



DRAFT

KYRGYZ REPUBLIC

**Ministry of Agriculture
Water Resources Service**

and

**State Agency of Architecture, Construction and
Housing and Communal Services
Department of Drinking Water Supply and
Wastewater Disposal**

**CLIMATE RESILIENT WATER SERVICES
PROJECT**

**STAKEHOLDER ENGAGEMENT
PLAN**

February 2022

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Abbreviations

AO	Aiyl okmot (local municipality)
AP	Affected person
CERC	Contingent Emergency Response Component
DDWSWD	Department of Drinking Water Supply and Wastewater Disposal
EA	Executive Agency
ESA	Environmental-Social Assessment
ESMF	Environmental and Social Management Framework
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
IA	Implementing Agency
ITb	Issyk-Kul-Tarim basin
GM	Grievance Mechanism
KR	The Kyrgyz Republic
KSAb	Karadarya-Syrdarya-Amudarya
LSG	Local self-government (AO)
MA	Ministry of Agriculture
MEC	Ministry of Economy and Commerce
MF	Ministry of Finance
M&E	Monitoring and evaluation
MNRETS	Ministry of Natural Resources, Ecology and Technical Supervision
NWC	National Water Council
NWRMP - AF	National Water Resources Management Project – Additional Financing
OWMU (OWMU)	Oblast Water Management Unit (OWMU)
PAP	Project Affected Person
PE	Project Envoy
PIU	Project Implementation Unit
RPADWC	Rural Public Associations of Drinking Water Consumers
RF	Resettlement Framework
RWMU	Rayon Water Management Unit
SAACHS (Gosstroy)	State Agency for Architecture, Construction, Housing and Communal Services under the Government of the Kyrgyz Republic
SEA/SH	Sexual exploitation and abuse/sexual harassment
SEP	Stakeholders Engagement Plan
USA	United States of America
WB	World Bank
WRS	Water Resources Service – former Water Resources Service Agency (WRSa)
WUA	Water Users Association
WSfCRP	Water Security for Climate Resilience Project – currently Climate Resilient Water Services Project

1. INTRODUCTION

The water-secure and sustainable future for the Kyrgyz Republic (KR) is ensured through managing water resources, delivering water services and strengthening resilience to external impacts, such as extreme weather events and pandemics. In post COVID-19 era, investments in water security can play a central role in recovery of the Kyrgyz Republic, midterm development and future resilience to mentioned outbreaks. This includes:

- (i) modernization of irrigated agriculture for enhanced food security, job creation and protection of climate-vulnerable rural farming,
- (ii) water and sanitation service delivery essential for outbreak resilience, productivity and water quality protection,
- (iii) protection and restoration of landscapes and green infrastructure, vital for flood and drought management, and rural livelihoods development.

1.1. About the Project

To ensure water security and outreach access of the population to irrigation water, safe drinking water and sanitation, the Kyrgyz Republic will implement the Climate Resilient Water Services Project (the Project). The Project will perform an integrated water and landscape management approach to improve water security and support social and economic development in a selected river basin. The specific investments identified based on the draft River Basin Management Plans and the priorities specified in state programs. The Karadarya-Syrdarya-Amudarya (KSAb) and Issyk-Kul-Tarim (ITb) river basins selected based on priority needs in irrigation, water supply and sanitation sectors. KSAb covers Osh, Batken and (partially) Jalal-Abad oblasts. Due to climatic variability, climate change and faulty condition of on-farm irrigation infrastructure, the irrigation specialists in KSAb have an experience on water shortages, especially between June and August. ITb covers the Issyk-Kul oblast and impacted by high water deficit, and, more importantly, this basin includes Issyk-Kul lake, which is a biospheric zone and the main tourist attraction industry that plays an important role in development of economic corridor of tourism between Bishkek and Almaty, which requires the climate-resilient water and sanitation infrastructure. This high socio-economic and ecological importance of this region requires careful management of river basins to avoid excessive consumption and pollution of water resources flowing into the lake, and in order to adapt to the effects of climate change, including potential increase in glacial melt water levels, and their evaporation.

The Project objectives are to:

- (i) improve access to water supply services in selected basins,
- (ii) strengthen an institutional capacity to provide climate resilient water supply and water management services at the local and national levels.

Water supply services include water supply and sanitation services, and irrigation services. The Project focused to improve, in a selected river basin(s), coverage, quality and efficiency of water supply, sanitation and irrigation services, including strengthening of capacity to improve integrated water resources management, and the capacity of relevant service providers in a selected basin. At national level the Project will strengthen the institutional capacity for comprehensive water supply and water management services.

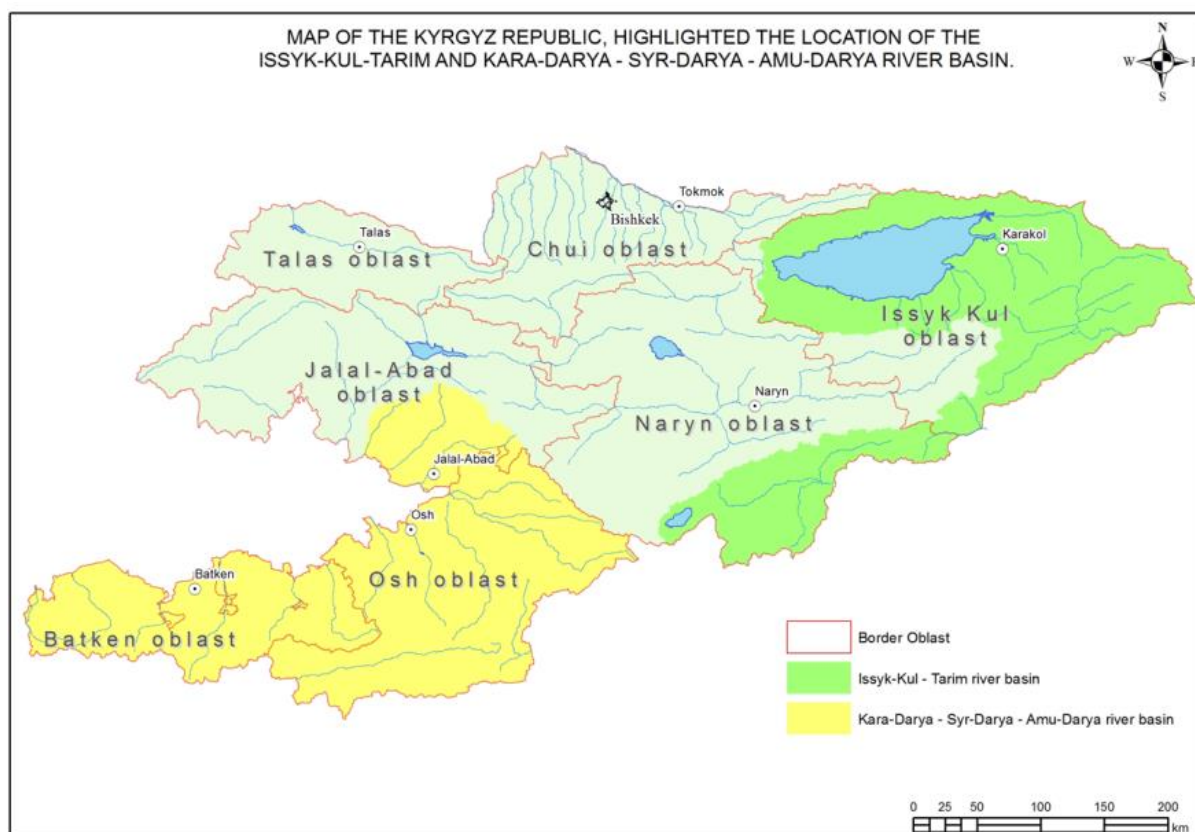


Image 1. Map of the Karadarya-Syrdarya-Amudarya and Issyk-Kul-Tarim basins considered under the Project.

1.2. The Project components

The Project includes four components. The design of the proposed Project outlined below and reflects the overall conceptual vision supported by the Water Resources Service (WRS), Department of Drinking Water Supply and Wastewater Disposal (DDWSWD) and World Bank (WB).

Component 1: Infrastructure Investments and Service Improvements. This component contributes to the implementation of high priority investments aligned with the river basin management plans. It finances civil works, goods/equipment, and services (feasibility, design and supervision) to improve access to water (drinking water and irrigation water) and sanitation services, environmental services (quality of water and soil), and reduce energy footprints. The improved services will also reduce (i) the risks of environmental pollution of the Issyk-Kul lake and (ii) public health risks associated with exposure to untreated wastewater in the event of flooding induced by climate change. These investments will be designed with the intent of minimizing greenhouse gas emissions by prioritizing gravity-based solutions and creating incentives (e.g., metering) to promote water conservation. While the choice of specific infrastructure designs will be context-specific and examined in more detail during the early phases of project implementation, potential options include zero-energy gravity-based irrigation service provision and energy efficiency for drinking water supply.

Sub-component 1.1 Water Supply and Sanitation Investments. This sub-component covers investments to improve access to drinking water supply and sanitation services, and to enhance wastewater treatment capacity. The subcomponent finances civil and electrical/mechanical installations for water supply production (boreholes, well-fields, intakes, as well as disinfection

and energy efficient/renewable energy pumping as required), works for transmission and distribution of water (networks, storage, meters) to households in the project areas, along with wastewater management infrastructure, sewerage collection, conveyance, treatment, and disposal facilities. These investments help the small-town utilities and rural service providers to adapt to the anticipated impacts of climate change and manage their water services better in case of droughts. It will benefit (i) 110,000 people in 38 villages around Issyk-Kul lake and Batken with safely managed drinking water services; (ii) 40,000 with safely managed sanitation services in three villages around Issyk-Kul lake through either sewer or on-site solutions. Villages in need of drinking water systems have been identified within the lagging Batken oblast in KSA basin (over 60,000 people) and around Issyk-Kul lake.

The sub-component, in particular, will finance (i) rehabilitation of three water supply and wastewater systems in three settlements in Issyk-Kul oblast, including Kyzyl-Suu, Bokonbaevo, and Kadji-Sai; (ii) rehabilitation of 23 existing water supply systems in 24 rural settlements with house/yard connections in Batken oblast; (iii) construction of 14 new water supply systems in 14 rural settlements with house/yard connections in Batken oblast; (iv) bulk meters and individual meters for household connections. Scaling up of metering associated with volumetric water use charges will ultimately increase resilience to climate change through efficient water use; (v) rehabilitation of WASH facilities 70 social institutions (2 hospitals, 39 schools, 29 kindergartens) in all target settlements; (vi) support construction and rehabilitation of around 5000 household sanitation facility including pit latrines and septic tanks through grants; and (vi) required feasibility studies, detailed engineering design and construction supervision for the afore mentioned investments.

Sub-component 1.2 Irrigation and drainage Services Improvement. This sub-component 1.2 covers improvement of existing irrigation and drainage schemes located in the KSA basin covering 28,000 ha. An irrigation investment prioritization framework and irrigation investment plan have been prepared under the SDC-financed NWRMP. The sub-component will finance civil works for rehabilitation and modernization of irrigation headworks, main and secondary canals, rehabilitation of water harvesting ponds and drainage canals, and on-farm investments, such as deep ripping, laser land levelling and shortening of furrow lengths. These investments are expected to help farmers as members of WUAs to manage irrigation water supply better in case of climate-induced droughts, thus reducing vulnerability to climate change.

In particular, sub-component 1.2 covers improvement of three existing irrigation and drainage schemes located in the KSA basin in Osh, Jalal-Abad and Batken oblasts. The three irrigation schemes (Kara-Unkur in Jalal-Abad, Shakhimardan in Batken and Kurshab-Sai in Osh) cover an area of 26,000 ha and are managed by 23 Water User Associations (WUAs). WUAs provide irrigation water for individual farmers, cooperatives, and other users. These investments are expected to help farmers to manage irrigation water supply better in case of climate-induced droughts, thus reducing vulnerability to climate change, while enhancing soil carbon sequestration and fertility, reducing soil erosion and improving water and energy efficiency.

Component 2: Institutional Strengthening for Climate Resilient and Low-Carbon Service Delivery, Water Resources Management and Dam Safety. This component finances the acquisition and installation of equipment and services to facilitate the uptake of innovations and best-practices for service delivery based on climate resilience and low-carbon principles. The component is designed to strengthen water resources planning, management and decision making in the target areas and at the national level. The focus is on improving the institutional

knowledge and preparedness with regards to aspects of integrated water resources management, including (i) resilience to climate change and low-carbon water sector interventions, (ii) water and soil quality monitoring, (iii) regulatory and oversight capacity at the national level and (iv) operational capacity for service delivery at local level. Activities under this component are grouped into four subcomponents: Institutional Strengthening for WSS Service Delivery Subcomponent, Institutional strengthening for irrigation water service delivery, Water and soil quality monitoring system and Dam Safety.

Component 3: Project Management, M&E and Professional Development. This component supports project operating costs, project management, monitoring and evaluation, fiduciary, environmental and social management, beneficiary satisfaction surveys, Grievance Mechanism, social mobilization, communications and awareness activities, audits, feasibility studies, environmental and social impact assessments, and technical designs studies of project-related as well as future investments, and professional development programs, with a dedicated focus on the strengthening employment opportunities of women and youth in water sector entities.

Component 4: Contingent Emergency Response Component (CERC) to support the Government's emergency response in the event of an eligible emergency. A provisional zero-amount component is included, which will allow for rapid reallocation of credit/loan proceeds from other components during an emergency under streamlined procurement and disbursement procedures. This component allows the Government to request the World Bank to recategorize and reallocate financing from other project components to cover emergency response and recovery costs. The CERC will be established and managed in accordance with the provisions of the World Bank Policy and World Bank Directive on Investment Project Financing. The CERC, if activated, will be able to finance eligible activities included in the positive list, stipulated in the Project Operations Manual (POM).

