compliance causes in terms of safety indicators.</p> <p>3. Information on drinking water obtained as a result of production control and state supervision is presented to consumers through the mass media or otherwise in accordance with the requirements of regulatory legal acts of the Kyrgyz Republic.</p> <p>4. Drinking water consumers are entitled to receive reliable information on water safety.</p>
9.	Law of the Kyrgyz Republic "On Normative Legal Acts of the Kyrgyz Republic" of July 20, 2009, No. 241	<p>Article 22. Organization of public consultations.</p> <p>1. The drafts of normative legal acts directly affecting the interests of citizens and legal entities, as well as drafts of normative legal acts regulating business activity are subject to public discussion through the posting on the official website of the rulemaking authority. According to the decision of the rulemaking authority, in the absence of the official web site of the rule-making authority, as well as in cases provided for by legislation, the publication of normative legal acts shall be made in the mass media.</p>

		<p>2. Public consultations of the draft normative legal act is conducted by the rulemaking authority as follows:</p> <ul style="list-style-type: none"> - providing access to the content of the draft legal act; - acceptance, consideration and generalization of proposals received from participants in public consultations; - based on the results of public consultations, preparation of the final information on the proposals received, justifying the reasons for including or not including them in the draft normative legal act. The final information is reflected in the explanatory note for the draft normative legal act. <p>3. The subject of rulemaking activities is obliged to disclose information relevant to the subject of consultation, including:</p> <ul style="list-style-type: none"> - the text of the draft normative legal act; - explanations on the need to adopt a normative legal act; - list of persons and organizations participated in the drafting, as well as circulation of draft normative legal act; - financial and economic calculations, conclusions of the conducted assessments; - statistical data; - forecast of possible social, economic, legal and other consequences of the implementation of draft normative legal act; - contact details of the entity prepared the draft normative legal act (address, including e-mail, phone and fax numbers), as well as the name and contact details of the executor responsible for accepting proposals and comments; - other information necessary to justify the draft normative legal act except information containing state or other confidential materials protected by law. <p>4. Financing of costs for organizing and conduction of public consultations is carried out at the expense of the entity preparing the draft normative legal act and other sources not prohibited by the legislation of the Kyrgyz Republic.</p> <p>Article 23. Public consultations period.</p> <p>1. The period for public consultations of draft normative legal acts is at least one month.</p> <p>2. The calculation of the period for public consultations begins on the day following the day of the publication of the draft normative legal act.</p>
10.	Law of the Kyrgyz Republic "On General technical regulation on ensuring environmental safety in the Kyrgyz Republic" of May 8, 2009, No. 151	<p>Article 6. Principles of technical regulation in the field of environmental safety.</p> <p>Technical regulation in the field of environmental safety is carried out in accordance with the following principles:</p> <p>6) openness principle: transparency in the planning, launching of production processes for economic and other activities that have environmental impacts, close connection with public organizations and the population, encouraging and stimulating measures aimed at the protection and rational use of natural resources.</p>
11.	Law of the Kyrgyz Republic "On the Procedure for Considering Appeals of Citizens" of May 4, 2007 No. 67	<p>This Law is aimed at the legal regulation of relations associated with the implementation of the right of everyone to appeal to public bodies and local self-government bodies fixed by the Constitution of the Kyrgyz Republic, as well as the procedure for considering appeals of citizens by state bodies, local self-government bodies and officials.</p> <p>Article 2. Basic principles of working with citizens</p> <p>The basic principles of the work of state authorities, local self-government bodies and their officials regarding the consideration of citizens' appeals are as follows:</p> <ol style="list-style-type: none"> 1) protection of the rights and freedoms of a human being and citizen; 2) legality, democracy, accessibility; 3) the obligation to consider appeals; 4) timeliness, objectivity and completeness in the consideration of appeals; 5) equality of citizens when considering appeals; 6) personal responsibility for the performance of official duties; 7) controllability and accountability in the consideration of appeals.
12.	Law of the Kyrgyz Republic "On drinking water" dated March 25, 1999 No. 33	<p>Article 3. Basic principles of drinking water supply for the population and measures to ensure the drinking water quality</p> <p>The main principles of drinking water supply for the population are (among others listed in the Law):</p> <ul style="list-style-type: none"> - informing the public about the state of water supply for the population.

		<p>Article 5. Competence of local self-governments in providing the population with drinking water</p> <p>The competence of local governments in drinking water supply for the population includes (among others listed in the Law):</p> <ul style="list-style-type: none"> - providing the population with the necessary information about the quality of drinking water, its consumption rates and ways of saving, and the procedure of payment; <p>Article 6. Competence of water supply companies</p> <p>In case of a temporary cessation of water supply to subscribers, the water supply company is obliged to notify the subscribers about the scheduled maintenance of the facilities and water supply networks no later than five days in advance.</p>
13.	The Law of the Kyrgyz Republic on access to information administered by state of bodies and bodies of local self-government of the Kyrgyz Republic dated December 28, 2006 No. 213	<p>Section 2. Scope of Application of this Law</p> <ol style="list-style-type: none"> 1. The law regulates relations connected with the access of individuals and legal entities to the information administered by state bodies and LSG bodies. 2. Responsibilities to provide information in accordance with the provisions of this Law are imposed on all state bodies and LSG bodies. <p>Article 3. Guarantees and principles of freedom of access to information</p> <ul style="list-style-type: none"> -Everyone is guaranteed the right of access to information held by public authorities and local governments. -The main principles of freedom of access to information are accessibility, objectivity, timeliness, openness and accuracy of information. - The state protects the right of everyone to search, receive, research, produce, transmit and distribute information. - Restrictions on access and distribution of information are established only by law.
14.	The UNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (Aarhus Convention). The Kyrgyz Republic has acceded in accordance with the Law of the KR of January 12, 2001, No. 5	<p>Article 6. Public participation in decision-making process on specific activities</p> <p>Article 7. Public participation in matters related to plans, programs, and policies on environment issues.</p> <p>Article 8. Public participation in the preparation of normative regulations having direct enforcement force and / or generally applicable legally mandatory normative acts</p>
15.	The UNECE Convention on Environmental Impact Assessment in a Transboundary Context (Espoo Convention). The Kyrgyz Republic has acceded in accordance with the Law of the KR of January 12, 2001, No. 6	<p>Articles 2.2, 2.6, 3.8, 4.2, 6.1</p> <p>Participation is defined in the Convention as the right to receive information and express opinions. In accordance with the Convention, all proposals received from the public side should be taken into account during decision making on planned activity.</p>

3. EXISTING SITUATION

3.1. VODOKANAL'S CURRENT ACTIVITIES RELATED TO PUBLIC INFORMATION AND COMMUNICATION

Vodokanal activities are conducted on the basis of national legislation. Vodokanal regularly discloses information on financial and economic activities outcomes during the City Council (Kenesh) meetings.

At village meetings/gatherings, Vodokanal brings information to local residents and other stakeholders about changes in tariffs for water supply services, informs about innovations, implementation of repair activities, and explains the procedure for billing and collection of payments, notify about planned and emergency outages of services and etc.

In the event of planned outages, the relevant information is sent to the Kara-Suu Municipality 2 days prior to the event, and in case of emergency repairs - immediately.

About scheduled and emergency outages of Vodokanal's services, commercial subscribers are notified directly by Vodokanal.

According to Vodokanal, it actively uses social Internet networks and WhatsApp on mobile phones to inform the public.

Thus, as a mean of informing the public and other stakeholders, the Vodokanal actively uses:

- personal meetings of supervisors and directors with consumers, chairmen of quarterly committees;
- rural assemblies / gatherings;
- social networks and WhatsApp;
- personal user visits to Vodokanal office;
- meetings of Kara-Suu City Council (Kenesh) and Municipality;
- informing through the Kara-Suu Municipality.

Vodokanal does not have its own website. Within the framework of the CDP for Kara-Suu City, a website (www.karasuu.kg) was developed, where there is a separate dedicated page of Vodokanal.

In general, on the Vodokanal website, information on the Project's implementation, information on the organization and activities of the Vodokanal should be posted as well as information on the amount of tariffs, phone numbers of the call center, the procedure for transferring the readings of the meters and paying bills, notifications about outages and Vodokanal contact information, including feedback, and other information.

3.2. PUBLIC HEARINGS OF THE PROJECT

Public consultations and hearings held within the framework of the Project implementation, as well as information stands and printed information, are of great importance for the disclosure of the relevant information.

The first public hearings on the Project were held on January 19, 2015. At the same time, the banner of the Project and five thematic posters on various aspects of water use and wastewater treatment were prepared, as well as a brief introduction to the essence of the Project in Russian, which were placed in the lobby of the Municipality for general information.

Within the framework of the Project, the Vodokanal consulted with key stakeholders in order to support the process of their identification and analysis. All interested parties were provided with information on the Project, its potential consequences and benefits. Information on consultations with project stakeholders is provided in table 3 below.

Table 3. Stakeholder consultations

Date / Place	Applicants / Organizations	Key topics
26.2.2015, Kara Suu Municipality	Women who are members of families living along two planned sewage networks under PIP. Employees of institutions and organizations involved in the institutional survey including public catering workers; owners and tenants of public toilet facilities; employees of the public bath (in the Arashan microdistrict); Policy makers including the women of Kara-Suu City Council, managers and members of the quarter committees; women activists and members of local non-governmental organizations; teachers of educational institutions located along two planned sewage networks; managers, security guards, operating personnel of public toilets in the Ubleiniy microdistrict; hospital medical personnel (e.g. gynecologists, pediatricians, medical assistants and nurses who monitor patients in hospitals).	Focus group discussions on gender issues, absence of standardized and quality sanitary conditions, poor quality of drinking water, and absence of sanitation and infrastructure in the city.
19.02.2015, Ministry of Finance, Bishkek	Mr. Ushbekov Zairbek Sulaimanovich, member of the Jogorku Kenesh of the KR (Parliament), deputy chairman of budget and finance committee of the Jogorku Kenesh. Mirlan Baigonchokov, deputy minister of the Ministry of Finance of the KR. Mrs. Nadira Dzheebekova, Head of division on Public Investment Program of the Ministry of Finance of the KR. Mr. Nurlan Kurmanaliev, Chief officer on Public Investment Program of the Ministry of Finance of the KR. Mr. Zarlyk Turgunbaev, Mayor of the Kara Suu city. Mr. Talay Asylbekov, EBRD, Bishkek.	Presentation of research results; PIP and LTIP; Proposed conditions of the loan agreement; tariffs forecast for water supply and sanitation; subsidies granting possibility from the state budget for Vodokanal and the city; in addition, further steps were discussed.
18.02.2015, Kara Suu District Administration	Mr. Matraimov Talibek Ismailovich, Head of Kara Suu District Administration. Mrs. Avazkan Ormonova, Chairman of Public Fund DIA, advisor to the Kara Suu District Administration.	Presentation of the status and discussion on the project in terms of the economic potential of Kara-Suu city and the role of rehabilitation of the water supply and sanitation infrastructure to improve overall welfare in the city.
18.02.2015, Kara Suu Municipality (conference hall)	City Council under the Chairman Mr. Rustam Khamatov. Mr. Zarlyk Turgunbaev, Mayor of the Kara Suu city. Mr. Hayat Turdukulov, Vodokanal Director. Mrs. Avazkan Ormonova, Chairman of Public Fund DIA, advisor to the Kara Suu District Administration.	The extraordinary general meeting of Kara-Suu City Council was organized by the Chairman of the City Council and Mayor of Kara-Suu city at the request of the Consultant to discuss and present: proposals for the PIP, the results of the social survey, the results of environmental and social audit, proposed tariff increase program and loan repayment plan.
23.01.2015, School No. 66 on Lenin str., visit to 7 schools and 3 kindergartens of the city.	Principals of all schools and kindergartens in Kara Suu city: School No. 66 (Lenin str.), School No. 134, School named after Tursunov, School Babur, School Mansa, School No. 68, Residential School named after K.Yakipov, Kindergarten Aidanek No. 4, Kindergarten Moltur Bulak No. 2, Kindergarten Meerim No. 3.	Focus group discussions on sanitation issues and access to water in schools and kindergartens; main problems and risks of poor quality sanitation; educational programs on personal hygiene and sanitation for children of all ages; risks of poor quality of drinking water and lack of standard sanitation means; willingness to connect to a new sewer infrastructure; and other project advantages.
21.01.2015, Kara Suu District Administration	Mr. Radim Novak, representative of Mott MacDonald met with the Head of Kara Suu District Administration and Mr. Zarlyk Turgunbaev, Mayor of the Kara Suu city.	Meeting was held to provide information on the results of the project study. The Head of the district administration expressed high interest in the project to improve the existing water supply and sanitation infrastructure in the city of Kara-Suu with positive influence on neighboring settlements.
20.01.2015, Kara Suu Municipality	Kara Suu Municipality and City Council: Mr. Zarlyk Turgunbaev, Mayor of the Kara Suu city, Mr. Rustam Khamatov Chairman of City Council,	Presentation of preliminary study results and environmental and social audit results, PIP and LTIP of water