Implementation Mechanisms. The WRS of the Ministry of Agriculture and the DDWSWD of the State Agency of Architecture, Construction and Housing and Communal Services (Gosstroy) will share the overall responsibility for project implementation. Each agency will be supported through a PIU tasked to carry out the fiduciary function (disbursement, financial management, procurement, environmental/social standards, and monitoring & evaluation). The implementation mechanism will be in accordance with World Bank requirements and environmental and social standards to be set out in the Financing Agreement. The PIUs will develop separate procurement plans and manage the flow of funds on behalf of WRS and Gosstroy. It is anticipated that engineering consultants will be hired under each PIU to support the technical work, and an M&E specialist, as well as the social and environmental specialists will be hired to work with the two PIUs.

2. OBJECTIVES OF THE STAKEHOLDER ENGAGEMENT PLAN

The Stakeholders Engagement Plan (SEP) is one of the main Project documents to support the project management and implementation. Along with measures to minimize adverse impacts of the Project, the open social engagement is part of the Project's cohesive approach to maintaining positive relationships with the local community and other stakeholders under the Project. Thus, the implementation of Project will require involvement and interaction with stakeholders such as: government organizations, local governments, the population, the public and other parties affected under the Project. The SEP is designed to involve stakeholders fully and comprehensively in implementation of Project, allowing to carefully identify appropriate stakeholders, and develop an approach to identify each of the subgroups, establish a productive dialogue between them, and assign responsibilities for implementing of coordinating activities with interested parties. The SEP is focused to ensure comprehensive and active stakeholder participation and create of an atmosphere for constructive dialogue during the Project development process. The SEP also provides an appropriate approach to consultation and disclosure and defines stakeholder engagement methodology.

2.1. The SEP objectives

The main objectives of the Stakeholder Engagement Plan are:

- identification and analysis of stakeholders;
- planning interaction mechanisms, such as effective communication tools for consultations and disclosure of information;
- organizing and maintaining supportive relationship between the Project and local communities, and other stakeholders throughout the Project timeline;
- disclosure of information;
- consultations with interested parties;
- elaborate on Grievance Mechanism (GM) under the Project.

2.2. The scope and structure of the SEP

The SEP is designed in line with the World Bank's recommendations and requirements for the Environmental and Social Standard (ESS) 10 and is part of the Environmental and Social Assessment under the Project. Assessments and stakeholder engagements have been done focusing around the following two project interventions:

- increase access to water services in selected basins under Component 1;
- strengthen institutional capacities for climate-resilient water management at local and national level under Component 2.

The SEP contains 9 chapters and is structured as follows:

- Chapter I - a brief overview of the Project and SEP context.
- Chapter II - information on SEP and its structure.
- Chapter III - the legal and regulatory framework of the Kyrgyz Republic, ensuring the participation of all stakeholders in implementation of the Project and SEP legitimacy.
- Chapter IV - previous stakeholder engagement activities in Project preparation.
- Chapter V - an institutional stakeholder analysis and institutional analysis applied to the Project.
- Chapter VI - detailed information on planned stakeholder engagement activities, implementation Mechanisms and engagement methods, and budget.
- Chapter VII - Project Grievance Mechanism.
- Chapter VIII - Mechanisms for monitoring, documenting and reporting.
- Chapter IX – the COVID-19 factors.

3. LEGAL FRAMEWORK

The public participation in the Kyrgyz Republic is regulated by a number of national laws and international conventions, and principles of international organizations that support the implementation of projects.

3.1. Key relevant legal provisions of the Kyrgyz Republic

The stakeholder engagement activities and information disclosure in Kyrgyz Republic are regulated by the Constitution of the Kyrgyz Republic and following legal acts:

- The Law of the Kyrgyz Republic "On State Guarantees of Equal Rights and Equal Opportunities for Men and Women" №184 (04.08.2008).
- Law of the Kyrgyz Republic "On guarantees and freedom of access to information" №89 (05.12.1997).
- Law of the Kyrgyz Republic "On access to information under the jurisdiction of state bodies and local self-government bodies of the Kyrgyz Republic" №213 (28.12.2006).
- Law of the Kyrgyz Republic "On the Procedure for Considering Citizens' Appeals" №67 (04.05.2007).
- Law of the Kyrgyz Republic "On the accession of the Kyrgyz Republic to the UNECE Convention on Access to Information, Public Participation in Decision-Making, and Access to Justice in Matters Relating to the Environment" №5 (12.01.2001).
- Law of the Kyrgyz Republic "On protection of the Environment" №53 (16.06.1999).
- Law of the Kyrgyz Republic "On Local Self-Government" №101 (15.07.2011).
- Law of the Kyrgyz Republic "On Water Users Associations" №38 (15.03.2002).
- Law of the Kyrgyz Republic "On Non-Profit Organizations" №111 (15.10.1999).

The Constitution of the Kyrgyz Republic guarantees freedom of speech and expression of opinion, establishing that every citizen of the country has the right to free expression and dissemination of thoughts, ideas and opinions, to freedom of literary, artistic, scientific and technical creativity, press freedom, transfer and dissemination of information, adoption of laws restricting freedom of speech and press is not allowed.

No one may be discriminated against on the basis of gender, race, language, disability, ethnicity, religion, age, political or other opinion, education, origin, property or other status, or other circumstances. In the Kyrgyz Republic, men and women have equal rights and freedoms and equal opportunities for their realization.

The Law of the Kyrgyz Republic «On State Guarantees of Equal Rights and Equal Opportunities for Men and Women» establishes state guarantees for the provision of equal rights and opportunities to persons of different gender in the political, social, economic, cultural and other areas of human life; designed to protect men and women from discrimination based on sex; aims to establish progressive democratic relations between men and women.

The Law of the Kyrgyz Republic "On guarantees and freedom of access to information" regulates relations arising in the process of realizing the right of everyone to freely receive, research, produce, transmit and disseminate information. Everyone is guaranteed the right to access information. The State protects the rights of everyone to search, receive, research, produce, transfer and disseminate information. Restrictions on access and dissemination of information are established only by a law only. The key principles of freedom of access to information are general availability, objectivity, timeliness, transparency and reliability of information.

The Law of the Kyrgyz Republic "On the Procedure for Considering Citizens' Appeals" is in line with the legal regulation of relations, related to exercising the right of everyone to appeal to state bodies and local self-government bodies, which is enshrined in the Constitution of the Kyrgyz Republic, including the procedure for considering citizens' appeals by the state bodies, local self-government bodies and officials.

The Law of the Kyrgyz Republic "On access to information owned by the state bodies and local self-government bodies of the Kyrgyz Republic" is aimed at ensuring implementation and protection of the right to access information owned by the state bodies and local self-government bodies, and maximum information transparency, publicity and transparency of activities.

In 2001, the Kyrgyz Republic joined **the Aarhus Convention** on Access to Information, Public Participation in Decision-Making and Access to Justice in Matters Relating to the Environment, the UN Economic Commission for Europe, which also contains provisions to ensure that the objectives and environmental considerations of the Project are addressed. To promote protection of the right of every person of living and future generations to inhabit in an environment conducive to their health and well-being, each Party guarantees the rights to access to environmental information, to public participation in decision-making, to access justice in matters relating to the environment, and in accordance with the provisions of this Convention.

One of the principles of environmental protection, in accordance with **the Law of the Kyrgyz Republic "On environmental protection"**, is the principle of openness, transparency in solving environmental issues in economic and other activities that have environmental consequences, close communication with public organizations and the population, encouragement and incentives aimed to protecting and rational use of natural resources, a combination of national, regional and international interests in the field of environmental protection. The Law also ensures the right of every citizen or institution to have access to information owned by the public authorities about the surrounding environment, that in accordance with the provisions of this Law.

The activities of local self-government bodies are regulated by **the Law of the Kyrgyz Republic "On Local Self-Government"**. The law establishes the rules to organize the local government at administrative-territorial level of the Kyrgyz Republic, defines the role of local self-government in exercising public power, ensures organizational and legal foundations of their activities, establishes the competence and principles of relations between bodies.

The Law of the Kyrgyz Republic "On Water Users Associations" defines the legal status, organizational basis for establishing and operating of water users associations (WUA), as non-profit organizations, as to ensure the public interest in operating and maintaining of irrigation systems in rural areas.

The Law of the Kyrgyz Republic "On Non-Profit Organizations" states that a non-profit organization is a voluntary self-governing organization created by individuals and/or legal entities based on their community interests to implement spiritual or other non-material needs in the interests of its members and/or the whole society, for whom making a profit is not the main purpose of activity, and the received profit is not distributed among members, founders

and officials. A non-profit organization has the right to engage in any activities not prohibited by the legislation.

3.2. World Bank environmental and social standard on stakeholder engagement

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

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

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

4. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ACTIVITIES

The project preparation has been informed and benefited from continuous stakeholder meetings and consultations, such as:

- Official meetings held with government bodies at the national, basin and local levels;
- Initial consultations with stakeholders (including beneficiaries) at the basin, district and local levels related to needs for irrigation and drainage, drinking water supply systems rehabilitation and (re)construction works, in selected residential areas of the Kyrgyz Republic;
- Public consultations on environmental and social instruments to mitigate adverse impacts.

4.1. Meetings and consultations with key stakeholders

During September 22 – 23, 2021, with participation of the representatives of the PIU of DDWSWD, the PIU WRS staff and the World Bank mission members have started preparing the Climate Resilient Water Services Project with meetings held in the residential areas: Bokonbaevo, Kadji-Sai, Ton and Kyzyl-Suu, Jeti-Oguz rayons in Issyk-Kul-Tarim basin, and consultations held with the main stakeholders of the Project regarding rehabilitation/(re)Construction of water supply systems in these residential areas. Please see the minutes of the meetings in Annex №1.

During September 27-28, 2021, with participation of the PIU WRS staff representatives and the World Bank mission members have visited irrigation and drainage structures/facilities in the river basin Karadarya-Syrdarya-Amudarya - Osh, Batken, Djalal-Abad oblasts, met with local stakeholders, held initial consultations with them related to the goals and objectives under the Project, discussed the problems associated with delivering irrigated water to farmers - water users, the need for rehabilitation of on-farm irrigation systems, technical equipment of subordinate to WRS organizations/institutions, and other related issues. Please see the minutes of the meetings in Annex №1.

Table 1. Summary information on meetings and consultations held in under Project framework preparations

Venue	Date	Participants	Main issues
v. Bokonbaev, Ton rayon	22.09.2021	Representatives of the DDWSWD project and field office specialists; the WB PIU staff; Representatives of local self-government bodies; Local population in the subproject area, including women and water users, and community representatives; Members of the WB mission.	Construction of water supply systems; and water sanitation systems rehabilitation.
v. Kadji –Say, Ton rayon	22.09.2021	Representatives of the DDWSWD project and field office specialists; the WB PIU staff; Representatives of local self-government bodies;	Construction of water supply systems and water sanitation systems rehabilitation.

Venue	Date	Participants	Main issues
		Local population in the subproject area, including women and water users, and community representatives; Members of the WB mission.	
v. Kyzyl-Suu, Djety-Oguz rayon	23.09.2021	Representatives of the DDWSWD project and field office specialists; the WB PIU staff; Representatives of local self-government bodies; Local population in the subproject area, including women and water users, and community representatives; Members of the WB mission.	Construction of water supply systems and water sanitation systems rehabilitation.
Bazar-Korgon reservoir office	27.09.2021	PIU staff of WB funded project; Management of Djalal-Abad OWMU; Specialists of Bazar-Korgon RWMU; The reservoir specialists; PIU staff of WB funded project ; Representatives of local self-government bodies; Local population in the subproject areas, including women and community representatives (WUA members, farmers, representatives of individual farms, representatives of aiyl aimaks and rayon state administrations, deputies of local councils, water users); Members of the WB mission.	Rehabilitations of the reservoir; Installation of automation tools.
v. Otyz-Adyr	27.09.2021	Management of WRS; Jogorku Kenesh KR deputy; Management of Osh OWMU; Specialists of Kara-Suu RWMU; Specialists of water works structure; PIU staff of WB funded project ; Representatives of local self-government bodies;	Off-farm canal rehab; Offices refurbishment.

Venue	Date	Participants	Main issues
		Local population in the subproject areas, including women and community representatives (WUA members, farmers, representatives of individual farms, representatives of aiyl aimaks and rayon state administrations, deputies of local councils, water users); Members of the WB mission.	
Kadamjay rayon	28.09.2021	Management of WRS; Akimiat representatives; Management of Batken OWMU; Specialists of Kadamjay RWMU; PIU staff of WB funded project ; Representatives of local self-government bodies; Local population in the subproject areas, including women and community representatives (WUA members, farmers, representatives of individual farms, representatives of aiyl aimaks and rayon state administrations, deputies of local councils, water users); Members of the WB mission.	Off-farm canal rehab; Offices refurbishment.

Table 2. List of stakeholders and key issues discussed

Stakeholders	Main issues discussed
PIU	• Strategy to achieve objectives under the Project. • Indicators to measure achieved objectives under the Project. • Mechanism to monitor Project progress. • Eligible procurement. • Social and environmental risks and impacts under the Project.
WRS	• Investment viability of the Project. • Expand irrigated areas through effective water resources management. • Strengthening institutional capacity. • Contribution of the project to the economic development of river basins.
DDWSWD, SAACHCS (Gosstroy)	• Investment viability of the Project. • Providing the population of remote KR regions with clean drinking water. • Drinking water supply systems (re)construction using advanced technology.
MA KR	• Harmonizing the Project in line with the State Program for irrigation development of the Kyrgyz Republic for 2017-2026. • Proposed agricultural activities. • Issues related to sustainable development during the Project design stage. • Input of the Project into economic development, poverty reduction and prosperity of a region.
MF KR	• Harmonizing the Project in line with the National strategy of development for 2018-2040. • Investment viability of the Project. • Issues related to sustainable development during the Project design stage. • Input of the Project into economic development, poverty reduction and prosperity of a region.
MEC KR	• Harmonizing the Project in line with the National strategy of development for 2018-2040. • Investment viability of the Project. • Issues related to sustainable development during the Project design stage. • Input of the Project into economic development, poverty reduction and prosperity of a region.
Plenipotentiary representatives of the President in Osh, Djalal-Abad, Batken and Issyk-Kul oblasts	• Economic development of regions • Economic welfare of the population • Providing the population with drinking and irrigated water
Osh, Djalal-Abad, Batken water management units (OWMU)	• Rehab on head waterworks, on/off-farm irrigation systems • Technical equipment of reservoirs • Strengthening human resources

Rayon state administrations	• Economic development • Strengthening agricultural productivity • Agricultural production exports • Introduction of new irrigated lands • Provide residential areas with drinking water
Local self-governing bodies, community residents	• Introduction of new irrigated lands • Provide residential areas with drinking water
WUAs and farmers	• On-farm canals rehab • Strengthen water delivery • Increasing crop yields
Rural public associations of drinking water consumers (RPADWC)	• (Re)construct drinking water supply systems • Ensure drinking water supply to the rural population

4.2. Key issues/comments addressed during meetings and public consultations with key stakeholders

During the meetings and consultations, the following issues addressed by the stakeholders:

- The need to rehabilitate irrigation and drainage systems from headworks to farmers' fields;
- Resolving the issue of WRS subordinate organizations staff turn-over due to low salaries;
- Poor technical equipment of WMU (OWMU), RWMU, WUA and reservoirs;
- Large migration in the KSAb, due to absence of jobs.
- Rise in prices for fuels and lubricants, seeds and fertilizers.

4.3. Public hearings with key stakeholders

In accordance with ESS10, the Water Resources Service and the Department of Drinking Water Supply and Wastewater Disposal published drafts of ESF documents, including ESCP, ESMF, RPF, SEP and LMP, on the websites of WRS (<https://www.water.gov.kg/>) and SAACHCS (<http://gosstroy.gov.kg>) and temporarily on the website of the NWRMP-AF (<https://nwrmp.water.gov.kg>)¹. After the launch of the project, the project website will be developed and conducted public hearings in KSA and Issyk-Kul-Tarim river basins. Detailed information is given in Table 3 below.

Table 3. Summary information of public hearings held under Project

Venue	Date	Participants	Main issues
c. Osh	7.12.2021	- Plenipotentiary representative of the KR President in Osh oblast; - Deputy plenipotentiary representative of the KR President in Osh oblast; - Osh OWMU head; - Kara-Suu RWMU head; - Osh OWMU and Kara-Suu RWMU specialists;	- Rehabilitation of off-farm canal including on-farm canals; - Environmental and Social requirements, including GM.

¹ Direct website links on WRS -

https://www.water.gov.kg/index.php?option=com_content&view=article&id=449&Itemid=1562&lang=ru, SAACHCS - <http://gosstroy.gov.kg/15810-2/> and NWRMP-AF https://nwrmp.water.gov.kg/?page_id=8956

Venue	Date	Participants	Main issues
		- Kara-Suu WUA SU specialists; - Representatives of Naiman, Papan dams management; - Representatives of the villages of Kara-Suu rayon where project activities are planned to be carried out; - WUA directors and etc.	
c. Jalal-Abad	7.12.2021	- Jalal-Abad OWMU head; - Bazar-Korgon RWMU chief engineer; - Jalal-Abad OWMU and Bazar-Korgon RWMU specialists; - Bazar-Korgon WUA SU specialists; - Representatives of the villages of Bazar-Korgon rayon where project activities are planned to be carried out; - Representatives of Bazar-Korgon dam management; - WUA director and etc.	- Rehabilitation of off-farm canal including on-farm canals and dam; - Environmental and Social requirements, including GM.
c. Kadamjay, Kadamjay rayon	8.12.2021	- Akim of the Kadamjay rayon; - Batken OWMU head; - Kadamjay RWMU head; - Batken OWMU and Kadamjay RWMU specialists; - Kadamjay WUA SU specialists; - Representatives of the villages of Kadamjay rayon where project activities are planned to be carried out; - WUA directors; - Representatives of the DDWSWD in Kadamjay raion; - Head of AO villages where will be held project activities under subcomponent 1.1.	- Construction of water supply systems; - Water sanitation systems rehab; - Rehabilitation of off-farm canal including on-farm canals; - Environmental and Social requirements, including GM.
c. Batken, Batken rayon	9.12.2021	- Representative of Batken rayon administration; - Representatives of the DDWSWD in Batken raion; - Representatives of the villages of Batken rayon where project activities are planned to be carried out; - Head of AO villages where will be held project activities under subcomponent 1.1.	- Construction of water supply systems; - Water sanitation systems rehabilitation; - Environmental and Social requirements, including GM.

Venue	Date	Participants	Main issues
c. Isfana, Leylek rayon	10.12.2021	- Deputy head of Leylek rayon administration; - Representatives of the DDWSWD head and field office; - Representatives of local self-government bodies; - Local population.	- Construction of water supply systems; - Water sanitation systems rehabilitation; - Environmental and Social requirements, including GM.
v. Bokonbaevo, Ton rayon	13.12.2021	- Representatives of the DDWSWD head and field office; - Representatives of local self-government bodies; - Local population.	- Construction of water supply systems; - water sanitation systems rehabilitation; - Environmental and Social requirements, including GM.
v. Kadjy–Say, Ton rayon	13.12.2021	- Representatives of the DDWSWD head and field office; - Representatives of local self-government bodies; - Local population.	- Construction of water supply systems; - Water sanitation systems rehabilitation; - Environmental and Social requirements, including GM.
v. Kyzyl-Suu, Djety-Oguz rayon	14.12.2021	- Representatives of the DDWSWD head and field office; - Representatives of local self-government bodies; - Local population.	- Construction of water supply systems; - Water sanitation systems rehabilitation; - Environmental and Social requirements, including GM.

In order to inform stakeholders about the project, the WRS and the DDWSWD held consultations with stakeholders in the Karadarya-Syrdarya-Amu Darya and Issyk-Kul-Tarim river basins from December 7 to 14, 2021: in Osh and in Jalal-Abad on December 7; in the city of Kadamjay on December 8; in the city of Batken on December 9; in the city of Isfana on December 10; in the village of Bokonbaevo and in the village of Kadzhi-Sai on December 13; in the village of Kyzyl-Suu on December 14. A total of 368 people took part in the public hearings, of which 164 people from the KSA basin, 204 people from Issyk-Kul-Tarim basin, including 132 women who live in the project areas and municipalities' workers.

The participants of the public hearings were representatives of the MRBMU, RWMUs, rayon WUA support units, heads of the WUA, heads of ayil okmotu, representatives of WUAs, heads of canal sections of the Otuz-Adyr, Shakhimardan, Levaya Vetka, heads of reservoir units, representatives of district administrations, deputies of local keneshes, and local population (the list is attached).

The Director of the PIU under the WRS and the advisor to the Director of the State Agency for Architecture, Construction and Housing and Communal Services presented information about the project, shared the information about its components and the proposed work. Specialists of PIU under WRS and DDWSWD spoke about the environmental and social policy of the World

Bank to be applied during the implementation of the project and focused on requirements of the environmental legislation of the Kyrgyz Republic, environmental and social risks in the implementation of the project and measures to mitigate these risks. The participants in the hearings actively asked questions, which were answered by the specialists of the PIU under WRS and DDWSWD.

Recommendations/proposals received during meetings and public consultations

During the meetings and public consultations, the questions have been raised and discussed related to the following items::

- Expand irrigated areas through effective water resources management;
- Strengthening human resources;
- Impact of the Project into economic development of a river basin;
- Providing the population of remote KR regions with clean drinking water;
- Drinking water supply systems (re)construction using advanced technology;
- Harmonizing the Project in line with the State Program for irrigation development of the Kyrgyz Republic for 2017-2026;
- Proposed agricultural activities;
- Input of the Project into economic development, poverty reduction and prosperity of a region;
- Harmonizing the Project in line with the National strategy of development for 2018-2040;
- Economic development of regions;
- Economic welfare of the population;
- Providing the population with drinking and irrigated water;
- Rehab on head waterworks, on/off-farm irrigation systems;
- Technical equipment of reservoirs;
- Strengthening agricultural productivity;
- Agricultural production exports;
- Introduction of new irrigated lands;
- On-farm canals rehab;
- Indicators to measure achieved objectives under the Project;
- Mechanism to monitor Project progress;
- Eligible procurement;
- Socio-environmental requirements of the Project;
- Investment viability of the Project.

5. STAKEHOLDER IDENTIFICATION AND ANALYSIS

ESS10 recognizes two broad categories of stakeholders: “Project-affected parties” and “Other interested parties”. The latter includes *“those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, wellbeing, or livelihoods. These stakeholders may include individuals or groups, including local communities”*. They are the individuals or households most likely to observe changes from environmental and social impacts of the project. Project affected parties are described below.

- **Project-affected parties (PAPs)** – persons, groups and other entities within the project area of influence that are directly or indirectly, positively or adversely affected (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. PAP include
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s).
- **Other interested parties (OIPs)** – individuals/groups/entities who consider or perceive their interests as being affected by the project and/or who have the potential to influence the project outcomes and the process of its implementation in some way.

5.1. Identifying Project stakeholders

Project stakeholders are identified as local authorities, official or informal groups and organizations, and individuals whose interests or rights will be affected by the Project, directly or indirectly, positively and negatively, and who may be interested in implementation of the Project and may influence the Project deliverables.

The Project's activities will affect a variety of stakeholders ranging from the government bodies, private, research, civil society and the general public sectors. For the purposes of this SEP document, stakeholders who may be directly affected and involved in implementation of the Project are classified as Affected Parties. These include, among others, rural and small-town households, farmers, water user associations, water service providers (municipal enterprises, vodokanals) local village and town administrations (ayil okmotus), land users, women, low-income citizens, vulnerable individuals or groups.

The specific stakeholders for the respective activities will be reviewed during the project implementation to ensure all of them are identified and engaged, with particular attention to different vulnerable groups.

Other interested parties include, among others, regional and rayon governments, local businesses (tourism sector), government institutions that may be involved in various ways in the project as well as civil society, international organizations, the media.

5.1.1. Project affected parties

This category includes “those who may be affected by the Project due to actual impacts or potential risks to their physical environment, health, safety, cultural practices, well-being or livelihoods. These are the people or households most likely to see changes related to the

environmental and social impacts of the Project. Analysis of affected persons by sub-components 1.1 and 1.2, see Tables 4 and 5.

Subcomponent 1.1: Water supply and sanitation

Table 4. Detail of Stakeholders under Project

Affected Party	Detail	Issue	Importance
RPADWC	Members of RPADWC are private households	Provide services for the production and supply of drinking water and wastewater management to individuals and legal entities.	High
Water users - not members of RPADWC	Private households	If private households are not members of RPADWC, that may be vulnerable to water supply.	High
Vulnerable groups			
Low-income households not connected to drinking water supply and sanitation	Within subprojects selected under the Project	Absence to access drinking water supply and sanitation is a risk factor for the health of population, especially children. Limited opportunities for elderly, physically impaired people to access water, due to the difficulties in delivering water from natural sources. Inability to pay for water services for vulnerable and low-income households, and female-headed households	Medium to High
Physically impaired people	/-/	Limited opportunities for physically impaired people to access drinking water, due to difficulties in delivering water from natural sources, and limited opportunities to pay for water supply services	Medium to High
Elderly people	/-/	Limited opportunities for elderly people to access drinking water, due to difficulties in delivering water from natural sources, and limited opportunities to pay for water supply services	Medium to High
Female headed households	/-/	Limited opportunities for households to access drinking water, due to difficulties in delivering water from natural sources, and limited opportunities to pay for water supply services	Medium to High
Women	Women with no skills (schooling only). Women in seasonal agriculture. Women with college professional education. Single mothers/Female	Women often work on low-skilled jobs, face additional barriers to obtain permanent employment due to childcare and family responsibilities. Working on a temporary or daily basis without a formal contract leads to less job security and social protection. Women are more subjected to sexual exploitation, violence and sexual harassment in a workplace, which can also affect their safety, productivity, health and well-being. The Project will address the awareness to labor standards, equality and non-discrimination	Medium to High

Affected Party	Detail	Issue	Importance
	headed households.	requirements, risks of sexual exploitation, violence and sexual harassment, and mitigation measures, which will also be included in Project communication materials, consultations and information campaigns.	

Subcomponent 1.2: Irrigation and drainage services

Table 5. Detail of Stakeholders under Project

Affected Party	Detail	Issue	Importance
WUAs	Organization established by water users to operate and maintain of irrigation systems Private households and farming entities are WUA members	WUAs objectives are: - operation and maintenance of an irrigation system within a WUA command area, water delivery to WUA members, background to an annual agreements; - an annual water contract based water delivery to individuals owning or using irrigated lands within a WUA command area, and are not members of WUA - an annual water contract based water delivery to individuals owning or using irrigated lands within a WUA command area, and are not members of WUA; - rehab and improvements on an irrigation system within a WUA command area, and performing (re)construction works, if needed; - receiving irrigation water from a contracted water supplier, abstracting water in accordance with the established procedure for independent water abstraction from natural water bodies (rivers, lakes and underground sources), in line with obtained license and regulation of the use and distribution of water within a WUA command area; - purchase, replacement, operation and maintenance of hydraulic equipment; - prevention of water pollution; - land management activities to improve soil quality; - training services to WUA members on advanced and cutting-edge methodology/technology .	High
Water users and households are not WUA members	Private households and farmers	If a private household is not a member of WUA, they may be vulnerable to irrigation water supply.	High
Vulnerable groups			

Affected Party	Detail	Issue	Importance
Low-income households with limited access to irrigation services	Within subprojects selected under the Project	Rural households that are vulnerable to loss of agricultural employment opportunities. That results on vulnerability to poverty on increase. Part of the population depends on small landplots for their livelihood, but these landplots are negatively impacted by lack of water or pollution, and therefore the rural population is facing increasing hardship, malnutrition and prone to disease.	Medium to High
Physically impaired people	/-/	Limited opportunities for people with physical disabilities to access irrigation water, due to the difficulty of irrigation during the vegetation season, and limited opportunities to pay for water supply services	Medium to High
Elderly people	/-/	Limited opportunity of elderly people to access irrigation water during the vegetation season and limited opportunities to pay for water supply services	Medium to High
Female headed households	/-/	Limited opportunities to involve women in water resources management, access to irrigation water, due to the difficulties of irrigation, informing them about activities related to provision and other issues related to water supply and limited opportunities to pay for water supply services	Medium to High
Women	Women with no skills (schooling only). Women in seasonal agriculture. Women with college professional education. Single mothers/Female headed households.	Women make up the vast majority of day and casual agricultural workers. Women often work in low-skilled jobs, face additional barriers to obtain permanent employment due to childcare and family responsibilities. Working on a temporary or daily basis without a formal contract leads to less job security and social protection. Women are more subjected to sexual exploitation, violence and sexual harassment in a workplace, which can also affect their safety, productivity, health and well-being. The Project will address the awareness to labor standards, equality and non-discrimination requirements, risks of sexual exploitation, violence and sexual harassment, and mitigation measures, which will also be included in Project communication materials, consultations and information campaigns.	Medium to High

5.1.2. Other interested parties

Other interested parties include individuals/groups/organizations that may not be directly affected by the Project, but who consider or perceive their interests as affected by the Project, and/or who may in any way affect the Project and its implementation process. Other stakeholders include, but are not limited to, Other interested parties include, among others, regional and rayon governments, local businesses (tourism sector), government institutions that may be involved in various ways in the project as well as civil society, international organizations, the media, and general public. Detail of other stakeholders in Table 6.