Date / Place	Applicants / Organizations	Key topics
(conference hall)	Deputy Head of Kara Suu District Administration, Mr. Toktoshev Askarbek Sulaimanovich, Gosstroy, Bishkek, Katharina Hensel Bjorlin, EBRD, Moscow. Talay Asylbekov, EBRD, Bishkek.	supply and sanitation, tariffs including the investment scenario of the proposed annual tariff increase and credit repayment plan.
20.01.2015, Kara Suu Municipality (conference hall)	Mr. Toktoshev Askarbek Sulaimanovich, Gosstroy, Bishkek,	The importance of rehabilitation of water supply and sanitation infrastructure in the city. Approval of the Program on improvement of access to safe drinking water and sanitation in the Kyrgyz Republic.
19.01.2015, School No. 66 (Lenin str.)	Deputy Head of Kara Suu District Administration, Chairman of Kara Suu City Council, Advisor to the Kara Suu Municipality, Mayor of the Kara Suu city, Management of the Vodokanal Company Mangers of "Ak-Meenet" Representatives of neighboring aiyl okmots Representatives of municipal enterprises Heads of residential quarter of the city of Kara-Suu Representatives of NGOs Representatives of local media	Presentation of preliminary study results and environmental and social audit results, PIP and LTIP of water supply and sanitation, tariffs including the investment scenario of the proposed annual tariff increase and credit repayment plan.
From 5.12.2014 to 8.12.2014, Interviews were conducted in the administrative buildings of Kara Suu city	56 representatives from public, private, municipal, business and commercial organizations in Kara-Suu city were interviewed for the purposes of institutional sociological survey of Kara-Suu	Connections to the water supply network, use of water, sanitation and connection to the sewerage network, types of access to water, service payments, and affordability of institutions.
From 25.11.2014 to 10.12.2014, residential areas of Kara Suu city (16 quarters)	465 Kara-Suu families were interviewed under the sociological survey conducted by a consultant. Leaflets with a letter from the Kara-Suu Mayor were delivered to all survey participants	Connections to the water supply network, use of water, sanitation and connection to the sewerage network, types of access to water, service payments, and affordability of institutions.
14.11.2014, Gosstroy Office, Bishkek	Mrs. Ozorbakova Shairgul Galievna, Head of Water Supply and Sanitation Development Department in Gosstroy	Access to information from the regions of the Kyrgyz Republic related to: Status and maintenance of water and effluents in Kara-Suu city; Tariff affordability - as reported in Kara-Suu Municipality; Risks and environmental impacts in Kara-Suu city from the current water supply and sanitation system, including residues of wastewater treatment plants, sewage collectors, etc.; Current policies to mitigate these risks.
23.10.2014, Kara Suu Municipality (conference hall)	Representatives of councils and administrations (Telman, Kirov, Ken-Say, Erkin, and Konurat) of all neighboring settlements were invited to conference hall of the Kara Suu Municipality in order to familiarize with project.	The main issues of the project were discussed, as well as its possible consequences in the future, in particular, from the point of view of the ДПИ, and with the aim of probable administrative merger that can be possible in the nearest future
23.10.2014, Kara Suu Municipality (conference hall)	Chairman of Kara Suu City Council Advisor to the Kara Suu Municipality, Mayor of the Kara Suu city, Vodokanal Director, Chief Architect of the city EBRD Representatives (K. Hansen, M. Bergman, T. Asylbekov, E.Yldyz)	Meeting to discuss the main tasks, terms, as well as specific topics and assessment of the sociological survey.

3.3. STAKEHOLDER GROUP DEFINITION AND ANALYSIS

At the stage of the feasibility study, stakeholder analysis was carried out, and the results of the study were presented in SEP. The analysis of the participants in the SEP is the basis for the development of the SPP, since the SPP considers a mechanism for informing the stakeholders by various most effective methods and means.

In this document, all stakeholders were divided into two categories - directly interested parties and indirectly interested parties.

- The direct stakeholders are: Vodokanal management, personnel, contractors and other parties directly involved in Vodokanal / project activities and other parties benefiting from this activity.
- Indirect stakeholders are those which are not directly related to the project, but may be affected by it.

At the stage of the feasibility study for the Project, stakeholders were merged into the following general groups:

- subscribers, affected communities and vulnerable groups;
- personnel, job seekers and workers who are not in labor relations with Vodokanal;
- local state, executive and supervisory bodies, regulators;
- non-governmental organizations and the private sector;
- other stakeholders.

The list of major stakeholder groups relevant to the Project implementation was updated below in the framework of the CDP, namely:

- Household consumers, as consumers of services provided by Vodokanal;
- budgetary institutions, as consumers of services provided by Vodokanal;
- private and commercial customers of Vodokanal;
- institutional (budget) consumers of drinking water, which are supplied by their own water intake facilities;
- household consumers of drinking water supplied by other suppliers;
- private, commercial and household consumers of drinking water services in Kara-Suu City using their own wells;
- • "Ak-Meenet" as a Company of sewage disposal services;
- City officials and key employees in the Municipality;
- neighboring municipalities of Telman, Kirov, Ken-Sai, Erkin and Konurat;
- Akimiat (district governance) of Kara-Suu district/rayon;
- central regulatory bodies;
- central government bodies;
- members of City Council;
- Heads of 16 quarters in the city;
- Vodokanal employees;
- Contractors and suppliers;
- Donor agencies.

3.3.1. Gender aspects

The EBRD works with its borrowers on the basis of gender equality and equitable access to services for both men and women. To this end, the identification and analysis of the stakeholders of the Foreign Direct Investments or Stakeholder Engagement Plan are gender-sensitive.

The further program of action in the implementation of the SPP also reflects the issues of gender equality and equitable access to services for men and women through the involvement of equal and fair participation of men and women in the activities considered in this SPP.

3.4. SUMMARY OF EXISTING PROCESS OF STAKEHOLDER INFORMATION

Summing up the conducted analysis of the stakeholders informing, it can be concluded that the most preferred communication channels are the following:

- Local media: in particular, local newspaper, mobile operators (WhatsApp) and to a lesser extent – Internet providers;
- Vodokanal checkers;
- quarter committees;
- personal visiting the Vodokanal office by subscribers;
- public hearings, meetings, village meetings / gatherings;
- official correspondence with state bodies and local authorities;
- informing through the Kara-Suu Municipality;
- information boards, posters, leaflets, and brochures.

These communication methods will be used during the construction phase, as well as later in the course of the routine operation of the Company.

A certain effort will be directed to inform the vulnerable population of Kara-Suu City, and also to ensure that women and men have equal access to information and influence on Vodokanal's activities.

4. RECOMMENDATION FOR SPP IMPLEMENTATION

4.1. TASK 1. DEFINITION OF INFORMATION NEEDS AND STAKEHOLDER PARTICIPATION PROGRAMME

At the stage of the feasibility study, the following information needs were identified, which can be supplemented at the project implementation stages:

- Information on the «Water Supply and Waste Water» Project in Kara-Suu City;
- Environmental, technical and economic need for water conservation and rational use: explaining the importance of rational and effective use of water and lean attitude to it;
- Cost recovery: explaining how tariffs for water supply and sanitation services are related to quality of service and how they are used to help conserve resources, explaining the real cost of water supply and sanitation services;
- Participatory mechanisms: explaining how each user of water is individually responsible for stable and equitable access to services for all and for water conservation, in general.

Within the framework of the feasibility study, a draft of the SEP was developed to attract stakeholders. The developed SEP provides the basis for working with the stakeholders involved.

4.1.1. Proposed approach in implementing Task 1 – Definition of Information Needs

One of the first steps of the project activities was the identification of stakeholders to define key beneficiaries and partners in the process of raising awareness, information and training. This analysis was presented in the SEP, but within the framework of the CDP, stakeholder analysis with the definition of information needs was finalized and reflected in Annex 1. Finalization of stakeholder analysis was carried out to ensure that the main beneficiaries were identified prior to the development and implementation of the further activities of the Project.

If additional stakeholders are identified, this stakeholder analysis needs to be updated.

Stakeholder analysis will be discussed with Vodokanal and the EBRD in order to make sure that the need for the information process is fully reflected in the proposed approach in the implementation of Task 1.

A preliminary list of the necessary information will be considered together with key stakeholders. Additional items can be made for different stakeholder categories based on the experience of the Consultant. This list will serve as the basis for the development of an information campaign. The data on the initial situation will make it possible to assess the impact of the information campaign of the SPP in general.

To identify information needs of consumers, it was necessary to know the basic conditions that exist today. The purpose of the baseline study was to identify the baseline level of awareness and prepare a review of preliminary information needs at the beginning of the project for the finalization and implementation of the SEP and the development of a specific information and education campaign.

The baseline information will allow assessing the impact of the information campaign and the SPP as a whole by comparing the initial indicators with the final outcomes.

A preliminary list of information needs for various stakeholder categories was identified from the Basic Study Report, which is provided as a separate document of the Project (SPP, Defining Information Needs, 2018) and includes consideration of the following issues:

- Description of the Project objectives;
- environmental, technical and economic need for conservation and rational water use: an explanation of the importance of rational and effective water use and conservation of water resources;
- sanitary and hygienic aspects of the water supply and sanitation system use;
- cost recovery: an explanation of how water tariffs are related to quality of service and how they are used to promote water resource conservation, explaining the real cost of water supply and sanitation services;

- participatory mechanisms: explaining how each user of water is individually responsible for stable and equitable access for all and saving water in general, interacting with vulnerable segments of the population.

Additional information needs that may arise as a result of the project in the course of informing stakeholders should also be included in the Provisional List of Information Needs, shown in Table 4 below.

Data on information needs of various categories of subscribers will be transferred to Vodokanal and will be taken into account when finalizing the Information Plan (see Appendix 2).

Table 4. Preliminary list of information needs

Municipality	Population and other customers (organizations, enterprises)	NGOs and other public associations	State agencies	Other stakeholders (educational institutions, hospitals, mass media, etc.)	Directly concerned persons (employees, hired workers and работники и suppliers)
1. Water tariffs					
What is included in tariff (what do you pay for)	What is included in tariff (what do you pay for)	What is included in tariff (what do you pay for)	What is included in tariff (what do you pay for)	What is included in tariff (what do you pay for)	What is included in tariff (what do you pay for)
Tariff level, full cost recovery	Tariff level, full cost recovery	Tariff level, full cost recovery	Tariff level, full cost recovery	Tariff level, full cost recovery	Tariff level, full cost recovery
Ability to pay	Ability to pay	Ability to pay		Ability to pay	
Inaccurate accounting and wrong tariffs	Inaccurate accounting and wrong tariffs	Inaccurate accounting and wrong tariffs		Inaccurate accounting and wrong tariffs	Inaccurate accounting and wrong tariffs
Tariffs and service payment level	Tariffs and service payment level	Tariffs and service payment level		Tariffs and service payment level	
Payment procedures	Payment procedures	Payment procedures		Payment procedures	
2. Service level					
Quality of water: Guidance and monitoring	Quality of drinking water: where to find relevant information	Quality of drinking water: where to find relevant information	Quality of drinking water: where to find relevant information	Quality of drinking water: where to find relevant information	
About industrial water pollution	About industrial water pollution	About industrial water pollution		Presentation and discussion of water quality testing, how water can be polluted and what are the consequences of water pollution	
About the water supply suspension	About the water supply suspension	About the water supply suspension			
About the pressure in the network	About the pressure in the network	About the pressure in the network			
Maintenance quality of water supply and sanitation system	Maintenance quality of water supply and sanitation system	Maintenance quality of water supply and sanitation system	Maintenance quality of water supply and sanitation system	Maintenance quality of water supply and sanitation system	
Information on connection to water supply and sanitation systems	Information on connection to water supply and sanitation systems	Information on connection to water supply and sanitation systems	Information on connection to water supply and sanitation systems	Information on connection to water supply and sanitation systems	
3. Clean water, hygiene and health protection					

Water borne diseases and how they are transmitted	Water borne diseases and how they are transmitted			Water borne diseases and how they are transmitted	
	Safe sources of drinking water			Safe sources of drinking water	
4. Conservation and rational use of water					
Standard consumption	Standard consumption	Standard consumption		Standard consumption	
Wasteful water consumption (water use culture)	Wasteful water consumption (water use culture)	Wasteful water consumption (water use culture)		Wasteful water consumption (water use culture)	Wasteful water consumption (water use culture)
Self-consumption monitoring	Self-consumption monitoring	Self-consumption monitoring		Self-consumption monitoring	Self-consumption monitoring
Water conservation and environment ¹	Water conservation and environment	Water conservation and environment		Water conservation and environment	Water conservation and environment
5. Consumers' rights and obligations					
	Rights and obligations of subscribers and Enterprise/Vodokanal	Rights and obligations of subscribers and Enterprise/Vodokanal		Rights and obligations of subscribers and Enterprise/Vodokanal	
Contracts	Contracts	Contracts		Contracts	
Agreement on grievance mechanism	Agreement on grievance mechanism	Agreement on grievance mechanism		Agreement on grievance mechanism	
Project, SPP – support in completion, implementation, and modernization of SEP					
6. Construction					
Project scope	Project scope	Project scope	Project scope	Project scope	Project scope
Construction schedule	Construction schedule	Construction schedule		Construction schedule	Construction schedule
Expected improvements	Expected improvements	Expected improvements	Expected improvements	Expected improvements	Expected improvements
Expected interruptions and their schedule	Expected interruptions and their schedule	Expected interruptions and their schedule		Expected interruptions and their schedule	
7. Improving the dialogue					
Public consultations, meetings	Public consultations, village gatherings /meetings	Public consultations, meetings	Public consultations, meetings	Public consultations, meetings	Meetings
8. Information campaigns					
The content, modules and timeframes will be based on the above information needs considered in accordance with SEP, its implementation requirements, new and selected requirements to maintain the sustainability of the project results.					

¹ Drinking water production is an expensive process that uses electricity. The less water one use, the less electricity is used to operate the pumps, prepare and purify the water. This leads to reduction of greenhouse gas emissions. In addition, water is necessary for the environment. The less water is taken from natural systems, the better it is for biodiversity.

The team of consultants will provide a presentation and explain the goals of the SEP and the SPP to the Vodokanal staff and the responsible person of the Kara-Suu Municipality. The Vodokanal Director should appoint persons responsible for each section of the Plan.