Table 6. Detail of other interested parties under subcomponent 1.1.

Interested Party	Level	Detail	Role in Project-related matters	Importance
National Water Council (NWC)	National	Advisory Body tasked with overseeing and coordinating the implementation of the country's Water Code	The importance of adequate coordination between all stakeholders is a critical factor for success in complex water sector projects involving multiple agencies. In light of this lesson, the project works with and empowers the NWC. By supporting this existing coordination mechanism and by incentivizing project implementing agencies to work within existing institutional structures, the project is expected to strengthen the NWC's coordination role and contribute to improved sector coordination.	High
Ministry of Finance (MF)	National	MF is the central state executive body that provides functions for development and implementation of state policy in the field of public financial management, as well as policy in the field of internal audit and public procurement.	The main MF objective is to formulate state policy on public finance management and non-tax payments, improvement of legal regulation in the field of internal audit, accounting and financial reporting of the general government sector, public procurement and management of external and internal public debt of the Kyrgyz Republic.	High
State Agency for Architecture,	National	SAACHS is the administrative department performing functions of an executive authority in the	The SAACHS objective includes the development and implementation of a unified state policy in the	High

Construction, Housing and Communal Services (SAACHS)		field of architectural and construction activities, housing and communal services, drinking water supply and sanitation	field of architectural and construction activities, housing and communal services, drinking water supply and sanitation; implement measures for (re)construction and rehabilitation of social objects and drinking water supply and sanitation facilities/structures, financed from the republican budget, international projects and other sources that are not in contradiction to the legislation of the Kyrgyz Republic	
Department of Drinking Water Supply and Wastewater Disposal under SAACHS (DDWSWD)	National	DDWSWD executes its activities in development of centralized drinking water supply and sanitation in a residential area.	DDWSWD is the implementing agency for public investment projects in the field of drinking water supply and sanitation; - acts as a customer for (re)construction of centralized drinking water supply and sanitation facilities/structures, financed from the republican budget and international projects	High
Water Resources Service under Ministry of Agriculture (WRS)	National	WRS implements state regulation in water resources management.	WRS has a wide range of tasks in water resources management, planning, allocation and monitoring, irrigation development areas and to provide services for the main water management infrastructure. WRS structure includes more than 60 organizations located in Bishkek and in other KR regions	Medium
Ministry of Natural Resources, Ecology and Technical Supervision (MNRETS)	National	MNRETS implements state policy in water quality management.		Medium
Local self-governments (LSG)	Local	LSGs are representative, executive bodies that ensure	The functions of LSG include control over the activities of enterprises,	High

		the solution of issues of local importance	organizations and institutions, other business entities for implementation of environmental protection legislation, the use of lands and natural resources, compliance with the rules and regulations of urban planning and architecture, sanitary standards, environmental measures in the manner prescribed by law	
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Table 7. Detail of Stakeholders under subcomponent 1.2.

Interested Party	Level	Detail	Role in Project-related matters	Importance
National Water Council (NWC)	National	Advisory Body tasked with overseeing and coordinating the implementation of the country's Water Code	The importance of adequate coordination between all stakeholders is a critical factor for success in complex water sector projects involving multiple agencies. In light of this lesson, the project works with and empowers the NWC. By supporting this existing coordination mechanism and by incentivizing project implementing agencies to work within existing institutional structures, the project is expected to strengthen the NWC's coordination role and contribute to improved sector coordination.	High
Ministry of Finance (MF)	National	MF is the central state executive body that provides functions for development and implementation of state policy in the field of public financial management, as well as policy in the field of internal audit and public procurement.	The main MF objective is to formulate state policy on public finance management and non-tax payments, improvement of legal regulation in the field of internal audit, accounting and financial reporting of the general government sector, public procurement and management of external and internal public debt of the Kyrgyz Republic.	High
Ministry of Agriculture (MA)	National	MA is the authorized state executive body that implements state policy	The MA objective is to develop and implement a unified state policy in the	High

Interested Party	Level	Detail	Role in Project-related matters	Importance
		in the field of agro-industrial complex, including animal husbandry, veterinary medicine, fish farming (aquaculture), crop production, plant quarantine, land reclamation, land/water resources, irrigation and ameliorative infrastructure, food and processing industry, development regions and local self-government, land legal relations, state supervision and control over compliance with the land and water legislation of the Kyrgyz Republic	field of agriculture, water, economy, food and processing industries, efficient and rational use of land and water resources, state supervision and control over compliance with the requirements of land legislation, water use rules, maintenance of water bodies and water infrastructure.	
Water Resources Service under MA KR (WRS)	National	WRS executes state regulation in the field of water resources use and management	WRS has a wide range of objectives in the water resources management areas, planning, allocation and monitoring, irrigation development and to provide services for the main water infrastructure. The WRS structure includes more than 60 organizations located in Bishkek and in other KR regions.	High
Karadarya-Syrdarya-Amudarya Basin Water Resources unit (KSAb BWRU)	Basin	KSAb BWRU is a structural subordinate unit to WRS, ensuring the development, rational use, protection of water resources, protection of human health, and protection of residential areas, industrial territories and all types of property from hazardous influence of water within the KSAB basin boundaries.	The main BWRU are: -Implementation of state policy in the field of development, use and protection of water resources within KSAb; -Organizing the implementation of measures to regulate the conditions of water use on within KSAb to guarantee delivery of water to all subjects of water use without harming the environment.	High
Main Water management and off-farm canals units (Osh, Dj-	Regional	WMU (OWMU) are the regional units subordinate to WRS, to ensure the	The objectives of WMU (OWMU) are: - Implementation of operational works and	High

Interested Party	Level	Detail	Role in Project-related matters	Importance
Abad, Batken) (WMU (OWMU))		management/operation of state irrigation network/structures and to provide services for irrigation water delivery to water users.	improvements on off-farm irrigation systems, pumping stations, reservoirs, wells. - Ensure guaranteed delivery of water resources to agricultural sector water users and other water users from state water systems in Chu oblast; -Planning and implement measures to maintain and effective operation, protection of state-owned water infrastructure structures/objects in Chu rayon; - Provide technical and methodological assistance in ensuring sustainable condition and upgrade of structures/objects of on-farm irrigation infrastructure, managed by independent and contracted water use subjects.	
Rayon Water Management Units (RWMU/RWMU) (c. Kadamjay. Bazar-Korgon, Uzgen, Kara-suu)	Local	RWMU (RWMU) are the regional units subordinate to WRS, to ensure the management/operation of state irrigation network/structures and to provide services for irrigation water delivery to water users.	The objectives of RWMU are: - Ensure guaranteed delivery of water resources to agricultural sector water users and other water users from state water systems within a rayon territories; -Planning and implement measures to maintain and effective operation, protection of state-owned water infrastructure structures/objects within a rayon; - Provide technical and methodological assistance in ensuring sustainable condition and upgrade of structures/objects of on-farm irrigation infrastructure, managed by independent and contracted water use subjects.	High
Local Self-governments	Local	LSGs are representative, executive bodies that ensure the solution of	The functions of LSG include control over the activities of enterprises,	High

Interested Party	Level	Detail	Role in Project-related matters	Importance
		issues of local importance	organizations and institutions, other business entities for implementation of environmental protection legislation, the use of lands and natural resources, compliance with the rules and regulations of urban planning and architecture, sanitary standards, environmental measures in the manner prescribed by law	

5.1.3. Disadvantaged and vulnerable groups

As a special category of stakeholders, SEP also identifies vulnerable groups, that is individuals or groups that may need a special approach while interacting with them, due to their vulnerable status², in order to ensure their equal representation under a consultation process, and decision-making related to the Project. Under the Project, these may be groups that, due to various reasons (for example, disability), find it especially difficult to access information and convey their opinion about the Project and its impact. As described in the tables 4 and 5 above, a vulnerable group includes following category of individuals:

- low-income households;
- physically impaired people;
- elderly people;
- women, including female headed households.

A more detailed assessment will be performed at the start of the Project and stakeholder engagement activities will be bespoke to the needs of social groups that might be excluded, based on beliefs, ethnicity, gender, social status or any other issue.

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

To ensure that consultation with local communities is inclusive of disadvantaged groups, presentations will be conducted in Kyrgyz and other languages (as appropriate) to make more comfortable to local community members.

The communities within project areas will be engaged to ensure that the needs of vulnerable households are considered, for example, through support to vulnerable groups for water supply services and/or additional incentives that can be targeted to ensure that poor and vulnerable households will be able to connect to the newly developed WSS networks. The transport needs

² Vulnerable status can be based on the race, national, ethnic, or social origin of a person or group, color, sex, language, religion, political or other opinion, property, age, culture, literacy, illness, physical or mental disability, poverty or economic trouble, and dependence on unique natural resources.

(if any) of vulnerable groups to participate in public consultations will be coordinated and solved by participating municipalities.

5.2. Impact assessment and risk management

The project's impact assessment and risk management results are summarized in the Table 8 below. The nature of impacts and scope of activities will be clarified once the subproject designs are finalized. The site specific Environmental and Social Impact Assessment (ESIA) will assess the risks and impacts and provide recommendations on appropriate mitigation measures to be performed.

Table 8. Impact assessment and risk management

Stakeholders	Positive impact	Risks and negative impacts	Risk and considerations	Mitigating measures
Affected parties				
Affected parties	- Rehabilitation and/or (re)construction of sustainable water supply systems; - Improving rural drinking water supply and sanitation; - Rehabilitation and modernization of irrigation facilities, reconstruction of ponds; - Efficient irrigation management in the event of climate-related droughts and more efficient use of scarce water resources; - Increasing labor productivity and economic activity of the population employed in the agricultural sector; - Increase in a family income; - Create new jobs; - Introduction of a Grievance Mechanism for beneficiaries.	Potential exclusion of eligible beneficiaries or vulnerable / deprived groups due to lack of information or opportunities to pay for a new service. • Loss of land and assets • Temporary restriction of access to public areas, schools, medical organizations due to construction works and temporary interruption of water supply and sanitation.	Social risk considered moderate	- Awareness-raising campaign on potential environmental issues with project implementation. - The project will use GM to resolve any complaints or concerns from the local community about the project. - The communities engagement to ensure that the needs of vulnerable households are considered and vulnerable households will be able to connect to the newly developed WSS networks. - Advance informing the public about the planned temporary interruption of water supply and sanitation due to construction works. - Mitigation measures related to other risks and impacts.
Vulnerable groups:				
Low-income households	- Rehabilitation and/or (re)construction of sustainable water supply systems; - Improving rural drinking water supply and sanitation; - Rehabilitation and modernization of irrigation facilities, reconstruction of ponds; - Efficient irrigation management in the event of climate-related droughts and more efficient use of scarce water resources; - Increasing labor productivity and economic activity of the population employed in the agricultural sector; - Increase in a family income; - Create new jobs; - Apply GM.	- Loss of agricultural employment opportunities; - Small land plots for subsistence; - Drinking and irrigation water shortage; - -Poverty, malnutrition, disease - Limited capacity to pay for water supply services	Social risk considered moderate	- Outreach/awareness campaign for vulnerable groups; - The Project will use a GM, to provide feedback and resolve any complaints or concerns of the local population related to the Project activities; - Measures to mitigate consequences for other risks and impacts.

Stakeholders	Positive impact	Risks and negative impacts	Risk and considerations	Mitigating measures
Affected parties				
Physically impaired people.	- Rehabilitation and/or (re)construction of sustainable water supply systems; - Improving rural drinking water supply and sanitation; - Rehabilitation and modernization of irrigation facilities, reconstruction of ponds; - Efficient irrigation management in the event of climate-related droughts and more efficient use of scarce water resources.	- Limited access to irrigation and drinking water; - Limited capacity to pay for water supply services.	Social risk considered moderate	
Elderly people	- Rehabilitation and/or (re)construction of sustainable water supply systems; - Improving rural drinking water supply and sanitation; - Rehabilitation and modernization of irrigation facilities, reconstruction of ponds; - Efficient irrigation management in the event of climate-related droughts and more efficient use of scarce water resources.	- Limited access to irrigation and drinking water; - Limited capacity to pay for water supply services.	Social risk considered moderate	
Women, including female headed households	- Rehabilitation and/or (re)construction of sustainable water supply systems; - Improving rural drinking water supply and sanitation; - Rehabilitation and modernization of irrigation facilities, reconstruction of ponds; - Effective irrigation management in the event of climate change-related droughts and increases in efficient use of scarce water resources. - Introduction of Grievance Mechanism.	- Limited opportunities to involve women in water resources management; - Limited opportunities to access drinking and irrigation water; - Absence of information on activities related to provision and other issues related to water supply and limited opportunities to pay for water supply services. - Sexual exploitation and abuse / Sexual harassment (SEA/SH) risk;	Social risk considered moderate	The project will raise awareness of labor standards, equality and non-discrimination requirements, risks of sexual exploitation, violence and sexual harassment and mitigation measures. They will also be included in Project communication materials, consultations and awareness/outreach campaigns.

6. STAKEHOLDER ENGAGEMENT PROGRAM

WRS and DDWSWD will consult with the public and all relevant stakeholders on key activities related to the Project (as outlined below). WRS and DDWSWD will provide information on Project progress, feasibility studies, technical, environmental and social assessments, request feedbacks from stakeholders and the public on Project activities. The results of such consultations will be agreed with the participants and documented. Feedback, opinions, and proposals received from stakeholders will be duly considered.

6.1. Project implementation mechanism

National Water Council (NWC) is the advisory body providing coordination between the activities of ministries, state committees/agencies, and other administrative bodies such as local administrations, as well as self-governance bodies involved in water resources management, protection, and service delivery (e.g., water user associations). The importance of adequate coordination between all stakeholders is a critical factor for success in complex water sector projects involving multiple agencies. In light of this lesson, the project works with and empowers the National Land and Water Council. By supporting this existing coordination mechanism and by incentivizing project implementing agencies to work within existing institutional structures, the project is expected to strengthen the National Land and Water Council's coordination role and contribute to improved sector coordination.

The Water Resource Service of the Ministry of Agriculture (WRS) and the Department of Drinking Water Supply and Wastewater Disposal (DDWSWD) of the State Agency for Architecture, Construction and Communal Services will share the overall responsibility for project implementation. Each agency will be supported through a PIU tasked to carry out the fiduciary function (disbursement, financial management, procurement, environmental/social standards, and monitoring & evaluation), see Figure 2. This will be done in compliance with the requirements and environmental and social policies of the World Bank, to be outlined in the Financing Agreement. The PIUs will each develop separate procurement plans and manage the flow of funds on behalf of WRS and GOSTTROY. It is envisaged that engineering consultancies will be hired under each PIU to support technical work and that an M&E and safeguards specialist will also be hired and shared by the two PIUs.

The PIU of the WRS has experience implementing WB-funded projects (the ongoing NWRMP and Agriculture Productivity and Nutrition Improvement Project (APNIP)). The WRS PIU is adequately staffed, and has established appropriate external audits, funds flow, organization, and staffing arrangements, which are rated satisfactory. There are no overdue Interim Financial Reports or audit reports for the projects implemented by the PIU. DDWSWD under GOSTTROY also has appropriate controls and procedures; however, it has not been directly involved in implementation of World Bank-financed projects. DDWSWD has experience with the ADB and European Bank for Reconstruction and Development financed projects, although the latter typically were managed through PIUs at the level of the vodokanals. Identification of project fiduciary risks and detailed assessment of fiduciary capacity of DDWSWD and the proposed existing PIU took place during preparation and was deemed adequate.

Table 9. Planned stakeholder engagement activities

Responsibility	Stakeholders	Objective	Interaction methods	Communication channels	Venue	Recurrence
The World Bank	MF, MA, SAACHS, WRS, DDWSWD, PIU	Continuously monitor the Project progress and provide project implementation support	Aide Memoirs, Monitoring reports	Email, implementation support missions and (sub)project supervision.	Videoconference for (sub)projects (on-line).	Quarterly reports, semi-annual missions, regular follow-up visits to subprojects.
MF KR	MEC, WB, MA, SAACHS, WRS, DDWSWD	Exchanging information, reviews, authorization and appeal for support to inform the KR government bodies of the financial guarantee	Project progress, budget and funding. Official inquiries and letters.	Official internal, external communication, written official letters requests and mail.	Visits, official meetings.	Quarterly
National Water Council (NWC)	MA, SAACHS, WRS, DDWSWD	Coordination between all stakeholders is a critical factor for success in complex water sector projects involving multiple agencies	Meetings, Official communications	Protocols, recommendations	Official meetings	As needed, to review a complex water sector issues involving multiple agencies, especially for the component 2
DDWSWD, SAACCS	MF, MA, WRS, WB, PIU	Implementation of (sub)projects, technical surveillance on Technical supervision of construction contractors Social and environmental supervision	Procurement. Coordination of activities of consulting companies to elaborate on design and estimate documentation, ESA, ESMP Public consultations, Monitoring the activities of (sub)contractors, Summarizing monthly reports on the ESMP implementation submitted by (sub)contractors,	Official internal, external communication, written official letters requests and mail. Email and other channels.	Construction sites of subprojects subject to implementation PIU office LSG / RPADWC Offices	Quarterly

Responsibility	Stakeholders	Objective	Interaction methods	Communication channels	Venue	Recurrence
			Preparation and submission of quarterly Reports to the WB.			
WRS	MF, MA, SAACHS, DDWSWD, WB, PIU	Implementation of (sub)projects, technical surveillance on Technical supervision of construction contractors Social and environmental supervision	Coordination of activities of consulting companies to elaborate on design and estimate documentation, ESA, ESMP Public consultations, Monitoring the activities of (sub)contractors, Summarizing monthly reports on the ESMP implementation submitted by (sub)contractors, Preparation and submission of quarterly Reports to the WB.	Official internal, external communication, written official letters requests and email, other communication channels.	(Sub)project locations, PIU office, LSG/WUA offices	Quarterly
PIUs with support of the Project Implementation Consultants	All stakeholders, including the beneficiaries and PAPs Other interested parties,	Effectively implement project components. Increase interaction with the PAPs, disclosure of information on the environmental and social aspects of the project, get feedback	Press conferences, seminars, face-to-face meetings with all (sub)project stakeholders, media/social media, bulletin board, stakeholders/beneficiaries/opinions of affected persons/perception surveys, communication materials. Public consultations and GM	Official internal, external communication Written official letters Requests and email, Other communication channels	(Sub)project locations, PIU office, Offices of WMU (OWMU), WUA, LSG, RPADW.	Regular
Project affected parties	PIU, Local Authorities WMU (OWMU), WUA, RPADW	Participation in the project implementation, including the subprojects design, site-specific E&S assessments	Requests/grievances Proposals/Suggestions	Channels of feedback: telephone, e-mail, website, and a	Sub(project) sites, LSG/ WUA offices, PIU office	Throughout the project implementation

Responsibility	Stakeholders	Objective	Interaction methods	Communication channels	Venue	Recurrence
		and E&S impacts mitigation measures.		designated office worker. Grievance mechanism. Public consultations.		

DDWSWD is responsible for development of both the rural and urban water supply and sanitation sectors, including policy, planning, and sector coordination. Its responsibilities will include overall executing agency for water supply, sanitation, and wastewater; overall sector coordination and policy support; government and donor liaison; participation in all procurement activities (for example, as a member of evaluation committee); identification and prioritization of sector interventions (including infrastructure investments and institutional support); and coordination of the institutional-support activities at the national level.

The component on the water quality monitoring will be implemented in close collaboration with the Ministry of Natural Resources, Ecology and Technical Supervision. The MNRETS was established in October 2021 on the basis of the former State Agency for Environmental Protection and Forestry under the Government, to formulate and implement policy on environmental protection. The MNRETS has a mandate of policymaking, regulation and supervision on environmental protection and climate change. It has also become a Secretariat for National Water Council. The MNRETS's Department of Environmental Monitoring (DEM) is responsible for executing policy on environmental monitoring, including surface water and soil quality. A needs assessment will be carried out to identify requirements for this Department to fulfil their mandate with regards to drinking water quality testing and certification. Thereafter the project will provide support through supply of equipment (for example, sampling and laboratory testing equipment, computers, software, etc.) and through training to develop and enhance skills/human capacity according to the needs assessment. Water quality activities are expected to be implemented by the WRS PIU.

6.2. Stakeholder engagement roles and responsibilities

A key stakeholder engagement team includes the PIU WRS staff members (Chief Engineer, Environmental and Social Specialists, M&E Specialists, Fiduciary Specialists) will be responsible for and lead all aspects of stakeholders' engagement. However, to implement the various SEP activities, the Liaison Team will need to coordinate closely with other key stakeholders, other national and local government agencies, a (sub)contractor, and affected communities and people. The roles and responsibilities of these participants/stakeholders are described in Table below.

Table 10. Responsibilities of key participants/stakeholders in SEP implementation

Party	Responsibility / Role
WRS MA	• General control and supervision over a (sub)project progress; • Accountability to MA.
DDWSWD, SAACHCS	• General control and supervision over a (sub)project progress; • Accountability to SAACHS under the Cab.of Ministers KR.
PIUs	• Planning and applying SEP; • Key Stakeholder Engagement Activities; • Grievance Mechanism; • Coordination/control of a (sub)contractor activities under ESCP and ESS; • Monitoring and reporting on social and environmental indicators to the Go.KR and World Bank.
(Sub)contractors	• Inform the PIU of any stakeholder engagement issues; • Transmit and resolve (re)construction work grievances in close coordination and direction of the PIU; • Prepare, disclose and implement various plans (eg; EMP, Human Resource Management Plan, etc.); • Inform local communities about any environmental monitoring, for example, monitoring of noise, vibration, water quality; • Announce important (re)construction works
State bodies: - Ministry of Economy and Commerce; - Ministry of Agriculture;	• Monitoring a (sub)project compliance with the KR legislation; • Participate in implementation of some activities under ESMF/RPF and SEP; • Participate in the implementation of a land acquisition process; • Make available and engage with the public in analysis and EA reports.

Party	Responsibility / Role
- Ministry of Natural Resources, Environment and Technical Supervision; - State Agency for Land Resources	
Project affected municipalities and local communities.	• Provide assistance to the IA/PIU in carrying out activities with the participation of local communities within the framework of the SEP implementation • Refer all grievances to the PIU Social Affairs Officer and participate in a local grievance process; Provide assistance to the IA/PIU in executing activities with participation of local communities while implementing SEP • Provide access to disclosed EA documents.
Project affected people	• Invited to participate and raise an issue about a (sub)project at meetings, and in discussions with the PIU Monitoring and Surveillance team, where it is of interest or relevance; • Filing grievances using the GM defined in SEP (section on grievance mechanism); • Help a (sub)project identify mitigation measures.

6.3. Stakeholder engagement methods

Public consultations/hearings. At the start of the Project, WRS PIU organized public hearings in Osh, Djalal-Abad and Batken oblast under subcomponents 1.1 and 1.2 dated December 7-10, 2021 for the r.b. KSA stakeholders. The DDWSWD organized public hearings in Kyzyl-Suu, Kajy-Say and Bokonbaev villages for stakeholders in the r.b. Issyk-Kul-Tarim under subcomponent 1.1 dated December 13-14, 2021. Further, PIU Environmental and Social Team will assist in organizing public hearings, as needed throughout a (sub)project cycle. Minutes of the public hearings are attached in Annex #1.

Mass/social media. PIU public relations specialist will be involved in a (sub)project to post information on the NWRMP-AF under WRS website: <https://nwrmp.water.gov.kg> and the project's Facebook page <https://www.facebook.com/NWRMP.APNIP> with subsequent development and launch of a new website for the Project and DDWSWD on the website <http://tynyksyy.kg>, as well as for communication with the local population through campaigns on social networks throughout the Project cycle. Social media channels will be used as much as possible to disseminate information as social media usage rates (especially Facebook) seem to be high among users of different ages and backgrounds affected by the Project.

Communication materials. The written information will be made public through a variety of information materials, including brochures, flyers, posters, etc. A public relations tool will be specially developed and disseminated as a literature and online. PIU will also regularly update its website with major a (sub)project updates, and reports on environmental and social performance in English and Russian. The website will also provide information on a (sub)project grievance mechanism (see next section).

Trainings and workshops. Training sessions on a variety of environmental and social issues will be provided to the stakeholders, including environmental and social management instruments, development and implementation, sensitization to inclusion/exclusion, labor issues, SEA/SH risks, SEP and GM.

Grievance Mechanism. As required by the World Bank's ESS10, a dedicated grievance mechanism will be established. Special communication materials (GM brochures, posters) will be printed to help local residents introduced to the channels and procedures to consider complaints. Internal GM training

will also be provided for PIU employees and (sub)contractors. The Project website will contain clear information on how any interested parties can submit feedbacks, questions, comments, concerns and complaints, and include the ability to submit complaints electronically.

Project tours for mass media and local representatives. During the (re)construction phase, site visits or demonstration tours will be organized for selected stakeholders, media or local government. On average, 2 tours are planned per year.

Information boards. A (sub)project information boards in each target village and system will provide local residents with information on stakeholder engagement activities, timing, (re)construction progress and types of work, contact details of a local project representative, etc. Information boards will be located in the offices of AO (LSG), WUA, RWMU where they are easily accessible to a (sub)project affected people and other stakeholders, and who can obtain information about a (sub)project, a mechanism for filing and reviewing a complaint. These information boards will display brochures and leaflets on various social and environmental issues related to a (sub)project.

6.4. Strategy to consider the views of vulnerable groups

The Project will take steps to ensure that disadvantaged and vulnerable groups have equal opportunities to participate in a (sub)project activities, access information and project benefits, and provide feedback or complaints. A (sub)project representatives will help to ensure comprehensive coverage of all population groups. In AO, WUA, RWMU under the Project, trainings and awareness-raising sessions will be performed to ensure wider participation of target population groups. All of the above stakeholder engagement techniques specifically targeted at vulnerable groups will be used by PIU, as needed.

6.5. Information disclosure

A new website will be established for the Project to disclose a (sub)project documentation, including on environmental and social indicators, in Russian and English. All future environmental and social monitoring reports, listed in the above sections, will be published on this website. The Project information (including (re)construction news and related environmental and social data) will also be posted on the Project website. The site will also include an easy-to-understand management, in the terminology used in environmental and social reports or documents. All information brochures/leaflets will be posted on the website. An electronic complaint form will also be available on the Project website. Contact details of a team, and all environmental and social safety specialists, will also be posted on the website. PIU will regularly update and maintain the website (monthly). The project information disclosure details are given in Table 11.