Steps for finalizing the plans should be discussed with the Vodokanal and responsible persons. For more rapid implementation, the tasks of the plans should be divided into sections according to the groups of stakeholders. Each section is digitized so that each responsible person can work with his/her part and monitor the progress:

No.	Description of the task of activities to achieve the desired result	When (deadlines)	Status

The tasks should initially be taken from the project report, but they can change during the formulation process. The activities required for accomplishment of each task must be formulated by a responsible person from Vodokanal with the assistance from the Consultant.

Preliminary information needs identified on the basis of the baseline study should be taken into account in the formulation of the SPP activities.

4.1.2. Conclusions from the baseline study on the definition of information needs

The survey covered 5.8% of city residents, i.e. 693 persons, with due account of the gender, ethnic, and age balance. The data is evenly distributed throughout the city. The study showed that the most important issue for local residents is the issue of stable water supply; issues of water quality and possible interruptions due to repair work are of secondary nature for the population.

The Company constantly informs its subscribers on changes in tariffs for water supply services through its controllers. Nevertheless, the placement of additional information on this matter on the back of the bills is considered by the residents as an important aspect of informing, along with the availability of telephone numbers of the Vodokanal hotline. The "Kara-Suu Taza Suu" Company works closely with the local community and constantly is open to review complaints from residents about improperly billed water services. This is indicated by a large number of calls from subscribers. At the same time, a large number of complaints also give reason to think about the imperfection of accounting for water use in the city, where a significant number of discrepancies may arise. And this is one more reason for doing work to improve the system of accounting for consumed water.

The same thesis can be confirmed by a high number of residents who have addressed with the complaints, and those who received a response to their requests from Vodokanal. Such townspeople comprise 2/3 of the city's total population. This indicates the Vodokanal's rather active position in the sphere of interaction with the local population. This is also confirmed by the fact that almost every one of the respondents indicated that information is constantly transmitted through local gatherings and checkers.

Regarding the channels of receiving the bills from the Company, the overwhelming majority of respondents indicated that they prefer to receive bills in person from the head of their quarter committee or the Vodokanal checker. Practically nobody reported that receiving a bill by e-mail or through the messenger WhatsApp would be convenient and could save the time of Vodokanal's employees or time of the subscribers themselves.

In households, mainly for obtaining general information on situation in the city or the country, the possibilities of mobile communication, television and newspapers, as well as to a smaller extent - access to the Internet are used. At the same time, to get information about Vodokanal's work, the respondents indicated SMS connection, checkers, heads of quarter committees as the most preferred channels. Street stands for announcements and local TV (crawl) are of secondary importance, although they were also mentioned by respondents as one of the options for informing.

The announcements in MC "Kara-Suu Taza Suu" office were also articulated by some respondents, as one of the options for providing information. Especially, if one takes into account the fact that many

townspeople on their own initiative come to Vodokanal's office in order to report on the problems in water supply. In parallel, citizens therewith have the opportunity to learn about innovations and get advice on this. This conclusion does not contradict the fact that when choosing the means of informing about Vodokanal activities, the office of the Company was not listed among the priority options: apparently, despite frequent visits, residents are more comfortable if they are informed on these issues on a targeted basis, at home - through checkers, quarter committees and SMS-mailings.

The results of the survey showed that many residents heard about the planned works to improve the water supply and sanitation system, which is likely to relate to the public hearings at the stage of feasibility study development for the water supply and sanitation system rehabilitation in Kara-Suu City, and fragmentary information brought by to the population by checkers and quarter committees.

However, the fact that considerably less townspeople (17.5%) know where the work will exactly be done and what kind of the work they will be (2.3%), indicates that the information about the project is vague/uncertain. This is confirmed by the fact that:

- (1) almost no one knows how much time these activities may require (1.08%),
- (2) works will be implemented on loan funds and
- (3) these funds must be paid back within 10 years period by the Company (10.7%).

In general, the perception of the Project in the city is positive. The overwhelming majority of the respondents indicated that they received information about the Project from Vodokanal's staff, very few respondents answered that they had learned about the Project at local gatherings.

4.1.3. Recommendations for selecting information channels taking into account the results of the needs assessment

Based on the conducted study, it becomes clear that during the information campaign it is necessary to widely involve the existing experience of checkers and quarter committees' interaction with the city residents, and the management of MC "Kara-Suu Taza Suu".

In addition, it is necessary to use the possibility of posting information on announcement boards.

Information on the situation with water supply and sanitation, issues of the sanitary condition of the city's territory, diseases transmitted with polluted water, project activities and other important spheres should be summarized in brochures and disseminated during meetings of Vodokanal and quarter committees with local residents. It is also necessary to instruct the checkers to distribute these brochures during the households' attendance.

As an additional step, it makes sense to place one banner on the central street of the city, where every resident can see information about **the EBRD Water Project**.

The main ideas that will be reflected in the brochures are:

- Water is a valuable resource, which should be protected and used in a sustainable way
- Water must be safe, hygienic rules must be observed constantly and rigorously
- Creation of a stable water supply system is the path to a healthy life, free from intestinal and other diseases transmitted through poor-quality water
- Modernization of the water supply system in the city will be covered by funds received from payments for water services, which is determined within the established tariffs.
- Information about the Project:
 - Reasons for rehabilitation of water supply and sanitation in the city and the consequences of their unsatisfactory condition for residents
 - Goals, objectives, terms, amount of financing
 - Companies involved in the project, names and contact information
 - What has already been done to the present in time, what decisions have been taken
 - WUCs & Advisory Committee
 - Grievance Redress Mechanism: where to go, who to apply to, how long it takes to review complaints, etc.

- What kind of inconveniences can take place, how long and how often?
 - And other issues of interest for the local community.
- Timely payment of Vodokanal's services by the city's population is a guaranty of the EBRD loan return. In addition, it is a guaranty that the local population will take proper care of the water supply and sanitation system equipment.
- Work to improve the water supply system will take several years
- Works will be conducted in pre-defined areas of the city in accordance with the developed schedule and engineering design
- Works will be associated with temporary inconveniences in the form of water cuts, noise pollution from machinery and vehicles, dust and overlapping of individual roads
- The poorest groups of the population will be provided with subsidies for payment of water services
- To coordinate the modernization of water supply and sanitation systems will be supported by the Water User Committees and the Advisory Committee, created from among the local residents and employees of the relevant local government bodies and profile enterprises.
- Water supply and sanitation system rehabilitation will improve the local residents' quality of life.

4.2. TASK 2. DEPLOYMENT OF THE INFORMATION CAMPAIGN

4.2.1. Proposed approach

The approach proposed below was formulated on the assumption that residents of Kara-Suu city will be covered by awareness-raising activities throughout the project implementation period from the date of signing the contract. The contribution of local authorities to these activities plays a large role in achieving results.

Based on the aforementioned activities, the Stakeholder Participation Program (SPP) will be developed from the date of signing of the contract, including the finalized Stakeholder Engagement Plan (SEP) for all water supply and sanitation structures considering the results of the baseline survey.

Additional information needs may arise, which will subsequently be included in the list of information needs based on the discussions with stakeholders, and following the implementation of the information campaign. At the same time, where the level of awareness is already high, such questions can be excluded from the list, which will be finalized in the consultation process.

Explanations on the need for information for different stakeholder groups will be provided after selecting the appropriate media and effective communication channels. Different types of information for different groups will require the involvement of different channels of information / media.

When developing an information campaign, it is important to consider what kind of impact it will have and how it can be assessed. Therefore, measures will be developed that will allow to assess the impact and success of the information campaign of the SPP/SEP; It is necessary that the indicators remain specific, measurable, achievable and realistic. The information campaign modules should be designed considering the information needs and interests of the beneficiaries and the effectiveness associated with raising awareness.

Subsequently, the information campaign plan will be finalized with due consideration of the content, timing, implementation methods, budget and indicators. In this context, lessons learned from such projects should be taken into consideration.

The implementation of information campaigns will take place throughout the Project. The main modules will be implemented during the project implementation period. However, if required, the selected modules can be continued until the project is completed. Modules will primarily serve as tools for disseminating information with a high level of efficiency, i.e., will have a high level of influence at a relatively low cost.

The frequency of repetition of modules will be determined during the implementation of the subsequent discussion with the key stakeholders.

A final assessment of the level of awareness and knowledge among stakeholders is planned to be made during the last 5-6 months of the project, using similar measures, like in the case of the baseline survey and indicators for the SPP.

It is expected that the main lessons learned from the campaign will be included in the final report, along with recommendations for further tracking.

The educational campaign to raise awareness of clients will be carried out in the form of a broad information campaign.

When developing an information campaign, the Consultant proposes to start from a model of behavior change, according to which new significant information received by a person becomes an incentive for him/her to change behavior. Therefore, special attention in the preparation and implementation of the information campaign will be given to information as the main way to influence the target group. Impact will be carried out by improving knowledge, changing attitudes toward a particular subject or phenomenon, and by developing skills in the desired behavior.

The purpose of the information campaign is to implement an integrated system of measures to influence target audiences with various information tools and channels of mass and individual information, and training aimed at encouraging new models of behavior that are useful to them and the community for water consumption, sanitation, lean and rational use of natural resources (water).

To meet information needs, it is very important to correctly determine, which communication channels and means will be used for certain target audiences.

4.2.2. Channels and means of communication

Before the start of the information campaign, one needs to make sure that there is a full understanding of the role of the program developer in the choice of communication means and information transfer channels for specific target audiences. Below, the information and communication channels offered by the Consultant based on the results of the on-site study are provided. In future they will be specified.

1. Channels and means of information. It should be determined what information needs are relevant to the topic and sphere of a particular channel and the mean of information; how to use it in an information campaign.

- Local newspaper
- Mobile communication operators (WhatsApp)
- Internet (social networks, Vodokanal webpage or FB profile as an alternative)

2. Information, educational and training materials, the content of which should reflect information needs. Trial copies must be tested before they are mass printed and distributed. For each target audience, the materials appropriate for this target group will be developed.

The CDP consultant proposes the following information, training and educational materials for the meetings:

- Training materials: manuals, training modules;
- Information on the reverse side of the bills for Vodokanal services;
- Information boards, posters, banners, brochures, leaflets.

3. Public events are for Vodokanal subscribers and other stakeholders.

For Vodokanal subscribers, meetings will be held with direct and indirect stakeholders. The meetings will be held at the level of quarter committees / water user committees, and at the city administration level. The topics of the meetings will be devoted to the issues of project implementation, information needs within the information campaign.

The consultant offers the following public events:

- Meetings with direct and indirect stakeholders with the public (meetings at the Municipality, village gatherings, meetings of water user committees, etc.)

- Public hearings.

4. Information seminars / trainings are designed for WUCs/AC to inform the public and, in particular, poor households. These activities will be arranged by the CDP Consultant and the Company, jointly with Municipality.

Types of trainings:

- Seminars/trainings.

Target audience:

Vodokanal subscribers:

- Household consumers;
- Budget organizations;
- Commercial enterprises;

Local government bodies

- Municipality.

4.2.3. Algorithm of the information campaign

When conducting an information campaign, the following algorithm is used:

- Development and implementation of information strategy;
- Defining channels and means of information, through which the population of different target audiences receives information;
- Development of detailed information campaign plan;
- Distribution of resources for information campaign;
- Mobilization of quarter committees / water user committees;
- Permanent monitoring and evaluation of the information campaign;
- Conduct a study to evaluate effectiveness of the implementation strategy to determine if information is received and if it is correctly perceived.

4.2.4. Interactions with consumers and other stakeholders

Timeliness of consultations and information about the Project is an important condition for awareness raising among stakeholders, ensuring their participation in solving environmental and social issues and facilitating the Project implementation.

Plans (SEP, SPP) should be posted on the Vodokanal webpage (www.karasuu.kg), and include reporting on the implementation of measures, and be free to access to all stakeholders.

The plans (SEP, SPP) will be regularly updated during the Project implementation with terms, addresses and formats of activities.

4.2.5. Trainings to the Company in implementing the Information Campaigns

Several trainings will be provided for the WUCs and AC, schools, and the Company. They will be as follows:

- Training for WUCs and AC activities, during which all the WUCs and AC representatives (27 members) will attend.
- Training for school directors on how to hold events at schools, which approaches should be carried out and which results should be reached. In addition to the 6 school directors, representatives of the local Center for State Sanitary and Epidemiological Surveillance (CSSES) will also take part in the training.
- Training for and discussion with the Company and PIU representatives (5-6 persons) on how the awareness raising is to be held.

Each training will take about 2 hours and will include explanation of what trainees' activities should be, what should be considered when implementing the work on awareness raising, duration and frequency of each step, expected outcome, and documents which should be prepared in the framework of the implementation of this part of activities. The trainings will be conducted in the form of presentations and practical implementation of the real events, where all participants working in arrangement of the information campaign will be involved. This will allow using "on the job training" approach and improve opportunities for all involved parties to understand the working principles and develop their skill for future project steps.

4.2.6. Responsible parties for SPP implementation

CDP consultant will be initially responsible for the arrangement of these steps. Section 1.3 of this report stipulates the limits of the CDP consultant in implementation of this part of activities. The CDP consultant will only assist the Company and municipality to arrange first public events and conduct relevant trainings. After that, when the involved parties got required skills in awareness raising, they will be responsible for implementation of these activities during next several years up to the very end of the Project.

Responsible party for arrangement and implementation of SPP (See Annex 2 for Information Campaign) is the Company represented by HPR, Municipality acting by an assigned responsible person and PIU. Compliance monitoring is implemented by the Advisory Committee. The named institutional structure to implement SPP will be active until the end of the Project.

4.2.7. Measuring impact and improved awareness following the Information Campaign results

Since the information campaign is based on the behavior change model by obtaining meaningful information that becomes an incentive to change behavior, the impact measurement on the target group will be carried out through monitoring and evaluation.

Monitoring should be continuous. During the monitoring, the strategy of the information campaign should be adopted in the existing form without changes; planned activities and results should be compared with the actual ones. The information obtained during monitoring should be used to improve the work during the information campaign.

Evaluation should be carried out at key stages in the information campaign implementation. The campaign strategy should be analyzed in order to optimize / improve it. The reasons for achieving/not achieving the planned results should be analyzed. The information obtained will be used to improve the further course of the information campaign.

The subject of monitoring and evaluation will be:

1. Improvement of knowledge in the field of:

- Rational and efficient use of water;

2. Changes (in attitude):

- In terms of lean attitude to water;
- In terms of increasing the real cost of water supply and sanitation services.

3. Formation of skills of desired behavior:

- In terms of lean attitude to water;
- Individual responsibility for stable and equitable access to water for all and everybody.

4.2.8. Potential Risks to the successful implementation of the information campaign

The implementation of the Project and its SPP component shall be done under the leadership of the Company with the support of the City.

Within the CDP Contract which aims at assisting the Company in defining and implementing the mandatory actions of the Loan Agreement, including various obligations for the Borrower regarding the Company's internal organization, relations with stakeholders, financial and operational indicators and other data, the CDP Consultant shall provide guidance and assistance on SPP strategy and initial implementation stages.

Simultaneously, the PIU Consultant provides support related to the Project technical implementation.

It must be highlighted that the success of the Project implementation requires the leadership of the City and the Company and delays in the implementation of key components may impact the deployment of the Stakeholder Participation Programme (i.e. delays in implementing the information campaign, etc.).

Indeed, the process of information dissemination should be deployed throughout the project implementation in order to raise awareness on issues related to water and sanitation as well as ensure the population's support during the implementation of the construction works. Delays in the technical implementation commencement (design, construction) of the Project bear the risk of significantly delaying the information campaign, since this circumstance can and often leads to a loss of context and level of involvement of the local population regarding the Project activities.

In this regard, so that the notification process is not interrupted, the CDP Consultant will provide its support to the implementation activities (see initial information set) and ensure the Company received training on how the information process should be carried out with the involvement of all participants of the information campaign. At the same time, this direction will be implemented in the process of performing the real events, where all participants of the information campaign will be involved (meetings and WUCs and AC Forums, and other relevant steps).

To reduce the risk of delay or non-implementation of the information campaign, the CDP Consultant has detailed the Information Campaign Plan indicating the time period of its involvement and limits of responsibility for the activities under implementation and will take upon itself the training of responsible persons in the initial information process in Annex 2.

TASK 3. ESTABLISHING WATER USERS COMMITTEES AND THEIR FORUMS

4.2.9. Proposed approach

The approach to the formation of effective water user committees (WUCs) that will have institutional sustainability will be discussed with the mayor's office, Vodokanal and other key stakeholders during subsequent meetings in the city.

Creation of WUCs in the form of a new structure in Kara-Suu will not be practical because of two reasons:

- their financial support and,
- status in the organization of the city,

However, both of these reasons are necessary conditions for the stability of a WUC.

Thus, after preliminary coordination with the Kara-Suu Municipality and Vodokanal, it is recommended that these committees be organized on the basis of existing structures that already have regular contact and close working relations. Based on the communication channels between households, Municipality, Vodokanal and other public departments, such organizations may be represented by the quarter committees.

The proposed approach and steps to organize and provide support for WUCs is based on the approach proposed in the Project Terms of Reference and the results of the discussions in the preliminary meetings with the Municipality and Vodokanal.

The project's plans include the establishment of WUCs as a form of water supply and sanitation infrastructure organization for household users, as Vodokanal clients.

Using the available information, the Consultant prepared a proposal on each committee composition, based on the above criteria. The selection will be made in conjunction with the existing quarter committees, based on this proposal and the information on their neighborhoods that these committees have.

The consultant will conduct consultations and assist the committees in creation (promotion of the nomination of candidates, facilitation of equal and inclusive representation), mobilization and support. Assistance to the Consultant will include, inter alia, involvement in conducting an information campaign in the neighborhoods on the importance of the role that the WUC can play in improving transparency and accountability through improved dialogue with Vodokanal and improving the level of services it provides. In addition, the Consultant plans to conduct trainings for the WUC on the organization of the work of the WUC and to present its interests to the Vodokanal. In appropriate cases, additional trainings will be conducted and information materials distributed.

The consultant plans to organize WUCs not only to fulfill the tasks of the Project, but also to support the establishment of sustainable structures. Thus, this task is to improve the institutional organization of WUCs, including via explaining the WUCs' role and mandate and reaching a consensus on them.

Preparation of information and training materials, as well as training on issues such as the mechanism for filing complaints, the level of services, losses, installation of water meters, solving problems of illegal connections and non-payers, full payback rates, households that are not able to pay for water, and other important issues.

In addition, WUCs will be recommended to create **public forum** to share information, coordinate activity on their position consolidation. This forum should conduct meetings on quarterly basis. As being final project result it is expected that WUCs forum competency will be formed to the level that will allow them independent decision making within their mandate after Project completion. Forum effectiveness will be assessed at the end of the Project with use of criteria reflecting their agreed mandate.

4.2.10. Role and Tasks of Water Users Committees

Water supply and further water sanitation are issues on which WUCs will cooperate, especially in terms of supporting Vodokanal to raise awareness on tariffs and payment collection from households – customers.

Based on local conditions, Consultant proposes to create WUCs in Kara Suu city in 16 quarter committees.

WUCs will play important role in preparation and implementation of Information campaigns. WUCs themselves are very communication channel and mean of Information campaigns, from another side, they are simultaneously targeted audience.

WUCs main tasks should include:

- Collection from household-customers in relevant area complaints about problems and ensure their transfer to Vodokanal and / or the city (for example, about the quality of services, affordability of tariffs);
- Representing the interests of customers clients during consultations conducted by Vodokanal and local authorities on issues of water supply and sanitation (for example, development of measures to rehabilitate networks, installation of water meters, tariff changes);
- Providing assistance to Vodokanal at information distribution to customers (for example, regarding construction, installation and repair of water meters, shutdown and insufficient water supply).

The members of the WUCs will work on a voluntary basis, free of charge and without payment for their work. Therefore, Consultant recommends that Company/Vodokanal and Kara-Suu Municipality consider incentive system for WUCs members in the form of benefits for payment for water and sanitation services or any other benefits provided by the Municipality to the population.

Women should have adequate representation in these committees. Representation of poor households can be increased by including representatives of the neediest households in relatively poor streets / neighborhoods of the city.

The Consultant prepared a draft Regulation on WUCs (Annex 3) and draft Procedure for conducting WUCs city forum (Annex 4). The main content of the Regulation on WUCs:

- Goals and objectives of WUCs;
- Composition of WUCs;
- WUCs activity organization.

4.2.11. Water User Committee Activity Organization

Composition of WUCs

The Water User Committee shall consist of five people. The WUCs shall be headed by the WUCs Chairman. The remaining WUCs members shall be three representatives of the households of given quarter committee and one representative of the Vodokanal. Out of the five members of the WUCs at least two members shall be female.

Main approaches to create Water Users Committee

- Coverage of each household by informing about creation of WUCs;
- Discussion with each quarter committee on WUCs Regulation;
- Selection of WUCs members at meetings of quarter committees;
- Compliance with gender equality when forming WUCs.

Table 5. Methodology for the creation of the Water Users Committee

Stages	Measure	Activity	Responsible person
I	Preparation stage	- Discussion of the WUCs concept with the public: quarter committees, Company/ Vodokanal, Municipality; - Drafting of WUCs Regulation; - Scheduling of quarter committees' meetings	Consultant
II	Organization and establishment of WUCs	- Distribution of the leaflet on WUCs Regulations among households; - Notification quarter committees meetings schedule; - Conduction of meetings on dissemination of project information and election of WUCs members; - Posting of WUCs members list and WUCs Regulation on the website of the Municipality.	Consultant, quarter committees, Company/ Vodokanal, Municipality representatives.
III	Intensive training for WUCs members	Training - Goals and objectives of WUCs; - Functions of WUCs members; - WUCs operating procedure; - Drafting of WUCs work plan. Seminar - Mechanism of submission and consideration of citizens' appeals.	Consultant, Municipality representatives.

Operating procedure of Water Users Committees

WUCs shall work under the Municipality. An information corner shall be created in the Municipality where project information and a list of WUCs members including contact information will be placed.

Activities of the WUCs members shall be strictly bounded to the Vodokanal Information campaign. Therefore, there shall not be a rigid schedule for the WUCs members.

WUCs members meetings shall be held as deemed necessary but not less than once in two months in the form of meetings. The results of the meetings shall be recorded and the originals of the protocols shall be submitted to the Vodokanal.

In order to exchange information between WUCs, once in a quarter, all WUCs meetings shall be held in the form of WUCs city forum. The results of the forum's meetings shall be recorded and the originals of the protocols WUCs city forum be submitted to the Vodokanal.

Activities of the Water Users Committee

As WUCs are formed on the basis of existing quarter committees, they will be able to hold regular meetings. It is recommended that these meetings to be held, at least on a monthly basis.

The maximum involvement of the population in the process of project implementation is one of the ways to ensure the sustainability of rehabilitated water supply and sanitation system, the introduction of a self-repayment policy for the management, operation and maintenance of water supply and sanitation systems, and timely loan repayment.

An information campaign on the importance and planned roles of WUCs shall be accompanied by meetings with the communities of each quarter committee. In addition, the Consultant will help WUCs with training and provision of methodological materials.

Various WUCs shall meet on a monthly basis to share information, coordinate and strengthen their positions in the WUCs city forum. In the draft Procedure for conducting WUCs city forum (Annex 4), the Consultant has defined how to organize and hold a forum, and how to decide who will represent WUCs in the Advisory Committee.

It is recommended to hold WUCs city forum on a quarterly basis. The frequency, time, and agenda of these meetings will be discussed in detail after the creation of WUCs.

Teaching and informational materials

Quarter committees receive information on the role and tasks of WUCs. Once this document has been finalized and the WUCs are formed, the Vodokanal shall familiarize WUCs with the SEP (sections concerning consumers / households).

The development of training materials will depend on the assessment and needs of WUCs. The type and content of the information materials will depend to a large extent on the final tasks of the SEP, as well as on the tasks of the SPP that cannot be included in the SEP.

Assessment of efficiency

The effectiveness of WUCs and other activities will be assessed using the final study at the end of the SPP.

4.3. TASK 4. CREATION OF AN ADVISORY COMMITTEE

4.3.1. Proposed approach

The Consultant will support the establishment of Advisory Committee (AC) consisting of representatives of WUCs, local enterprises and state agencies. The Committee shall meet on a quarterly basis and discuss emerging issues in the water sector (such as setting tariffs, consumer complaints, water availability, water outages, ongoing / planned repairs and / or maintenance) with companies in cities. The Consultant will participate in quarterly meetings as an observer and will provide support through facilitation meetings.

The AC should gradually become independent of the support of the Consultant and incrementally undertake dialogue coordinating function. In addition, the procedure for meeting conduction should be developed and gradually introduced.

It is currently assumed that the AC will meet in the conference hall of the Municipality. Probably other stakeholders will have more convenient places to conduct meetings. This issue will be discussed at the preparatory stage of the AC.

4.3.2. Role and tasks of Advisory Committee

To ensure the participation of stakeholders and transparency in decision-making process during project implementation, as well as to promote the sustainability of the dialogue between customers and the Enterprise/Vodokanal, the Consultant will assist in the creation of an AC consisting of representatives of all major stakeholders.

To make the activity of the AC legitimate, it should be established by an order of the Kara-Suu City Council. The Consultant has prepared a draft Regulation on the AC reflecting the role, tasks and functions of the AC.

The role of the AC will be directed to the implementation of project on rehabilitation of water supply and sanitation in order to inform the public about this Project. According to the Consultant, the main role of the AC is to establish a connection between the Municipality, the Vodokanal and the public; and to coordinate these interactions, as well as discuss any water supply and sanitation problems that may arise in the city.

The key issues to be discussed at the AC meetings will include price regulation, maintenance of water supply and sanitation infrastructure, consumer complaints, tariffs and social aspects caused by tariff reforms. Representatives of WUCs will play a key role in ensuring that the views and interests of all population groups (for example, poor women) are fully represented and taken into account during the meetings. It is expected that representatives of WUCs will play first-string role in the AC as other stakeholders may have limited interest or other channels of communication with local authorities. It is very important that the point of view and concern of all population groups including women and vulnerable groups of the population to be presented and taken into account during the discussions in the meetings.

It is very important that the roles and tasks of the AC are clearly defined. The Municipality and the Vodokanal should discuss and come to a common ground about the role and responsibility of the AC. The Consultant has prepared a draft Regulation on the Advisory Committee (Appendix 5) that should be signed by all AC members, agreed with the Vodokanal and approved by the Municipality.

The main content of the Regulation on the Advisory Committee:

- Goals and objectives of the AC;
- Composition of the AC;
- AC activity organization.

4.3.3. Activity organization of Advisory Committee

The AC activity shall be organized in the form of meetings. Meetings of the AC shall be conducted once in a quarter. If necessary or upon an initiative of AC members, meetings can be held more often.

The quorum for meetings should be 2/3 of the list of AC members. If necessary and depending on the agenda, representatives of the mass media, business structures, educational institutions, NGOs, etc. can be invited to the meetings.

The AC sessions shall be held by the AC Chairman. The rights and duties of the Chairman are described in the draft AC Regulation.

In accordance with the draft AC Regulation, the AC Secretary will be elected, who will record all meetings and manage record keeping of the AC.