Table 11: Disclosure of information

Information to disclose	Responsible	Target groups	Frequency	Channel/Venue
General information about the project, including components, planned activities, all ESF instruments	DDWSWD/PIU WRS/PIU	All stakeholders	During the project preparation and prior to commencement of the project implementation Any updates throughout the project implementation	Project's website

Grievance Mechanism (GM), GM channels and GM data	DDWSWD/PIU WRS/PIU Relevant local authorities/ municipalities	All stakeholders	Throughout the project implementation	Project's website Relevant local authorities/ municipalities website, if any Relevant AO/WUA/RWMU information boards/offices Facebook page
Project progress reports	DDWSWD/PIU WRS/PIU	All stakeholders	Quarterly basis	Project's website
Semi-annual monitoring reports on environmental and social standards performance	DDWSWD/PIU WRS/PIU	All stakeholders	Semi-annual basis	Project's website
Environmental and Social Management Plans (ESMP)	DDWSWD/PIU WRS/PIU Relevant local authorities/ municipalities	All stakeholders, including local communities /project beneficiaries in relevant subproject area	Draft ESMP- during environmental and social impact assessment before public consultations. Final ESMP – after approval by EA/WB prior to start civil works	Project's website Relevant local authorities/ municipalities website, if any Relevant AO/WUA/RWMU information boards/offices
Resettlement Action Plans (RAP), if any	DDWSWD/PIU WRS/PIU Relevant local authorities/ municipalities	All stakeholders, including local communities /project beneficiaries in relevant subproject area	Draft RAP - during impact assessment before public consultations. Final RAP – after approval by EA/WB prior to start RAP implementation	Project's website Relevant local authorities/ municipalities website, if any Relevant AO/WUA/RWMU information boards/offices
RAP implementation report, if any	DDWSWD/PIU WRS/PIU Relevant local authorities/ municipalities	All stakeholders, including local communities /project beneficiaries in relevant subproject area	After approval by EA/WB prior to start civil works	Project's website Relevant local authorities/ municipalities website, if any Relevant AO/WUA/RWMU information boards/offices
Project re(construction) news	DDWSWD/PIU WRS/PIU	All stakeholders Local communities /project beneficiaries	According to the project's implementation plan and	Project's website Relevant local authorities/

	Relevant local authorities/ municipalities	in relevant subproject area	schedule to start civil works	municipalities website, if any Relevant AO/WUA/RWMU information boards/offices Facebook page, WhatsApp groups
Any brochures/leaflets about the project activities	DDWSWD/PIU WRS/PIU Relevant local authorities/ municipalities	All stakeholders Local communities /project beneficiaries in relevant subproject area	Throughout the project implementation	Project's website Relevant local authorities/ municipalities website, if any Relevant AO/WUA/RWMU information boards/offices

6.6. Estimated Budget

The estimated budget for implementation of seven-year stakeholder engagement plan in Table 12. It will be financed under the project's Component 3 "Project Management". The stakeholder engagement activities below cover various environmental and social issues that may be part of other (sub)project instruments/activities, so it is possible that they also included in other plans. However, Table below summarizes all stakeholder engagement activities in one place for better coordination and monitoring. The PIU WRS and PIU DDWSWD will review this plan once a year to determine if any changes in classification or stakeholder engagement are required. If so, the plan will be updated, and a new revision will be consulted/cleared by the World Bank and disclosed.

Table 12: Stakeholders Engagement Plan - estimated budget (7-year)

Stakeholder Engagement Activities	Number	Unit price (USD)	Timeline /years	Total cost (USD)	Notes
PIU Public Relations Specialist	1	730	7	63000	
Staff travel expenses (cost per year)		5000	7	35000	
Information boards (in each target residential area (47), three systems, four reservoirs and 20 WUAs)	73	120	1	8760	
Meeting to start a (sub)project (in 2 basins): c. Osh – subcomponent 1.2. c. Batken - subcomponent 1.1. c. Karakol- subcomponent 1.1.	3	2500	1	7500	Rent of space, meal, printed materials
Meetings with local communities in tow basins	3	100	7	2100	
Information materials (brochures, posters, PR materials, including design)				30000	10 different topics, community health/safety, environment and land

					acquisition, etc.
The mass media tours under the Project	14	1, 000	2	28000	
Training for related PIU staff and contractor/consultant	2	1000	2	4000	
GM					
Information materials (brochures on GM)	100000	0,5	1	50000	
Suggestion boxes (under subproject)	73	50	1	3650	
Internal training of Project staff and contractor on GM	1	1000	7	7000	
Contingencies (10%)				23 901	
Sub-total:				239 010	
Total:				262 911	

7. GRIEVANCE MECHANISM

In accordance with the ESS10 requirements, DDWSWD and WRS will introduce and apply a separate Grievance Mechanisms (GM) for relevant project components/activities. GM is a process of obtaining prompt, objective information, assessing, considering, resolving complaints (applications, proposals, complaints, inquiries, positive feedback) related to the Project implementation. GM will allow streamlining the process of receiving, considering and resolving complaints that may arise because of implementation of project activities.

GM is necessary so that direct and indirect affected people and beneficiaries of the Project have an opportunity, at all stages of project implementation, to submit their complaints, or wishes for improving the Project activities or proposals for eliminating problems without any costs, and with a guarantee of their timely solution. Applications directly related to the Project implementation are subject to consideration. Appeals or complaints can be both individual and collective. This mechanism also allows you to submit and review anonymous complaints. In accordance with the Law of the Kyrgyz Republic "On the procedure for citizens' appeals", citizens can send any appeals on issues related to the Project implementation at all implementation stages. This GM will be applied for the entire Project, however, the emphasis will be on components 1, since the potential impact from the Project activities will be received by residents/population living in the selected project areas, and an issue of social, environmental and other nature may arise during rehabilitation or (re)construction, selected irrigation and drinking water supply and sanitation systems.

7.1. GM objectives

- Register, inspect, consider, tracking and respond to complaints received or appeals related to social, environmental and any other issues related to the Project activities;
- Come to mutually coordinated/agreed solutions that are satisfactory for a (sub)project and those affected by it, and resolve any complaints on the spot, in consultation with the affected party;
- Facilitate the development process at the local level, while maintaining transparency, and establish the degree of accountability towards PAP;
- Establish feedback;
- Allow vulnerable individuals and/or groups to express their views.

7.2. Complaint review and resolution process

Table 13 provides detailed information on the levels, timing and persons responsible for considering appeals and complaints.

Table 13 Grievance Management Matrix

Claim procedure	Grievance Committee	Submission form	Complaints Management Procedure	Consideration period ³
1 level (Local)	Local Commission under WUA / RPADWC or AOs (LSG) to deal with complaints	Verbally or written	- Registration of a complaint in the register of complaints with date and time; - Registration of the complaint is carried out by the secretary of the local commission; -Feedback to the applicant provided; - In case of dissatisfaction with the complaint, the	5 working days

³ from the date of registration

			complaint is redirected to the central level.	
2 level (Central)	A grievance commission to be created by the WRS and DDWSWD, including PIU staff, representatives of the IA and other relevant specialists	Written	- Registration of a complaint in the register of complaints with date and time; - Registration of the complaint is carried out by social specialist. - Feedback to the applicant provided.	14 working days

- First level – Local level: The first step in the grievance process will be the verbal or written appeal of the aggrieved party (hereinafter referred to as the AP) to the local commission. The affected person must file a complaint on the issue related to the project activities in writing to the local commission under the WUA / RPADWC or AO to deal with grievances, consisting of a project representative, WUA / RPADWC and AOs. The grievance is registered by the secretary of the local grievance commission. The term for consideration of complaints by the commission is 5 working days. If at the first level the complaint is not satisfied, then the complaint will be considered at the central level.
- Second level – Central level: At the central level, the complaint lodged must be signed and dated by the aggrieved party. The complaint received will be registered in the register of requests and complaints of the PIU by a social specialist, reviewed by a commission, which will include specialists from the PIU on social and environmental issues / component coordinators, the leadership of the PIU and representatives of the Executing Agency and other persons as agreed. At this level, the Project Social Specialist will be in direct contact with the AP. The project will determine the validity of the claim, notify the complainant that he / she will be assisted. A response will be provided within 14 business days, during which meetings and discussions with the AP will be held. In cases where the resolution of the appeal requires a special check (examination), the request for additional materials or the adoption of other measures, the terms for the resolution of complaints can be exceptionally extended, but for no more than 30 calendar days in accordance with the Law of the Kyrgyz Republic # 67 dated May 4, 2007, "On the Procedure for Considering Citizens' Appeals." The project will assist the APs at all stages to resolve the complaint and ensure that their complaint is dealt with in the best possible way.

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

The project will consider anonymous complaints and take action on it.

Complaints register. All incoming complaints or appeals are subject to registration in the Complaints Register, information from which is duplicated in the electronic database. The database should contain, as minimum, relevant information about the date of filing, registration number, essence of an issue, person in charge, timeline for resolving a problem and feedback (positive/negative). According to the registration number, the specialist monitors the progress of consideration through the database.

An appeal or complaint should be addressed through the following channels:

By mail to the WRS PIU:	4a, Toktonaliev str., office 104
By mail to the DDWSWD PIU:	28, Manas avenue
By phone to WRS PIU:	0312 54-49-72
By phone to the DDWSWD PIU:	0312 61-03-05

By e-mail to the WRS PIU:	nwrmp@elcat.kg
By e-mail to the DDWSWD PIU:	drpv00@mail.ru
On the web platform of the WRS PIU, by filling out the online application form:	https://nwrmp.water.gov.kg
On the web platform of the DDWSWD PIU, by filling out the online application form:	http://tynyksyy.kg

7.3. Handling sensitive grievances

Taking into account the standards regarding the prevention of sexual exploitation and abuse / sexual harassment (SEA/SH), which, in accordance with the requirements of the World Bank, must be observed in all projects financed by the World Bank, these standards will be observed, and responsibilities take action to raise awareness on the prevention and mitigation of SEA/SH. At all stages of the project implementation, all project staff and contractors will be informed about the understanding of the principles of control and prevention of risks of SEA/SH. The GM will ensure the access and confidentiality of the complaint mechanism and will allow the complainant not to fear retaliation. These complaints will be investigated without undue delay, and all perpetrators will be held accountable. SEA/SH issues require some additional measures:

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

The project will utilize additional mitigation measures proportional to risk. The contractor will be responsible for developing the workforce management procedure, health, and safety plans as well as SEA/SH protocols which will apply to their own and subcontractor employees who work on the Project. These procedures and plans will be submitted to PIUs for review and approval before the contractors are allowed to mobilize to the field of construction. All contractors will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against SEA/SH, and PIUs staff in charge of contractor supervision will monitor and report the absence of forced labor and cases of SEA/SH. All personal data and complaints received by the GM will be treated in a confidential manner, unless the complainant consents to the disclosure of their personal information. Specially, confidentiality of sensitive issues and complaints related to SEA/SH raised by communities will be followed.

7.4. World Bank Grievance Redress Service

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

- By e-mail: grievances@worldbank.org
- By Fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- To the World Bank office in Kyrgyz Republic, at the address: 120, Moskovskaya str., Bishkek, Kyrgyz Republic, bishkek@worldbank.org, Phone: +996 312 625262

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

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

8. MONITORING AND REPORTING

Monitoring and evaluation of the stakeholder process is considered vital to enable DDWSWD/PIU and WRS/PIU to respond to identified issues and modify the timing and nature of engagement activities to make them more effective. Compliance with the following characteristics / commitments / activities will help in achieving a successful interaction:

- Sufficient resources to complete the assignment;
- Inclusiveness (inclusion of key groups) while interacting with stakeholders;
- Promoting stakeholder engagement;
- Well-defined approaches; and
- Transparency in all types of activities.

Monitoring the stakeholder engagement will allow to assess the effectiveness of this process. In particular, by identifying KPIs (key performance indicators) that reflect SEP objectives and specific actions and timelines, the process can be monitored and evaluated.

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

- During the implementation of activities: short-term monitoring, allowing to make adjustments / improvements during the assignment; and
- After completion of all project activities, review of the outputs at the end of the project to assess the effectiveness of SEP as it was implemented, will be carried out.

8.1. Reporting on stakeholder engagement activities

Interaction with stakeholders will be carried out in accordance with the WB policy and the requirement of the legislation of the Kyrgyz Republic on the need to inform all stakeholders about the implementation of the project prior to its commencement. Subsequently, PIUs of IAs will conduct public consultations in all selected sub-projects with the involvement of all stakeholders. If necessary, during the implementation of the project, additional meetings / consultations with local stakeholders will be held. In addition, the liaison team together with an Environmental Impact Assessment specialist will have the opportunity to analyze and evaluate the effectiveness between liaison sessions depending on the level of feedback received from stakeholders during these periods.

The performance evaluation will be carried out based on the extent to which the engagement activities and results are consistent with those specified in this SEP. When evaluating the effectiveness, the following will be taken into account:

Distributed materials: types, frequency and location;

- Place and time of formal engagement events and level of participation, including specific stakeholder groups;
- Number of people attending public or official meetings;
- Number of comments received on specific issues, type of stakeholder and details of feedback provided;
- Number and type of stakeholders who contacted the project team by mail, phone and any other means of communication;
- Meeting minutes, attendance logs and photo evidence;

Comments sent to government agencies, community leaders and others and shared with the project;

- The number and types of comments and / or complaints, as well as the nature and timing of their resolution; and the extent to which the feedback and comments have been taken into account and led to the implementation of corrective actions.

The reporting of the PIU WRS on environmental and social activities during the project implementation phase will be carried out in accordance with the requirements of the ESMF and ESCP.