Since the performance of AC members will be public (unpaid), the Consultant recommends that the Municipality and the Vodokanal consider the incentive system for the Chairman and the Secretary in

the form of benefits for payment for water and sanitation services or any other benefits provided by the Municipality to the population.

AC meetings should be organized in advance and each meeting should have a certain theme, and accordingly, be provided with the necessary materials.

In Table 6 below, the Consultant offers sample list of AC meetings that can be revised later:

Table 6. Sample list of AC meetings

AC meetings	Theme and agenda	Materials
First AC meeting – Project First AC meeting – Rehabilitation of the water supply and sanitation in Kara-Suu city	<ul style="list-style-type: none"> - Provision of information on EBRD investments covering objectives and scope, loan and grant terms, preparation for implementation, procurement rules and standards, environmental action plan, and technical assistance projects (EBRD). - Explanation of the objectives of the Stakeholder Engagement Program (SEP). - The role, tasks and functions of the AC, membership in the AC, forms and methods of AC work. 	<ul style="list-style-type: none"> - AC Regulations and its composition. - Presentation of the Project SPP. - A small brochure covering the Project objectives, their achievements and the terms of the EBRD loan and grant.
Second AC meeting – Corporate Development Program	<p>The tasks of the second meeting will be:</p> <ul style="list-style-type: none"> - Review the Corporate Development Program and its achievements (Consultant). - Presentation of the financial position of the Enterprise/Vodokanal using a brief overview of the recent audit of the company's financial indicators and future plans (Vodokanal); - Discussion of issues on sustainable profitability and loan repayments performance (Vodokanal). - Presentation of the proposed tariff plan and discussion on affordability issues (Vodokanal); - Discussion of the Draft Program of the Information Campaign (Consultant). - Progress Report on rehabilitation works (Vodokanal). 	<ul style="list-style-type: none"> - Summary of the Corporate Development Program including Tariff Policy.
Third and further AC meetings – Information Campaign	<p>The tasks of the further AC meetings will be the provision of progress reports on:</p> <ul style="list-style-type: none"> - Implementation of the Information Campaign; - Monitoring and evaluation of the Information Campaign implementation (Consultant). - Rehabilitation and construction work and plans for the future (Consultant). - Financial and Operational Activities of the Company (Consultant). - Development of fee collection mechanisms. - Citizens' grievance submission and consideration mechanism. 	<ul style="list-style-type: none"> - Progress reports on the Information Campaign; - Progress reports on construction; - Financial indicators and plans

The Consultant will assist AC in conduction of meetings and will participate in them as observer.

It is important that the AC meetings to be prepared and organized in advance. Taking this into account, the Consultant will assist in the following:

- Preparation of the place and time of meetings and coordination assistance with the list of participants;
- Ensuring the awareness of all participants about the time and place of the meeting;
- Organization of provision of premises and necessary equipment for the meeting;
- Approval of the agenda and handouts for the meeting;
- Preparation of handouts based on relevant materials and making copies of the presentation slides;
- Participation in meetings.

Taking into account that the Consultant can only assist in the above-mentioned issues during the implementation of the CDP of the Project, the Consultant will work in close cooperation with the Municipality and the Vodokanal.

The AC can also organize Public Consultations to share information on the Project. The main objective of the Public Consultation is to provide an opportunity for stakeholders to discuss and ask questions regarding the issues of water supply and sanitation that are vital for the population.

Public consultations should necessarily include representatives of the Municipality, Vodokanal, WUCs, community leaders and NGOs, representatives of general education and other educational institutions, city government authorities and institutions that are involved in service delivering to customers.

The Consultant suggests the following issues for Public Consultations that can be updated during the construction stage:

- Level of water supply and sanitation services delivered;
- Agreement on utilities provision;
- Needs and problems of consumers;
- Performed rehabilitation works;
- Possible intervention in the process of water supply and sanitation during rehabilitation;
- Issues of water resources protection, water saving, as well as health and hygiene;
- Tariffs, tariff collection level, instrument metering.

The AC shall undertake the main role in overseeing the development and implementation of the Information Campaign Plan. The information campaign will be formed and prepared to enhance public interest in issues related to water costs, the role of the community, water conservation, and good hygienic conditions.

The Consultant will be responsible for:

- Identification of effective information strategy. The strategy should identify target groups (community leaders, different population groups, NGOs, the Municipality and investors), and mass media that are most suitable for transmission of information to different target groups;
- Development and implementation of an information campaign. This is a critical aspect of the Education Campaign; therefore, effective use of various communication tools (for example, mobile communication technology and Internet services) is necessary here.
- Monitoring and evaluation of mass media effectiveness. The effectiveness of the information strategy and information campaign should be evaluated in order to be sure that the target groups receive the necessary information and that the program is effective.

5. PUBLIC INTERACTION IMPROVEMENT MECHANISM

5.1. GRIEVANCE SUBMISSION AND CONSIDERATION MECHANISM

The grievance submission and consideration mechanism were anticipated and offered in the SEP. This mechanism assumes a preventable (proactive) approach, i.e. the Vodokanal will take measures to reduce the negative impact and keep communication with the public and staff.

At the planning and preparation stage of the Project, the Head of the Public Relations (HPR) will be performed by the Director of the Vodokanal, who will be the contact person for receiving the appeals and comments regarding the Project. The forms of appeals, the contact details of the HPR, and the scheme are given in the SEP.

Table 7. Contact details of the HPR

Information	Contact details of the HPR
Name	
Position	
Organization	
Address	
Phone/Fax	
E-mail	

Table 8. Grievance and appeal form

Grievance and appeal form	
Registration number:	
<i>Please indicate your contact information and state the essence of the complaint or other event that causing the appeal. The information provided will be used in confidence. If you want to file a complaint anonymously, write a comment / complaint in the appropriate field without providing contact information - your comments / complaint will be considered in any case. Please, note that clarifications and back letters to anonymous appeals are not provided.</i>	
Last, first, middle names:	
Please indicate your contact information:	Postal address:
Please indicate the preferred method of communication for you (postal service, phone, e-mail):	Phone:
	E-mail:
Preferred language of communication	<input type="checkbox"/> Kyrgyz <input type="checkbox"/> Uzbek <input type="checkbox"/> Russian <input type="checkbox"/> Other (please indicate):
Description of the complaint or other event causing the appeal: (What had happened? Where did this happen? Who did this happen to? What did this lead to?):	
Date of complaint/event	
	<input type="checkbox"/> one-time event (date _____) <input type="checkbox"/> repeated event (how many times? _____) <input type="checkbox"/> lasting problem (exists at the moment)
How would you like to solve the problem?	
Confidential for internal use	
The application is accepted: _____ (signature)	
Date: _____	

Figure 2: Grievance handling flowchart



5.2. ENHANCING TRANSPARENCY IN DECISION-MAKING PROCESS

Transparency in the decision-making will be ensured by public participation in project implementation and introduction of citizens' grievance submission and consideration mechanism.

It is necessary to involve the public in the implementation of the project from the very beginning that will allow ensuring the transparency of Vodokanal's activities in the future, upon completion of construction and rehabilitation of water supply and sanitation systems.

Transparency in decision-making process will also be ensured by the introduction of citizens' grievance submission and consideration mechanism.

During the construction phase, all incoming information from the campaign will be sent to the HPR for processing.

The idea is that any problems and complaints arising under the construction phase, as well as issues or complaints on water supply and sanitation services should be considered by the same team. Complaints, for example, can come about noise, traffic, access to schools or work places, problems for disabled people and with elderly, and working conditions for contractor workers.

The citizens' grievance submission and consideration mechanism to be applied is shown in Figure 2. All appeals are subject to registration with indication of the status of the problem and the most suitable method to its solution. Based on the deadlines for responding to complaints as described in Figure 2, an effectiveness indicator of grievance handling mechanism will be assessed.

5.3. DIALOGUE SUSTAINABILITY

To ensure the sustainability of the dialogue after the completion of the Consultant's competences, the latter has to solve tasks of identifying and training the stakeholders. The Consultant via consultations and training together with stakeholders will form of work in such way where the role of the Consultant will be reduced to the role of observer.

The Consultant will pay much attention to the analysis of Vodokanal's subscriber database and aligning it with the actual number of consumers. Relations between the Vodokanal and subscribers will be built on a contractual basis.

By the end of the Project and based on the Information Campaign, certain activities of the Educational Campaign should become part of the functional responsibilities/action plans of concerned parties.

6. ANNEXES

6.1. ANNEX 1. STAKEHOLDERS INFORMATION NEEDS

No.	Targeted groups	Relationship with MC Kara-Suu Taza Suu	Information needed	Proposed communication method
1.	Customers - water users			
1.1.	Individuals: citizens of the Kara-Suu city (households)	Direct recipients of services , citizens using Vodokanal services. Households are one of the end customers of the project results.	<ul style="list-style-type: none"> • Supply of drinking water • Water quality • Repair works for water supply network • Tariffs for water services • Increasing of hygiene and health conditions level in the city, in particular, existing infrastructure of toilets in kindergartens, schools, residential areas; • Presence / absence of appropriate conditions in the city's toilets, the presence of toilet paper, soap, running water, normal air temperature, security, constant cleaning, etc. • Impact of the project on them during their activity, in terms of employment opportunities; health; security; • Impact and mitigation during construction and operation periods. 	<ul style="list-style-type: none"> • Creation and maintenance of multilateral interaction information channel (for this case) between the Vodokanal and households in order to inform households about the preparation, implementation and results of the Project, as well as the benefits and assets of the Project, problems that both residents and the parties responsible for the implementation of the Project can face. • Providing customers and other stakeholders with the opportunity to express comment, questions, and complaints about the Project, as well as possibility to receive adequate answers to their questions based on a transparent and unbiased pricing and collection system. • Local newspapers; leaflets; Vodokanal website (www.karasuu.kg); WhatsApp mailing; announcements boards on the streets; regular meetings of the Vodokanal and Municipality management with the public; • Addressing of important information through controllers and quarter committees; through ads in the Vodokanal office. • Announcements through quarter committees/WUCs, • Providing non-technical summaries (NTS) in Kyrgyz and / or Russian. • Constant interaction with the community through responsible public relations officer from among the Project or Vodokanal staff.
1.2.	Legal entities: <ul style="list-style-type: none"> • Public organizations (kindergartens, schools, Municipality, Municipal Company "Ak-Meenet") • Private companies 	Direct recipients of services , organizations using Vodokanal services.	<ul style="list-style-type: none"> • Supply of drinking water • Water quality • Repair works for water supply network • Tariffs for water services 	<ul style="list-style-type: none"> • A special approach related to educational organizations (schools and kindergartens) where the main stakeholders are children and teenagers. It is necessary to provide information on the importance of supplying the city with safe drinking water, compliance with sanitary and hygienic rules for everyone's health, the role of the Project in achieving a higher life quality

No.	Targeted groups	Relationship with MC Kara-Suu Taza Suu	Information needed	Proposed communication method
			<ul style="list-style-type: none"> Negative impact for local population during construction works 	in appropriate form for their understanding. The information should be presented in the form of a conversation (especially for children of primary school age) and visual materials through which these aspects should be explained to children that will also help to expand children scope of view behavior, and the right attitude to personal hygiene.
1.3.	Individuals with special needs , disadvantaged and vulnerable groups of the population	Public associations engaged in solving the problems of disadvantaged and vulnerable groups in the Project implementation area: issues of women, teenagers, veterans, disabled people, retirees, large families	<ul style="list-style-type: none"> Tariffs and availability of subsidies for payment for water services Supply of drinking water Water quality Repair works for water supply network Tariffs for water services Negative impact for local population during construction works 	<ul style="list-style-type: none"> Official announcements and City Council resolutions; Local social workers and employees of city administration are preferable communicators of Project information; Public Relations Project officer can visit a certain number of households and provide materials on project activities in Kyrgyz, Russian and Uzbek. Announcements through local authorities, newspapers and on information boards. Messages through quarter committees/water users' committees.
1.4.	Individuals, legal entities and public organizations that are not subscribers of Vodokanal services.	Potential subscribers of Vodokanal services.	<ul style="list-style-type: none"> Supply of drinking water Water quality Tariffs for water services Increasing of hygiene and health conditions level 	<ul style="list-style-type: none"> Creation and maintenance of multilateral interaction information channel (for this case) between the Vodokanal and households in order to inform households about the preparation, implementation and results of the Project, as well as the benefits and assets of the Project, problems that both residents and the parties responsible for the implementation of the Project can face. Providing customers and other stakeholders with the opportunity to express comment, questions, and complaints about the Project, as well as possibility to receive adequate answers to their questions based on a transparent and unbiased pricing and collection system. Local newspapers; leaflets; Vodokanal website (www.karasuu.kg); WhatsApp mailing; announcements boards on the streets; regular meetings of the Vodokanal and Municipality management with the public; Addressing of important information through controllers and quarter committees; through ads in the Vodokanal office. Announcements through quarter committees/WUCs.
1.5.	Neighboring municipalities Telman,	Potential subscribers of Vodokanal services.	<ul style="list-style-type: none"> Supply of drinking water Water quality Tariffs for water services Increasing of hygiene and health conditions level 	<ul style="list-style-type: none"> Creation and maintenance of multilateral interaction information channel (for this case) between the Vodokanal and households in order to inform households about the preparation, implementation and results of the Project, as well