8.2. PIU quarterly and annual reports

During the Project design and construction phase, the environmental and social safety team will prepare brief monthly environmental and social performance reports for the Project management, which will include an update on the implementation of the stakeholder engagement plan. The monthly reports will be used to compile the quarterly reports, and the annual reports will be reviewed by the management of the WRS and the DDWSWS. Quarterly and annual reports will be published on the Project website.

8.3. Semi-annual environmental and social compliance reports for the World Bank

Semi-annual reports on environmental and social standards performance will be prepared and submitted to the World Bank during the project implementation period. These reports will include a stakeholder engagement section that will provide an update on the implementation of the stakeholder engagement plan.

9. COVID-19 FACTOR

The key approaches and mechanism for the implementation of SEP largely depend on the situation with COVID-19 in the country and the established quarantine regime. The COVID-19 outbreak in the country began in March 2020 and has dramatically changed the situation, prompting social distancing, quarantine and lockdown. Due to the changing situation, the government has imposed strict measures for public gatherings and mass events. The general public is also increasingly concerned about the risks of transmission, especially through social interaction. Currently, the Government is gradually opening up the economy, but the situation is still unpredictable.

If the situation calls for it in the future, alternative ways of managing consultation and stakeholder engagement may be required in accordance with the established quarantine regime to prevent transmission of the virus. These alternative approaches to be used for stakeholder engagement could include small group consultations where small meetings are allowed, or taking reasonable steps to conduct meetings through online channels (e.g. Webex, Zoom, Meet, Skype, etc.) etc.), diversification of communications, through social networks, chat groups, specialized online platforms, mobile applications (e.g. Facebook, Twitter, WhatsApp groups, web links / project websites, etc.). Accordingly, the format of some of the activities listed in this SEP involving face-to-face contact (e.g. focus group discussions, round tables, etc.) can be transferred to “virtual” platforms through extensive use of intercity communication systems and the Internet. resources.

ANNEXES

Appendix 1. Minutes of public consultations

Minutes of public hearings on informing stakeholders and the public about the WSfCRP⁴, about the social and environmental standards of the World Bank applicable to the project Rehabilitation of irrigation infrastructure in the Karadarya-Syrdarya-Amudarya river basin

Osh city

7 December 2021

Attended by:

Zhamaldinov Z. - Plenipotentiary Representative of the President of the Kyrgyz Republic in the Osh oblast

Abibillaev R.A. - Head of the Osh OWMU;

Torogeldiev U. T. - PIU Director under the WRSA of the Ministry of Agriculture of the Kyrgyz Republic;

Neronova T.I. - PIU WB WRSA Environmental specialist;

Orozalieva S. M. - PIU WB WRSA public affair and social specialist

Batkulova A.O. - PIU WB WRSA payout specialist.

31 people took part in the public hearings: representatives of the OWMU, RWMU, WUA rayon support units, representatives of WUAs feeding from the Otuz-Adyr main canal of the Kurshab river system of Osh oblast, heads of sections of the Otuz canal -Adyr, heads of reservoir departments, representatives of rayon administrations, the public and other interested participants. One woman took part in the hearings.

Chairman of meeting

Torogeldiev U. T. –Director of PIU WB WRSA made information about the project, in which he spoke about the components of the project and the proposed work. The project aims to improve water management at the basin level and has four components. Component 1: Investments in infrastructure facilities and quality improvement of services to ensure water security. It consists of 2 sub-components: sub-component 1.1. Drinking water supply and sanitation services and subcomponent 1.2: Irrigation and drainage services. Sub-component 1.1 will be implemented with the support of the Department of Drinking Water Supply and Sewerage in the Issyk-Kul-Tarim river basin, and component 1.2. in Karadarya-Syrdarya-Amudarya. This public hearing focuses on component 1.2. Irrigation and drainage services.

T.I. Neronova - PIU WB WRSA environmental specialist told the participants of the public hearings about the requirements of the environmental legislation of the Kyrgyz Republic and the World Bank's policy on environmental protection during the implementation of the project.

The objective of an environmental assessment is to identify the significant environmental impacts of a proposed project (positive and negative), and identify appropriate preventive and mitigation measures to prevent, minimize or eliminate any expected irreversible impact.

The proposed project is adaptation to climate change. The project will have a positive impact on the environment, improve the population's access to piped drinking water and sanitation. The environmental assessment identified many positive project impacts. Namely, this project aims to reduce water losses in irrigation systems, supply clean drinking water to residents' homes, improve water management, increase agricultural productivity and improve soil fertility.

However, during construction work, there may be some potential negative environmental impacts in the project areas, which need to be paid attention to, preventive actions taken and appropriate mitigation measures taken during planning, development, construction, operation and maintenance. The potential negative impacts are relatively minor, and the positive economic, social and environmental benefits far outweigh them in environmental assessments. A discussion of these impacts is provided below.

The main impact that can be provided as a result of construction works:

- 1) Soil contamination at the construction site

⁴ Water Security for Climate Resilience Project – currently Climate Resilient Water Services Project

- 2) Contamination of groundwater at the construction site
- 3) Deterioration of the landscape, destruction of the natural habitat of the animal world, change in the local drainage network
- 4) Air pollution and worker / public exposure from traffic and heavy equipment

To prevent or mitigate the negative impact of construction, an ESMP is drawn up for each rehabilitation facility. It includes a mitigation and monitoring plan for both the construction phase and the operation and maintenance (O&M) phase.

All risks of the construction phase are easily controlled and eliminated. They can be minimized with proper design of mitigation measures and control of the Contractor during the execution of the work.

From the risks of the O&M phase, the risk of deterioration of the landscape and destruction of the natural habitat of the animal world during the cleaning of earthen canals and drains is obvious and easily controllable. The risks of contamination of surface and groundwater with agrochemicals due to excessive use of pesticides and mineral fertilizers, soil erosion associated with the existing practice of agricultural production, an increase in groundwater levels in the zone of their shallow occurrence due to excessive irrigation and, as a result, soil salinization, require special monitoring. In addition, compliance with the sanitary protection zones of drinking water supply systems and organized wastewater treatment will be required. The need for mitigating measures at the O&M stage is determined precisely in the process of environmental monitoring.

Orozaliev S.M. - PIU WB WRSA Social Specialist told the participants of public hearings about the main social risks of the project:

- (i) in terms of land acquisition and involuntary resettlement, necessary in connection with (a) new construction and / or rehabilitation of water supply and sewerage infrastructure and (b) rehabilitation and modernization of irrigation infrastructure.
- (ii) problems of accessibility and fairness of water tariffs (including connection costs), water permits and irrigation service charges, especially for low-income and vulnerable groups of the population.
- (iii) Low institutional capacity to deal with regulation, planning and supervision of tariffs / charges and permits.
- (iv) Other risks.

She spoke in detail about the Environmental and Social Standards of the World Bank applicable to the project, in particular, dwelled on the ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, and ESS10: Stakeholder Engagement and Information Disclosure.

Thus, ESS 5 is considered appropriate because of the potential investments under Component 1, which may require some temporary and / or permanent physical and economic displacement or cause changes in land use or access to land in certain activity areas. For example, they may include sanitation, water supplies, irrigation and drainage systems, and other transformative investments in improving the livelihoods of beneficiaries in the field, agriculture, and the supply of drinking water services. However, the nature and extent of the interventions and their consequences are currently unknown and they will become more understandable when choosing an investment activity. To implement the above impacts, the project has developed a Framework Document on the Fundamentals of Resettlement Policy and is disclosed on the websites of the NWRMP-AF, WRSA and Gosstroy project. In the event that projects and investments for sub-projects are identified, Resettlement Action Plans will be prepared by assessment.

In accordance with the requirements of the ESS10 of the World Bank, the Project will introduce and apply the Grievance Mechanism (GM) for subcomponent 1.1. "Drinking water supply and sewerage services" and subcomponent 1.2. "Irrigation and Drainage Services" for Affected Persons. The GM is a process of obtaining prompt, objective information, evaluating, considering, resolving complaints (applications, proposals, complaints, inquiries, positive feedback) related to the implementation of the Project.

Appeals or complaints can be both individual and collective. This mechanism will also allow for the filing and processing of anonymous complaints.

Communities and individuals who believe they are negatively impacted by a World Bank (WB) -supported project can also file complaints with the Grievance Redress Service of the World Bank. The Grievance Redress Service ensures that complaints received are dealt with in a timely manner in order to resolve project-related problems. Affected communities and individuals can file a complaint with the World Bank's Independent Inspection Panel, which determines whether harm has been caused or may result from the World Bank's failure to comply with its policies and procedures. Complaints can be filed at any time after concerns have been brought directly to the attention of the World Bank and Bank management has been given the opportunity to respond. For information on how to file a complaint with the World Bank's Grievance Redress Service, see <http://www.worldbank.org/en/projectsoperations/products-and-services/grievance-redress-service>. Information on how to file complaints with the World Bank Inspection Panel can be found at www.inspectionpanel.org.

Questions:

Kalilov F. Who will monitor the environment during construction?

T.I. Neronova - The contractor is responsible for the implementation of the activities specified in the ESMP. The contractor will appoint a person responsible for the implementation of the ESMP. In addition, the work of the contractor will be monitored by the PIU of the project, as well as within the framework of state environmental control.

B. Kadyrov - Will they monitor the quality of water in the canals? If so, who will do it?

T.I. Neronova - Monitoring of water quality in canals will be carried out by the rayon department of water use support. They will conduct express analyzes of water for salinity, acid-base analysis and water turbidity.

Baziev J. - Is it necessary to obtain a permit for cutting down green spaces if they are located in the canal exclusion zone?

T.I. Neronova - When examining the rehabilitated areas, the presence of green spaces was established. WUAs need to prepare a letter to the Chu-Bishkek Territorial Department of Environmental Protection, and they will agree on the felling.

Arapov A. - Construction waste and household waste, where will it be removed after construction?

T.I. Neronova - Construction and household waste will be transported by the contractor to places agreed with local authorities. Construction waste can be reused.

Mametova A. - Who are the vulnerable groups?

Orozalieva S. - Vulnerable groups include the elderly, people with disabilities, female-headed households, poor households and low-income households.

Sydykov Z. - Who can file a complaint?

Orozalieva S. - Persons who have questions and comments in the course of construction work or in the course of implementation of project activities can file a complaint.

Any resident where the project is being implemented can file a complaint. Complaints can be filed at any time orally or in writing during the preparation and implementation of the project.

Ashirov A. - What does forced resettlement mean?

Orozalieva S. - Forced seizure of land plots as a result of which there is a direct or indirect economic or social impact through: a) loss of benefits from the use of such land plots; (b) resettlement due to home loss; c) loss of assets or access to assets; d) loss of sources of income or livelihood, regardless of the decision whether PAPs will be relocated to another place.

In conclusion, all those present supported the implementation of this project.

R. Abibilaev, on behalf of all those present, thanked for the support and information provided.

Chairman

PIU Director
Environmental specialist
Social issues specialist
Osh OWMU Head

U. Torogeldiev
T. Neronova
S. Orozalieva
R. Abibilaev

Minutes of public hearings on informing stakeholders and the public about the WSfCRP, about the social and environmental standards of the World Bank applicable to the project

Rehabilitation of irrigation infrastructure in the Karadarya-Syrdarya-Amudarya river basin

Jalal-Abad city

7 December 2021

Attended by:

T. Abduvaliev - Head of the Jalal-Abad OWMU;

Torogeldiev U. T. - PIU Director under the WRSA of the Ministry of Agriculture of the Kyrgyz Republic;

Neronova T.I. - PIU WB WRSA Environmental specialist;

Orozalieva S. M. - PIU WB WRSA public affair and social specialist

Batkulova A.O. - PIU WB WRSA payout specialist.

12 people took part in the public hearings: representatives of the OWMU, RWMU, WUA rayon support units, representatives of WUAs feeding from the Otuz-Adyr main canal of the Kurshab river system of Osh oblast, heads of sections of the Otuz canal -Adyr, heads of reservoir departments, representatives of rayon administrations, the public and other interested participants (the list is attached).

Chairman of meeting

Torogeldiev U. T. –Director of PIU WB WRSA made information about the project, in which he spoke about the components of the project and the proposed work. The project aims to improve water management at the basin level and has four components. Component 1: Investments in infrastructure facilities and quality improvement of services to ensure water security. It consists of 2 sub-components: sub-component 1.1. Drinking water supply and sanitation services and subcomponent 1.2: Irrigation and drainage services. Sub-component 1.1 will be implemented with the support of the Department of Drinking Water Supply and Sewerage in the Issyk-Kul-Tarim river basin, and component 1.2. in Karadarya-Syrdarya-Amudarya. This public hearing focuses on component 1.2. Irrigation and drainage services.

Zheenaliev K. Zh. - the engineer of the southern unit of the PIU WB WRSA spoke about the work carried out to study the objects that will be considered in the feasibility study for their rehabilitation.

T.I. Neronova - PIU WB WRSA environmental protection consultant told the participants of the public hearings about the requirements of the environmental legislation of the Kyrgyz Republic and the World Bank's policy on environmental protection during the implementation of the project.

The objective of an environmental assessment is to identify the significant environmental impacts of a proposed project (positive and negative), and identify appropriate preventive and mitigation measures to prevent, minimize or eliminate any expected irreversible impact.

The proposed project is adaptation to climate change. The project will have a positive impact on the environment, improve the population's access to piped drinking water and sanitation. The environmental assessment identified many positive project impacts. Namely, this project aims to reduce water losses in irrigation systems, supply clean drinking water to residents' homes, improve water management, increase agricultural productivity and improve soil fertility.

However, during construction work, there may be some potential negative environmental impacts in the project areas, which need to be paid attention to, preventive actions taken and appropriate mitigation measures taken during planning, development, construction, operation and maintenance. The potential negative impacts are relatively minor, and the positive economic, social and environmental benefits far outweigh them in environmental assessments. A discussion of these impacts is provided below.