No.	Targeted groups	Relationship with MC Kara-Suu Taza Suu	Information needed	Proposed communication method
	Kirov, Ken-Sai, Erkin and Konurat			as the benefits and assets of the Project, problems that both residents and the parties responsible for the implementation of the Project can face. <ul style="list-style-type: none"> Providing customers and other stakeholders with the opportunity to express comment, questions, and complaints about the Project, as well as possibility to receive adequate answers to their questions based on a transparent and unbiased pricing and collection system.
2.	LSGs and their representatives			
2.1.	<ul style="list-style-type: none"> Kara Suu District Administration, Kara Suu City Council 	<p>The project customer directly involved in decision-making processes on a number of issues.</p> <p>Standing committees on:</p> <ul style="list-style-type: none"> Construction, public services, housing and economy, energy, and land issues Industry, transport, communications and trade Economics, Budget, Law and Ethics Education, health, culture, sport, gender and youth policy 	Responsible for rehabilitation works within the project area and engaged in eliminating any risks and negative impacts of the project, promoting and supporting the proposed measures and mitigation possibilities for the population and the environment.	<ul style="list-style-type: none"> Personal meetings; Official letters and messages; Public consultations; Provision of NTS и SEP; There should be opportunities for direct and back feedback communication for the community and representatives of City Council.
2.2.	<ul style="list-style-type: none"> Municipality Advisory Committee Quarter committees/Water user committees 	<p>The project customer directly involved in decision-making processes on a number of issues.</p> <p>Organizations involved in the Project implementation and promotion of plans to improvement of water supply and sanitation system in the city controlling the quality of services provided by Vodokanal, responsible for timely collection of payment for Vodokanal services;</p> <p>State agencies responsible for monitoring the compliance of Vodokanal's ongoing works with the requirements of environmental legislation.</p> <p>The Advisory Committee ensures the interaction of state and local authorities, Vodokanal with the public in order to raise awareness of the general public about water supply and sanitation management and to</p>	<ul style="list-style-type: none"> Issues of the Project impact on the environment and the citizens and compliance of Vodokanal's ongoing work with the requirements of the environmental legislation of the Kyrgyz Republic; The overall impact of the project as a factor in improving the well-being of the population including improving the sanitary and hygienic situation in the city; Quality of water supply services in the city; Interaction of all stakeholders and ensuring their permanent and constructive communication; Stable project operation and all its structural components, timely and full execution of activities planned for implementation under the Project; Institutional development of Vodokanal; Sustainable development of the city; Presence of any threats related to the project, risks and any proposed mitigation measures; 	<ul style="list-style-type: none"> Interaction between the heads of quarter and Vodokanal to be done in the format of personal meetings or in the form of written communications The Vodokanal provides information to its employees not only regarding their work tasks at all project preparation and implementation stages but also considers them as ordinary residents of the city with valuable information for the rest of the community. Vodokanal should familiarize its employees with basic information on the Project.

No.	Targeted groups	Relationship with MC Kara-Suu Taza Suu	Information needed	Proposed communication method
		enhance the role of the public in decision-making process in the field of water supply and sanitation issue; Quarter Committees / Water User Committees are effective intermediaries between the Vodokanal and households, they play a key role in obtaining public support for the implementation of the Project.	<ul style="list-style-type: none"> Tariffs for Vodokanal services after construction works; Compliance with labor standards and workers' rights; SEP for Vodokanal employees in Kyrgyz and / or Russian; Grievance procedures; Project documents in Kyrgyz and / or Russian. 	
3.	Vodokanal, its employees and divisions			
3.1.	Controllers	<ul style="list-style-type: none"> Collect payments from Vodokanal subscribers; If necessary, inform subscribers about changes in Vodokanal's operation, innovations and tariffs They are an important link between the Vodokanal administration and its customers 	<ul style="list-style-type: none"> Tariffs and availability of subsidies for payment for water services Supply of drinking water Water quality Repair works for water supply network 	<ul style="list-style-type: none"> Familiarization of controllers with reporting on the subsidizing mechanism and possible changes in tariffs General information on the Project implementation status General information on the adopted design solutions for the rehabilitation of the water supply and sanitation system Provision controllers with brochures describing possible negative impacts during the construction period, and positive impacts during operation period for distribute among Vodokanal subscribers.
3.2.	PIU	<ul style="list-style-type: none"> Executes main project work in terms of interaction with the Municipality, Contractors, supervisory bodies; Keeps records on the performance progress; Monitors on a daily basis the compliance of the performed work with the environmental and social legislation of the Kyrgyz Republic and EBRD policies; Interacts with information channels and NGOs, provides necessary information; Interacts with contractors 	They are the holders of the initial information and providers of it to external stakeholders	They are the holders of the initial information and providers of it to external stakeholders
3.3.	Vodokanal employees	<ul style="list-style-type: none"> Perform the routine work of the Vodokanal in accordance with the duties assigned to them They are responsible for the timely commitment of Vodokanal's obligations Respond to customer complaints and claims Keep records of service payments received 	<ul style="list-style-type: none"> Compliance with labor standards and workers' rights. Employees can potentially be affected by staff cuts caused by the Project implementation. Information about ESAP, positive and negative impacts of the Project. 	<ul style="list-style-type: none"> Disclosure of SEP documents for Vodokanal employees in Kyrgyz and / or Russian. Employees' grievance submission and consideration mechanism.
4	Contractors and suppliers			
4.1.	Contractors and suppliers	Participate in tender biddings for the provision of construction services and suppliers of construction materials and equipment	Receiving information on tender biddings for contract works under the Project and participation in them, obtaining contracts for construction works	Informing on tenders for contract works under the Project through the public procurement portal of the Kyrgyz Republic.

No.	Targeted groups	Relationship with MC Kara-Suu Taza Suu	Information needed	Proposed communication method
5.	Informing channels and means			
5.1.	Informing channels	<ul style="list-style-type: none"> Inform the local population about the Project ongoing work, According to the agreements with the Enterprise/Vodokanal, they alert about possible temporary disconnections of water supply being as interlink in the informing system for local citizens on all issues of project implementation. 	<ul style="list-style-type: none"> Information on the status of the project works Information on tariffs, possible traffic restrictions in construction areas, temporary outages of water supply, etc. Information explaining various issues of citizens' concern related to construction works and other Project ongoing activities 	<ul style="list-style-type: none"> Press releases Short announcements
5.2.	Local NGOs	<ul style="list-style-type: none"> Public Foundation "DIA" Act as a partner in the implementation or monitoring depending on the organization mission and understanding Project problems 	<ul style="list-style-type: none"> Information on the status of the project works Information on tariffs, possible traffic restrictions in construction areas, temporary outages of water supply, etc. Information explaining various issues of citizens' concern related to construction works, negative impacts, specific gender impacts to citizens, and other Project ongoing activities 	<ul style="list-style-type: none"> Personal meetings, presentations of the PIP, tariff strategy, social support programs. Public consultations in the Project area. Official letters and messages. Project contact person for feedback.
6	Central state authorities and their regional departments – Indirect stakeholders			
6.1.	Jogorku Kenesh of the KR (Parliament)	Standing committees on: <ul style="list-style-type: none"> Agriculture policy, water resources, ecology and regional resources Budget and finance International relations Transport, communications, architecture and construction 	According to the relevant resolution of the Jogorku Kenesh, the Kara-Suu Municipality was appointed as authorized body for the Project implementation; therefore, should inform Jogorku Kenesh Committees about the status of its implementation.	<ul style="list-style-type: none"> Mayor of Kara-Suu city ensures communication between the district administration and key representatives of the central government. It is necessary to use personal formal meetings, presentations on the PIP, inform about the tariff strategy, social support programs, official letters and messages. Provision of SEP and NTS in Kyrgyz and / or Russian languages, providing feedback.
6.2.	Ministry of Finance of the KR	<ul style="list-style-type: none"> Department of Public Investments Approves potential subsidies for the Project from the state budget. 	The overall Project implementation including financial aspects, timely implementation of the planned measures and activities, preparation of the overall reporting on PIP	<ul style="list-style-type: none"> Personal meetings, presentations of the PIP, tariff strategy, social support programs. Public consultations in the Project area. Official letters and messages. Project contact person for feedback.
6.3.	Ministry for Emergency Situations of the KR, Kara-Suu District Department	<ul style="list-style-type: none"> Plays a key role in eliminating emergencies, if any, during the Project implementation. Considers public safety issues 	<ul style="list-style-type: none"> Improving the safety of the sanitation system for local citizens, in particular in the area of the existing infrastructure of toilets in kindergartens, schools, residential areas Safe construction works on the water supply and sanitation infrastructure of the city 	<ul style="list-style-type: none"> Personal meetings. Official letters and messages. Public consultations in the Project area. Provision of SEP and NTS in Kyrgyz and / or Russian languages

No.	Targeted groups	Relationship with MC Kara-Suu Taza Suu	Information needed	Proposed communication method
6.4.	State Agency of Antimonopoly Regulation under the Government of the KR	The authorized agency of the Kyrgyz Republic for consumer rights protection	<ul style="list-style-type: none"> Supply of drinking water Water quality Repair works for water supply network Tariffs for water services Increasing of hygiene and health conditions level in the city, in particular, existing infrastructure of toilets in kindergartens, schools, residential areas; Presence / absence of appropriate conditions in the city's toilets, the presence of toilet paper, soap, running water, normal air temperature, security, constant cleaning, etc. 	<ul style="list-style-type: none"> Personal meetings. Official letters and messages. Public consultations in the Project area. Provision of SEP and NTS in Kyrgyz and / or Russian languages Complaints mechanism/ Grievance redress mechanism" (GRM)
6.5.	<ul style="list-style-type: none"> State Agency of Architecture, Construction, Housing and Communal Services under the Government of the KR (Gosstroy) State Agency for Environmental Protection and Forestry (SAEPF) 	<ul style="list-style-type: none"> Consider and conduct state expertise of project design documentation Takes part in transferring of objects to state after the completion of construction 	<p>Availability of the relevant sections in the Project Documentation.</p> <p>Appropriate execution of construction works for water supply and sanitation systems</p>	<ul style="list-style-type: none"> Personal meetings. Official letters and messages. Public consultations in the Project area. Submission of Project Documentation for state expertise
7.	Donor Agency (EBRD)			
7.1.	EBRD Local Office	Controls Project implementation in all areas including financial, organizational, and socio-environmental issues, receives reports from the Project Consultant on a regular basis on all major areas of Project implementation, and approves reports.	<ul style="list-style-type: none"> Periodical progress reports Status of the response of the local population to complaints related to project works 	<ul style="list-style-type: none"> Submission of regular reports by Project consultant Informing on other important issues, if necessary

6.2. ANNEX 2. INFORMATION CAMPAIGN PLAN TAKING INTO ACCOUNT STAKEHOLDERS' NEEDS

Information campaign Plan for Kara-Suu Water Supply and Wastewater Project

Nº	Measures	Target group and their roles	Terms of implementation	Planned outcome	Responsible parties	Materials	M&E Indicators
Period prior to construction							
1.	Training for the quarter committees in WUCs and AC activities	Quarter Committees of the City and Mayor Office	Q II 2018	Quarter Committees and the local community have been informed about WUCs/AC and FoWUCs	Municipality, the Company, CDP Consultant	Presentation, Lists of Attendees, Photo materials,	(1) Number of people aware of the Project activities, (2) positive attitude and support of the project activities by the local community;
2.	Meeting with/Training for directors of Kara-Suu educational settings/6 secondary schools	Budget-financed organizations: 6 secondary schools, hold social events, competitions, etc. parents of school children, CDP consultants, City Council members to make brief presentations and inform about importance of the Project activities and improvements in the City life after it.	Q III - IV 2019 6 schools of the City will conduct by one event with participation of students: concerts, practical studying the water issues in the City, presentations under supervision of their profile teachers	Directors of educational settings have been informed about the Project and its activities as well as on how to hold events at schools, which approaches should be carried out and which results should be reached.	Municipality, CDP Consultant, PIU, HPR² on behalf of the Company, City Sanitary and Epidemiological Center representatives, School administrations	Information brochure, presentation in electronic and printed form	Minutes of the meetings with the City 6 schools, number of social events conducted in the framework of the information campaign at schools
3.	Training activities to be done by WUCs and AC	WUCs and AC (27 members)	Q II 2019	Quarter committees, WUCs and AC members	Municipality, the Company, CDP Consultant	Handouts, presentation, list of attendees, photos	Members of WUCs and AC are aware of their obligations, started working on the awareness raising

² HPR – Public Relations Manager

No	Measures	Target group and their roles	Terms of implementation	Planned outcome	Responsible parties	Materials	M&E Indicators
4.	Training for and discussion with the Company and PIU representatives on how the awareness raising is to be held	5-6 persons representing the Company and PIU employees	Q II 2019	The Municipality, PIU and the Company are aware of and understand the principles, approaches and measures to inform local community on the Project activities	CDP Consultant, Municipality, PIU, HPR	Presentation, handouts, list of attendees	(1) Number of people aware of the Project activities, (2) positive attitude and support of the project activities by the local community; (3) Improved knowledge in awareness raising process, main principles and approaches
5.	SPP approval	Stakeholders	Q II - III 2019	The Municipality, PIU and the Company are aware of and understand the principles, approaches and measures to inform local community on the Project activities. Bank has approved the submitted SPP	Bank, CDP Consultant, Municipality, PIU, HPR.	SPP report	Implemented % of the information campaign plan
6.	Public meetings	Individuals and legal entities, local governments and their representatives, the media, local NGOs. WUCs and Advisory Committee members to provide information for the local community	Monthly, before 20th of each month	Informed about the Project, its potential impacts, proposed mitigation measures and expected benefits	Company, HPR, PIU, Municipality	Presentation; handouts in paper form; draft letter submitted to the Kara-Suu Municipality re required support for holding meetings	(1) Number of people aware of the Project activities, (2) positive attitude and support of the project activities by the local community; (3) Improved knowledge in: rational and efficient use of water; changes in attitude: on water saving aspects; on increasing the real cost of water supply and sanitation services; formation of desirable behavior skills: lean and economical attitude to water; Individual responsibility for stable and equitable access for everybody.
7.	In all materials and presentations, to provide the "Complaints"	Physical and legal entities of Kara-Suu City	Q II-III 2019 5 one-hour meetings to present GRM.	Customers are aware of the mechanism	The Company, HPR, PIU	All information materials should contain a brief description of	Number of people been informed about GRM, list of attendees at the meetings

No	Measures	Target group and their roles	Terms of implementation	Planned outcome	Responsible parties	Materials	M&E Indicators
	mechanism/ Grievance redress mechanism" (GRM)		Placing relevant information in the City information boards and in the Vodokanal office			GRM. Detailed info re GRM to be presented during the meetings	
8.	Receiving comments and suggestions	Physical and legal entities of Kara-Suu	Monthly, after 20th of each month	Well-developed complaint mechanism. Contacts with the population living in the project area.	The Company, HPR, Vodokanal subscriber department, PIU	Logbook of received and responded complaints. Preparation of monthly reports to the of the PIU head on incoming calls.	Records in WUCs meeting minutes Number of grievances from the local population living in the Project areas is not higher than 5% of those living in the impacted zones
9.	Kara-Suu City web-site creation – www.karasuu.kg Vodokanal webpage OR: In case of delay with development of the web-site, arranging FB profile with all the required information.	Everybody Local community representatives to place questions, comments and grievances at the FB Vodokanal profile.	Development of the FB profile QIII-IV, 2019; Use and updating the FB profile - permanently, before 20th of each month, by the day of the WUCs meeting	Clients (all citizens, physical and legal entities) have been informed about the Vodokanal activities. The publication of the SEP, NTR, ESAP and SPP after Bank's revision expected in QII. Updating the SEP and SPP by Vodokanal as required.	CDP, Municipality HPR, PIU	Terms of Reference for the web-site (FB profile) development, site (FB profile) content, permanent checking of newly received comments and questions	Number and of quality of publications at the Company's web-site or at the FB profile on the forthcoming construction and repair activities, water supply cuts, opportunities of the local people to use GRM, increasing in tariffs, etc.
10.	Annual reporting (AESR, ESAP) to the Bank on the progress of the Project activities	Everybody in the city, including local office of EBRD and Municipality	Once a year, before March 1.	Annual reports with information on project implementation are placed at the Company's web-site	Company, HPR, PIU	Annual Reports	Timely submission of the reports

No	Measures	Target group and their roles	Terms of implementation	Planned outcome	Responsible parties	Materials	M&E Indicators
11.	Interaction with the media	Everybody	As required, as well as in cases when publication of a press release is appropriate, according to the procurement plan	Readers are informed through the media about the Project.	The Company, Vodokanal Production and Technical Department, HPR, PIU	Project information, project and the Company and Municipality representatives as interviewees	Number and quality of the publications on the Project activities; Number of people been informed on the Project activities
12.	Announcement of tender	Contractors and Suppliers	According to the schedule of procurement of services and equipment	Tender	The Company, HPR, PIU	Tender documentation	Tender materials of the Company's web-site and local newspapers are available and accessible for every interested party
13.	Interaction with vulnerable groups	Individuals with special needs; WUCs and Advisory Committee members to provide information for the local vulnerable people	Permanently, Monthly reporting, after, 20th of each month	Identification with low-income residents and (1) assistance in obtaining assistance (subsidies); (2) Interaction with vulnerable groups on tariff increase, as well as with public organizations representing their interests. (3) Ensuring participation of vulnerable groups or their representatives in public meetings held to prepare the Project implementation, informing about the Project.	The Company, HPR, PIU, Social Workers of Municipality	Subscriber lists, informational brochures	Number of people from vulnerable groups been informed on the Project activities
Construction period							
14.	Information boards, banners	Everybody	After signing Contract with a contractor	A brief information about the project has been provided on the banners. Residents of Kara-Suu City in the area of planned works have been informed about the works (boards, posters)	CDP consultant, Company, HPR, PIU, Contractors	Banners (2) posted in the city. One shield id located at the entrance to the area of planned work	2 banners posted in the City
15.	Interaction with the media	Everybody	As required, as well as in cases when publication	Readers have been informed through the media about the progress of the project.	The Company, Vodokanal Production and technical	Project information, project	Number of mass media involved in the information campaign

No	Measures	Target group and their roles	Terms of implementation	Planned outcome	Responsible parties	Materials	M&E Indicators
			of a press release is appropriate.		department (PTD), HPR, PIU	representatives as interviewees	Number and topics of publications on the Project activities
16.	Consultant (CDP and PIU Support Projects) Reports and Recommendations	Local governments and their representatives, central government agencies, donors, Vodokanal	Quarterly and final reports	Report recipients have been informed and aware of the work performed and the progress of the project.	CDP and PIU Support Projects' Consultants	Consultant report presentations	Timely submission of the reports Approval of the reports by the Client and the Bank
17.	Reports of PIU³	Local governments and their representatives, central government agencies, donors, Vodokanal	Quarterly, annual reports	Report recipients have been informed and aware of the progress of the project.	PIU personnel	PIU report, presentations, handouts	Timely submission of the reports Approval of the reports by the Client and the Bank
18.	Meetings at Municipality	Local governments and their representatives, central government agencies, donors, Vodokanal	As required	Participants have been informed and aware of the progress of the project. Meetings, newsletters and email or other communications as needed.	Company, HPR, PIU, Municipality	PIU report, presentations, handouts. Letters and Correspondence	Number of meetings held. Number of questions considered Number and topics of the grievances from the local population in the Project area considered
19.	Public meetings	Individuals and legal entities, local governments and their representatives, the media, local NGOs.	As required	Informed on the progress of the project.	Municipality, The Company, PIU, HPR	Presentation; paper handouts; draft letter submitted to the Kara-Suu Municipality, required support during meetings	Number of meetings held Number of questions considered Number and topics of the grievances from the local population in the Project area considered
20.	Quarter/Water Users Committees (WUCs) meetings	Individuals of relevant quarterly committees,	Monthly	Residents of relevant quarter committees have been informed and aware of the progress of the project.	WUC, Vodokanal representative	Work plan, meeting agenda, minutes, flyers	Number of meetings held Number of questions considered

No	Measures	Target group and their roles	Terms of implementation	Planned outcome	Responsible parties	Materials	M&E Indicators
		representative of Vodokanal					Number and topics of the grievances from the local population in the Project area considered
21.	Advisory Committee (AC) meeting	Advisory Committee members	Once a quarter	Attracting residents and organizations of Kara-Suu City, as well as civil society to participate in the discussion of issues in water supply and sanitation in the city and bringing their needs and requirements to decision-makers in Kara-Suu City	Chairman and Advisory Committee Secretary.	Agenda, minutes, presentations.	Number of meetings held Number of questions considered Number and topics of the grievances from the local population in the Project area considered Number of local people participated Number of issues on the docket resolved
22.	Announcements of possible interruptions in the provision of Vodokanal services	Individuals and legal entities	3 days before stopping the water supply	Before construction, residents have been informed about possible impacts, inconveniences (if any) and measures to reduce them. Information about possible interruptions in Vodokanal services and planned construction works has been placed in the form of printed-out announcements, for example, on information boards, through information leaflets distributed to residents / organizations, information is transmitted to the mayor of Kara Suu City.	The Company, HPR, Municipality	Plan and schedule of outages during the construction period, Logbook of outages.	Number and forms (adds at the boards, leaflets, via web-site/FB profile, by telephone) of announcements re the interruptions in Vodokanal services Number and content of the grievances on the interruption of Vodokanal services
23.	Registration and processing complaints, response and preparation of reporting documentation	Individuals and legal entities	Permanently	Submission weekly reports on the work with appeals to the PIU manager / Vodokanal management	The Company, HPR, PIU	The logbook of registration of the accepted and considered/responded complaints, weekly reports	Number and content of grievances submitted Number grievances actually resolved by the Project PIU and Vodokanal Commercial Dept. personnel Number of reappeals

No	Measures	Target group and their roles	Terms of implementation	Planned outcome	Responsible parties	Materials	M&E Indicators
						on work with appeals.	
24.	Regular publication of news on the Vodokanal web-page at www.karasuu.kg or Vodokanal's FB profile	Everybody	Publication of publicly available information as it becomes available	Information on changes to the investment program, completion of construction phase, etc.	The Company, HPR, PIU	Information on impact management activities during construction works, monitoring reports and annual reports.	Number, frequency and content of publications at the web-page or FB profile Number and content of the comments received from the local population in response of this information
25.	Updating SEP	Everybody	Before the start and completion of construction work	An updated version of the SEP has been posted on the Vodokanal webpage.	The Company, HPR, PIU	SEP	SEP has been updated and approved by the Bank and Client
26.	Annual reporting	Everybody	Once a year	Annual reports with information on the Project implementation, HPR work, including handling complaints / appeals and updating the SEP have been made available.	The Company, HPR, PIU	Reports	Timely submission of the reports Approval of the reports by the Client and the Bank
Operation period							
27.	Registration and processing of complaints, preparation of reporting documentation	Individuals and legal entities	Permanently	Submission of semi-annual reports on complaints / appeals to the PIU / Company management.	The Company, HPR	The logbook of registration of received and considered/responded complaints, semi-annual reports on work with appeals.	Number and content of grievances submitted Number grievances actually resolved by the Project PIU and Vodokanal Commercial Dept. personnel Number of reappeals
28.	Interaction with vulnerable groups	Individuals with special needs	Permanently	Monitoring the social impact of tariff increase on vulnerable groups.	The Company, HPR, jointly with Municipality	Subscriber lists, informational	Number of people from vulnerable groups been informed on the Project activities

No	Measures	Target group and their roles	Terms of implementation	Planned outcome	Responsible parties	Materials	M&E Indicators
				Identification of low-income consumers and assistance in obtaining social assistance (subsidies)		brochures, flyers.	
29.	Updating SEP	Everybody	Annually	An updated version of SEP has been posted on the Vodokanal webpage.	HPR	SEP	SEP is updated and approved by the Bank and Client
30.	Annual reporting	Everybody	Once a year	Information on the activities of Vodokanal during the operation phase has been published in annual reports.	Various Vodokanal specialists are responsible for the preparation. HPR is responsible for the publication.	Reports	Timely submission of the reports Approval of the reports by the Client and the Bank
31.	Spread of information: (1) On the back side of Vodokanal's bills; (2) In leaflets for WUC; (3) Social Networks and WhatsApp (postings)	Individuals and legal entities	- Constantly - As required	Consumers of Vodokanal city services have been informed, for example, about outages, tariffs, subsidies, etc.	HPR, WUCs	Preparation of brief information for bills and development of leaflets	Brief information for bills and development of leaflets have been implemented The information was placed at the back side of Vodokanal's bills The information started to be distributed at the leaflets of WUCs Information started to be distributed by WhatsApp and Social Networks
32.	Advisory Committee (AC) meeting	Advisory Committee (AC) members	Once a quarter	Attracting residents and organizations of Kara-Suu City, as well as civil society to participate in the discussion of issues in water supply and sanitation in the city bringing their needs and requirements to decision-makers in Kara-Suu City	President and Secretary of the AC.	Agenda, minutes, presentations.	Number of meetings held Number of questions considered Number and topics of the grievances from the local population in the Project area Number of local people participated Number of issues on the docket resolved

6.3. ANNEX 3. DRAFT REGULATION ON WATER USERS COMMITTEE

Draft

Annex #
to the order #____ of the
Kara-Suu Municipality
of _____ № _____

REGULATIONS

On Water Users Committee

“Water Supply and Waste Water Rehabilitation” Project of Kara-Suu City

1. General provisions

1. These Regulations establish the procedure for the Water Users Committee’s activities on water supply and sanitation in Kara-Suu City.
2. The Water Users Committee (WUC) is an information and advisory body established on a voluntary basis, the decisions of which are of an advisory nature.
3. The WUC independently carries out its activities on an ongoing basis on the principles of voluntary and unpaid participation of its members.
4. Water Users Committee:
 - 1) provides interaction with the population on water supply and sanitation (hereinafter referred to as “WS&WW”), in order to increase: (1) public awareness of the WS&WW management and (2) the role of the public in decision-making in WS&WW;
 - 2) informs the population on the setting, harmonization and approval of the WS&WW tariffs, their affordability and social aspects caused by tariff reform, the quality of customer service and interaction with them, work on customer complaints, maintaining the infrastructure necessary for a reliable WS&WW.
 - 3) conducts explanatory work with the population about the conditions and procedure of subsidy granting under the Social Support Program of the Kara-Suu Municipality.
5. The activities of the WUC are based on the principles:
 - 1) integrity, objectivity, honesty, transparency, involvement, partnership, efficiency, environmental safety and social responsibility;
 - 2) non-discrimination of the population in WS&WW, etc.

2. Purposes and tasks

6. The main objectives of the WUC are:
 - identification and discussion of issues related to the improvement of the WS&WW management system in Kara-Suu City, based on the recommendations and proposals of the population;
 - information of decision-makers and Advisory Committee of proposals and recommendations aimed at WS&WW services quality improvement in Kara-Suu City;
 - identification of the population's needs in WS&WW;
 - creation of a sustainable dialogue between the population and MCⁱ “Kara-Suu Taza Suu”;
 - increase the transparency and efficiency of WS&WW services;
 - ensuring participation of the population in decision-making during the project implementation.

7. The main tasks of the WUC are:
- collection of complaints from clients-private households in their quarter and ensuring their transfer to MC “Kara-Suu Taza Suu” and / or to the city (for example, about the quality of services, the affordability of tariffs);
 - presentation of clients' interests in the consultation process conducted by MC “Kara-Suu Taza Suu” and local authorities on water supply issues (for example, development of rehabilitation measures, installation of water meters, tariff changes);
 - assistance to the MC “Kara-Suu Taza Suu” when disseminating information to the customers (for example, regarding construction, installation and repair of water meters, shutdown and insufficient water supply).

3. Composition of Water Users Committee

8. As part of the Water Users Committee, women should constitute at least 35% of the total number of members.

9. WUC consists of 5 persons and is formed as follows:

- 1) the chairman of the relevant quarter committee of Kara-Suu city - 1 person;
- 2) representative of MC “Kara-Suu Taza Suu” - 1 person;
- 3) residents living in the territory of this quarter committee – 3 persons.

10. Withdrawal from the membership of the WUC is possible for the following reasons:

- on his/her own initiative based on a person's own application with request to exclude him/her from the Water Users Committee;
- in case of frequent absence of a WUC member from its meetings without a reasonable excuse. The member is excluded from the WUC by a simple majority of its members.

4. Organization of the Water Users Committee

11. The WUC carries out its activities in the form of meetings.

12. The meetings of the WUC are held as required, at least once a month. The WUC meeting shall be considered duly constituted if at least three quarters of its members attend it.

13. The WUC is authorized to make decisions provided that at least two thirds of the members of the WUC attend the meeting.

14. Decisions are made by a simple majority of the WUC members presented at the meeting. In case, if votes are equally divided, the decision made by the WUC Chairman shall be decisive. In the absence of WUC's Chairman, the decision made by the deputy chairman is accepted.

15. Extraordinary meetings of the WUC may be convened at the suggestion of any of its members, if a Committee's simple majority take a stand of it.

16. The WUC's decisions are documented by minutes signed by the chairman and sent to decision-makers responsible for solution of WS&WW issues in Kara-Suu City and to the Advisory Committee.

17. The WUC Chairman is elected from among the members of the WUC by a simple majority of votes.

18. Chairman of WUC:

- determines the agenda of the meeting;
- conducts WUC meetings;
- provides general guidance for the WUC activities;
- signs decisions and minutes of WUC meetings.

19. The WUC Chairman or his/her deputy (in the absence of the chairman or on his/her behalf) organizes the committee's activities: holds meetings, solves current organizational issues, monitors the implementation of its decisions.

20. Members of WUC don't take salaries, fees or other compensation from Kara-Suu Municipality funds for their activities as WUC members, nor are they entitled to receive salaries, fees or other compensation from any other source for their activities in WUC.

21. The agenda and draft decisions (recommendations) of the WUC's regular meeting, with the necessary documents attached, are sent by the secretary to the WUC members not later than one week before the date of the meeting.

22. The WUC decisions are made by two thirds of the votes of the attended WUC members. A separate opinion on each decision is entered in the minutes of the meeting.

23. Meetings of WUC are recorded. Minutes are signed by the chairman of the meeting and provided to all WUC members. Information about the meeting is displayed on the Kara-Suu Municipality and MC "Kara-Suu Taza Suu" website and webpages of social networks. The originals of the minutes are kept in the MC "Kara-Suu Taza Suu".

24. Organizational support for the activities of the Water Users Committee is provided by MC "Kara-Suu Taza Suu".

25. In the Kara-Suu Municipality, an "information corner" will be created, where information about the project and a list of WUC members with contact details will be placed.

26. Activities of WUC members will be strictly tied to the information campaign of the MC "Kara-Suu Taza Suu".

27. The WUC participates in the city forum of the Water User Committees.

6.4. ANNEX 4. DRAFT PROCEDURE FOR CONDUCTING WUCs CITY FORUM

Draft

Annex #
to the order of the Kara-Suu Municipality
of _____ № _____

PROCEDURE

to conduct city forum of the Water Users Committees of

"Water Supply and Waste Water Rehabilitation in Kara-Suu City" project

1. General provisions

1. This Procedure establishes the procedure for the arrangement and holding the City Forum of Water Users Committees (WUCs) of the "Water supply and Waste water rehabilitation in Kara-Suu City" project

2. Since WUCs represent a communication channel, tool, and target audience of the information campaign, they play an important role in the preparation and implementation of this undertaking.

2. Goals of the City Forum

3. The purpose of the City Forum of WUCs is:

- exchange of information between members of the Water Users Committees;
- coordination of activities and consolidation of the positions of Water Users Committees;
- providing an opportunity for stakeholders to discuss and ask questions related to water supply and sanitation issues important for the population.

3. Organization of the city forum activities

4. The organizers of the city forum are WUCs and the staff of the municipal company (MC) "Kara-Suu Taza Suu".

5. The work of the city forum is organized after the establishment of the WUCs of Kara-Suu City.

6. The forum is held once a quarter. The frequency, time and agenda of the forum are discussed by the members of the Water Users Committees.

7. The venue of the city forum is determined by the steering group of the WUCs and MC "Kara-Suu Taza Suu", in agreement with the Kara-Suu Municipality.

8. Members of the forum are members of Water Users Committees, as well as representatives of the Kara-Suu Municipality, MC "Kara-Suu Taza Suu", community leaders and NGOs, representatives of public education settings, city government bodies and institutions involved in the provision of services clients of MC "Kara-Suu Taza Suu" and are interested parties.

9. For the direct management of the arrangement and holding the city forum, a Steering Group is to be established, which includes representatives of the Kara-Suu city WUCs consisting of 5 persons.

10. The Steering Group consists of members of the Water Users Committees, where Steering Group's chairman, deputy chairman and secretary are elected by a simple majority.

11. The Steering Group of the city forum:

- Directly carries out preparation and conducting the forum;
- Submits proposals for the organization and conducting the forum;
- Reviews and approves the program and agenda of the forum;

- Solves other issues arising during the preparation and conducting the forum;
 - In the form of a record/minutes, fixes proposals and recommendations on improving the quality of services in water supply and sewerage in Kara-Suu city for their subsequent submission to the decision-makers and the Advisory Committee.
12. Chairman of the Steering Group of the city forum:
- signs the minutes of the city forum of Water Users Committees;
 - holds the city forum;
 - resolves current organizational issues;
 - informs decision-makers and Advisory Committee of the proposals and recommendations adopted at the city forum.
13. The Steering Group is the representative of WUCs in the Advisory Committee.

6.5. ANNEX 5. DRAFT REGULATION ON ADVISORY COMMITTEE

Draft

Annex #
to the order of the Kara-Suu Municipality
of _____ № _____

REGULATIONS

On Advisory Committee

“Water Supply and Waste Water Rehabilitation” Project of Kara-Suu City

1. General Provisions

1. This provision establishes the procedure for the establishment and operation of the Advisory Committee for “Water Supply and Waste Water Rehabilitation” Project of Kara-Suu City.
2. The Advisory Committee is a consultative and advisory body of the Project established on a voluntary basis, the decisions of which are of a recommendatory nature.
3. The Advisory Committee independently carries out its activities on an ongoing basis and on the principles of voluntary and uncompensated participation of its members.
4. Advisory Committee:
 - 1) provides interaction between state bodies, local authorities, enterprises (Municipal Company (MC) “Kara-Suu Taza Suu”) for water supply and waste water (WS&WW), civil society, local industry and customers in WS&WW, both individuals and legal entities, in order to raise awareness of the general public about WS&WW management and to enhance the public's role in WS&WW decision making;
 - 2) considers the issues of setting, agreement and approval of the tariffs for WS&WW, their affordability and social aspects caused by tariff reform, the quality of customer service and interaction with them, work on customer complaints, maintaining the infrastructure necessary for a reliable WS&WW;
 - 3) considers the issues and develop recommendations and proposals related to the social support program to ensure its effective implementation, including timely allocation of budgetary funds, advance discussions on forecasting the number of low-income families and financing, and consideration of other support for carrying out of the social support program;
 - 4) develops recommendations on the volume of social norms for WS&WW;
 - 5) conducts explanatory work with Water Users Committees (WUCs) and the population on the conditions and procedure for granting subsidies.
5. The activities of the Advisory Committee are based on the following principles:
 - 1) impartiality, objectivity, honesty, transparency, involvement, partnership, efficiency, environmental safety and social responsibility;
 - 2) non-discrimination or the use of preferential conditions in relation to any of the parties, including governmental bodies, local governments, local communities, business entities, NGOs, individuals and legal entities, clients in the WS&WW field, and others.

2. Goals and tasks

6. The main goals of the Advisory Committee are:
 - identification and discussion of issues related to the of the WS&WW management system improvement in Kara-Suu City based on recommendations and proposals from the stakeholders;
 - making available proposals and recommendations aimed at improvement of WS&WW quality of services to the decision-makers dealing with issues of reliable WS&WW in Kara-Suu City;
 - identification of all stakeholders' needs in WS&WW, ensuring stakeholders' participation and transparency in decision-making during the project implementation;
 - creation of sustainable dialogue between consumers and MC “Kara-Suu Taza Suu”;

- increase the WS&WW services transparency and efficiency.
- 7. The main tasks of the Advisory Committee are:
 - attracting residents and organizations in Kara-Suu City (WS&WW services clients), as well as civil society to participate in the discussion of WS&WW issues in Kara-Suu City and making available their needs and requirements to the decision-makers in Kara-Suu City;
 - development of proposals and recommendations for local self-governance and service providers to improve the quality of services in WS&WW;
 - promotion and discussion of public initiatives related to WS&WW;
 - involving mass media representatives in comprehensive and objective informing the public about topical issues in WS&WW.

3. Composition of the Advisory Committee

8. As part of the Water Users Committee, women should constitute at least 35% of the total number of members.

9. Advisory Committee consists of 21 persons and is formed as follows:

- 1) Steering Group of Kara-Suu City WUCs – 5 persons;
 - 2) representatives of NGOs registered and operating in the territory of Kara-Suu City - 2 persons;
 - 3) Mass media representatives - 2 persons;
 - 4) Mayor/Vice-Mayor of Kara-Suu City;
 - 5) PIU representative – 1 person;
 - 6) Members of the Kara-Suu City Council (Kenesh) - 2 persons;
 - 7) Representatives of Kara-Suu City business community – 2 persons;
 - 8) Territorial department/unit of the State agency of anti-monopoly regulation under the Government of the Kyrgyz Republic – 1 person; (subject to an approval)
 - 9) Territorial department/unit of the preventive treatment, state sanitary and epidemiological surveillance of the Ministry of Health, Kyrgyz Republic – 1 person;
 - 10) Territorial department/unit of the State agency of environmental protection and forestry under the Government of the Kyrgyz Republic – 1 person; (subject to an approval)
 - 11) Department of Architecture and Urban Development of Kara-Suu City – 1 person;
 - 12) MC “Kara-Suu Taza Suu” - 2 persons.
10. Withdrawal from the membership of the Advisory Committee is possible for the following reasons:

- 1) on his/her own initiative based on a person's own application with request to exclude him/her from the Advisory Council;
- 2) the withdrawal of an Advisory Committee member from a certain group of stakeholders, which he/she represents in Advisory Committee in accordance with the above quotas;
- 3) in case of frequent absence of a member of Advisory Committee from its meetings without a reasonable excuse. The member is excluded from the Advisory Committee by a simple majority of its members.

4. Organizational activities of the Advisory Committee

11. The Advisory Committee carries out its activities in the form of meetings.

12. The meetings of the Advisory Committee are held as required, at least three times a month. The Advisory Committee meeting shall be considered duly constituted if at least three quarters of its members.

13. The Advisory Committee is authorized to make decisions provided that at least two thirds of the members of the Advisory Committee attend the meeting.

14. Decisions are made by a simple majority of the Advisory Committee members presented at the meeting. In case, if votes are equally divided, the decision made by the Advisory Committee Chairman shall be decisive. In the absence of Advisory Committee's Chairman, the decision made by the deputy chairman is accepted

15. Extraordinary meetings of the Advisory Committee may be convened at the suggestion of any of its members, if Advisory Committee's simple majority take a stand of it.

16. The Advisory Committee's decisions are documented by minutes signed by the Chairman and sent to relevant ministries, administrative departments, local state administrations, local government bodies, public and other organizations.

17. Decisions and other documents of the Advisory Committee shall be signed by its Chairman.

18. The Advisory Committee Chairman is elected from among the members of the Advisory Committee by a simple majority of votes.

19. Chairman of Advisory Committee:

- determines the agenda of the meeting;
- conducts Advisory Committee meetings;
- provides general guidance for the Advisory Committee activities
- approves work plans of the Advisory Committee;
- signs decisions and minutes of the Advisory Committee meetings;
- performs other functions related to the activities of the Advisory Committee.

20. The Advisory Committee Chairman or his/her deputy (in the absence of the chairman or on his/her behalf) organizes the committee's activities: holds meetings, solves current organizational issues, monitors the implementation of its decisions.

21. Members of Advisory Committee don't take salaries, fees or other compensation from Kara-Suu Municipality funds for their activities as Advisory Committee members, nor are they entitled to receive salaries, fees or other compensation from any other source for their activities in Advisory Committee.

22. The agenda and draft decisions (recommendations) of the WUC's regular meeting, with the necessary documents attached, are sent by the secretary to the WUC members not later than one week before the date of the meeting.

23. The Advisory Committee's decisions are made by two thirds of the votes of the attended Advisory Committee members. A separate opinion on each decision is entered in the minutes of the meeting.

24. Meetings of Advisory Committee are recorded. Minutes are signed by the Chairman of the meeting and provided to all Advisory Committee members. Information about the meeting is displayed on the Kara-Suu Municipality and MC "Kara-Suu Taza Suu" website and webpages of social networks. The originals of the minutes are kept in the MC "Kara-Suu Taza Suu".

25. Organizational support for the activities of the Advisory Committee is provided by MC "Kara-Suu Taza Suu".

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ⁱ MC – Municipal Company