The main impact that can be provided as a result of construction works:

- 5) Soil contamination at the construction site
- 6) Contamination of groundwater at the construction site

- 7) Deterioration of the landscape, destruction of the natural habitat of the animal world, change in the local drainage network
- 8) Air pollution and worker / public exposure from traffic and heavy equipment

To prevent or mitigate the negative impact of construction, an ESMP is drawn up for each rehabilitation facility. It includes a mitigation and monitoring plan for both the construction phase and the operation and maintenance (O&M) phase.

All risks of the construction phase are easily controlled and eliminated. They can be minimized with proper design of mitigation measures and control of the Contractor during the execution of the work.

From the risks of the O&M phase, the risk of deterioration of the landscape and destruction of the natural habitat of the animal world during the cleaning of earthen canals and drains is obvious and easily controllable. The risks of contamination of surface and groundwater with agrochemicals due to excessive use of pesticides and mineral fertilizers, soil erosion associated with the existing practice of agricultural production, an increase in groundwater levels in the zone of their shallow occurrence due to excessive irrigation and, as a result, soil salinization, require special monitoring. In addition, compliance with the sanitary protection zones of drinking water supply systems and organized wastewater treatment will be required. The need for mitigating measures at the O&M stage is determined precisely in the process of environmental monitoring.

Orozaliev S.M. - PIU WB WRSA Social Specialist told the participants of public hearings about the main social risks of the project:

- (v) in terms of land acquisition and involuntary resettlement, necessary in connection with (a) new construction and / or rehabilitation of water supply and sewerage infrastructure and (b) rehabilitation and modernization of irrigation infrastructure.
- (vi) problems of accessibility and fairness of water tariffs (including connection costs), water permits and irrigation service charges, especially for low-income and vulnerable groups of the population.
- (vii) Low institutional capacity to deal with regulation, planning and supervision of tariffs / charges and permits.
- (viii) Other risks.

She spoke in detail about the Environmental and Social Standards of the World Bank applicable to the project, in particular, dwelled on the ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, and ESS10: Stakeholder Engagement and Information Disclosure.

Thus, ESS 5 is considered appropriate because of the potential investments under Component 1, which may require some temporary and / or permanent physical and economic displacement or cause changes in land use or access to land in certain activity areas. For example, they may include sanitation, water supplies, irrigation and drainage systems, and other transformative investments in improving the livelihoods of beneficiaries in the field, agriculture, and the supply of drinking water services. However, the nature and extent of the interventions and their consequences are currently unknown and they will become more understandable when choosing an investment activity. To implement the above impacts, the project has developed a Framework Document on the Fundamentals of Resettlement Policy and is disclosed on the websites of the NWRMP-AF, WRSA and Gosstroy project. In the event that projects and investments for sub-projects are identified, Resettlement Action Plans will be prepared by assessment.

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Questions:

Baziev J. - Is it necessary to obtain a permit for cutting down green spaces if they are located in the canal exclusion zone?

T.I. Neronova - When examining the rehabilitated areas, the presence of green spaces was established. WUAs need to prepare a letter to the territorial department of environmental protection, and they will agree on the felling.

Ozgonov M. - Who are the vulnerable groups?

Orozalieva S. - Vulnerable groups include the elderly, people with disabilities, female-headed households, poor households and low-income households.

A.A. Tashtanov - Who can make a complaint?

Orozalieva S. - Persons who have questions and comments in the course of construction work or in the course of implementation of project activities can file a complaint.

Any resident where the project is being implemented can file a complaint. Complaints can be filed at any time orally or in writing during the preparation and implementation of the project.

Turdumatov A. - how will the loan be repaid by the WUA?

Orozalieva S. - Forced seizure of land plots as a result of which there is a direct or indirect economic or social impact through: a) loss of benefits from the use of such land plots; (b) resettlement due to home loss; c) loss of assets or access to assets; d) loss of sources of income or livelihood, regardless of the decision whether PAPs will be relocated to another place.

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Chairman

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Environmental specialist

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Minutes of public hearings on informing stakeholders and the public about the WSfCRP, about the social and environmental standards of the World Bank applicable to the project

Rehabilitation of irrigation infrastructure in the Karadarya-Syrdarya-Amudarya river basin

city Kadamjay

8 December 2021

Attended by:

Shakirov K. A. - head of the administration of the Kadamjai rayon;

Torogeldiev U. T. - PIU Director under the WRSA of the Ministry of Agriculture of the Kyrgyz Republic;

Halov Sh. K. - Deputy Director of the Department of Drinking Water Supply and Wastewater Disposal;

Neronova T.I. - PIU WB WRSA Environmental specialist;

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18 people took part in the public hearings: representatives of the OWMU, RWMU, WUA rayon support units, representatives of WUAs feeding from the main Nurgaziyev canal of the Shakhimardan river system in Batken oblast, heads of sections of the Nurgaziev canal, managers reservoir departments, representatives of rayon administrations, the public and other stakeholders (list attached). 2 women took part in the hearing.

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Torogeldiev U. T. –Director of PIU WB WRSA made information about the project, in which he spoke about the components of the project and the proposed work. The project aims to improve water management at the basin level and has four components. Component 1: Investments in infrastructure facilities and quality improvement of services to ensure water security. It consists of 2 sub-components: sub-component 1.1. Drinking water supply and sanitation services and subcomponent 1.2: Irrigation and drainage services. Sub-component 1.1 will be implemented with the support of the Department of Drinking Water Supply and Sewerage in the Issyk-Kul-Tarim river basin, and component 1.2. in Karadarya-Syrdarya-Amudarya. This public hearing focuses on component 1.2. Irrigation and drainage services.

Khalov Sh.K. - informed the participants of the hearing about subcomponent 1.1. and the types of work to be done under the subcomponent. I turned to the participants in the hearing on the provision of assistance and provided by AO ITU (engineering and technical conditions) and APZ (architectural planning assignment).

T.I. Neronova - PIU WB WRSA environmental protection consultant told the participants of the public hearings about the requirements of the environmental legislation of the Kyrgyz Republic and the World Bank's policy on environmental protection during the implementation of the project.

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- 9) Soil contamination at the construction site
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Orozaliev S.M. - PIU WB WRSA Social Specialist told the participants of public hearings about the main social risks of the project, in terms of land acquisition and involuntary resettlement, necessary in connection with (a) new construction and / or rehabilitation of water supply and sewerage infrastructure and (b) rehabilitation and modernization of irrigation infrastructure, about the problems of accessibility and fairness water tariffs (including connection costs), water permits and irrigation service charges, especially for low-income and vulnerable groups and other risks.

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Questions:

A. Zholdoshev - an employee of the rayon state administration suggested using spring water for drinking water supply in the design to reduce the cost of construction.

Khalov Sh. K. - proposals for the use of spring water for drinking water supply will be considered in the detailed design.

Masadykov Zh. - the head of the Alga AO, what documents must be provided for the implementation of water supply systems.

Khalov Sh. K. - You must prepare the ITU yourself and submit it to the Department of Drinking Water Supply and Wastewater Disposal for use in the development of the design and estimate documentation of the object.

A. Asamidinov - offered to provide ready-made projects for drinking water supply to the DDWSWD for inclusion in the list of priority villages.

Khalov Sh. K. - The rehabilitation of water supply systems will begin only in those villages that have ready-made APU ITU and design estimates.

Ismailov O. - the head of Boz AO - asked to consider the possibility of carrying drinking water from the river through a pumping station to Boz AO.

Khalov Sh.K. -

Shakirov K.A. - outlined the main points on the upcoming work of the Nurgaziev Canal and water supply systems in the villages of the Kadamzhai region. I asked all interested parties, in particular the management of WUA /RPADWC/ AO and other stakeholders to take an active part in the preparation of the feasibility study and ITU.

In conclusion, all those present supported the implementation of this **project**.

Chairman

U. Torogeldiev

DDWSWD Deputy Director

Sh. Halov

Environmental specialist

T. Neronova

Social Specialist

S. Orozalieva

Minutes of public hearings on informing stakeholders and the public about the WSfCRP, about the social and environmental standards of the World Bank applicable to the project

Rehabilitation of irrigation infrastructure in the Karadarya-Syrdarya-Amudarya river basin

city Kadamjay

8 December 2021

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Halov Sh. K. - Deputy Director of the Department of Drinking Water Supply and Wastewater Disposal;

Neronova T.I. - PIU WB WRSA Environmental protection specialist;

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18 people took part in the public hearings: representatives of the OWMU, RWMU, WUA rayon support units, representatives of WUAs feeding from the main Nurgaziyev canal of the Shakhimardan river system in Batken oblast, heads of sections of the Nurgaziev canal, managers reservoir departments, representatives of rayon administrations, the public and other stakeholders (list attached). 2 women took part in the hearing.

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T.I. Neronova - PIU WB WRSA environmental protection consultant told the participants of the public hearings about the requirements of the environmental legislation of the Kyrgyz Republic and the World Bank's policy on environmental protection during the implementation of the project.

The objective of an environmental assessment is to identify the significant environmental impacts of a proposed project (positive and negative), and identify appropriate preventive and mitigation measures to prevent, minimize or eliminate any expected irreversible impact.

The proposed project is adaptation to climate change. The project will have a positive impact on the environment, improve the population's access to piped drinking water and sanitation. The environmental assessment identified many positive project impacts. Namely, this project aims to reduce water losses in irrigation systems, supply clean drinking water to residents' homes, improve water management, increase agricultural productivity and improve soil fertility.

However, during construction work, there may be some potential negative environmental impacts in the project areas, which need to be paid attention to, preventive actions taken and appropriate mitigation measures taken during planning, development, construction, operation and maintenance. The potential negative impacts are relatively minor, and the positive economic, social and environmental benefits far outweigh them in environmental assessments. A discussion of these impacts is provided below.

The main impact that can be provided as a result of construction works:

13) Soil contamination at the construction site

14) Contamination of groundwater at the construction site

- 15) Deterioration of the landscape, destruction of the natural habitat of the animal world, change in the local drainage network
- 16) Air pollution and worker / public exposure from traffic and heavy equipment

To prevent or mitigate the negative impact of construction, an ESMP is drawn up for each rehabilitation facility. It includes a mitigation and monitoring plan for both the construction phase and the operation and maintenance (O&M) phase.

All risks of the construction phase are easily controlled and eliminated. They can be minimized with proper design of mitigation measures and control of the Contractor during the execution of the work.

From the risks of the O&M phase, the risk of deterioration of the landscape and destruction of the natural habitat of the animal world during the cleaning of earthen canals and drains is obvious and easily controllable. The risks of contamination of surface and groundwater with agrochemicals due to excessive use of pesticides and mineral fertilizers, soil erosion associated with the existing practice of agricultural production, an increase in groundwater levels in the zone of their shallow occurrence due to excessive irrigation and, as a result, soil salinization, require special monitoring. In addition, compliance with the sanitary protection zones of drinking water supply systems and organized wastewater treatment will be required. The need for mitigating measures at the O&M stage is determined precisely in the process of environmental monitoring.

Orozaliev S.M. - PIU WB WRSA Social Specialist told the participants of public hearings about the main social risks of the project, in terms of land acquisition and involuntary resettlement, necessary in connection with (a) new construction and / or rehabilitation of water supply and sewerage infrastructure and (b) rehabilitation and modernization of irrigation infrastructure, about the problems of accessibility and fairness water tariffs (including connection costs), water permits and irrigation service charges, especially for low-income and vulnerable groups and other risks.

She spoke in detail about the Environmental and Social Standards of the World Bank applicable to the project, in particular, dwelled on the ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, and ESS10: Stakeholder Engagement and Information Disclosure.

Thus, ESS 5 is considered appropriate because of the potential investments under Component 1, which may require some temporary and / or permanent physical and economic displacement or cause changes in land use or access to land in certain activity areas. For example, they may include sanitation, water supplies, irrigation and drainage systems, and other transformative investments in improving the livelihoods of beneficiaries in the field, agriculture, and the supply of drinking water services. However, the nature and extent of the interventions and their consequences are currently unknown and they will become more understandable when choosing an investment activity. To implement the above impacts, the project has developed a Framework Document on the Fundamentals of Resettlement Policy and is disclosed on the websites of the NWRMP-AF, WRSA and Gosstroy project. In the event that projects and investments for sub-projects are identified, Resettlement Action Plans will be prepared by assessment.

In accordance with the requirements of the ESS10 of the World Bank, the Project will introduce and apply the Grievance Mechanism (GM) for subcomponent 1.1. "Drinking water supply and sewerage services" and subcomponent 1.2. "Irrigation and Drainage Services" for Affected Persons. The GM is a process of obtaining prompt, objective information, evaluating, considering, resolving complaints (applications, proposals, complaints, inquiries, positive feedback) related to the implementation of the Project.

Appeals or complaints can be both individual and collective. This mechanism will also allow for the filing and processing of anonymous complaints.

Communities and individuals who believe they are negatively impacted by a World Bank (WB) - supported project can also file complaints with the Grievance Redress Service of the World Bank. The Grievance Redress Service ensures that complaints received are dealt with in a timely manner in order to resolve project-related problems. Affected communities and individuals can file a complaint with the World Bank's Independent Inspection Panel, which determines whether harm has been caused or may result from the World Bank's failure to comply with its policies and procedures. Complaints can be filed at any time after concerns have been brought directly to the attention of the World Bank and Bank management has been given the opportunity to respond. For information on how to file a complaint with the World Bank's Grievance Redress Service, see <http://www.worldbank.org/en/projectsoperations/products-and-services/grievance-redress-service>. Information on how to file complaints with the World Bank Inspection Panel can be found at www.inspectionpanel.org.

Questions:

A. Zholdoshev - an employee of the rayon state administration suggested using spring water for drinking water supply in the design to reduce the cost of construction.

Khalov Sh. K. - proposals for the use of spring water for drinking water supply will be considered in the detailed design.

Masadykov Zh. - the head of the Alga AO, what documents must be provided for the implementation of water supply systems.

Khalov Sh. K. - You must prepare the ITU yourself and submit it to the Department of Drinking Water Supply and Wastewater Disposal for use in the development of the design and estimate documentation of the object.

A. Asamidinov - offered to provide ready-made projects for drinking water supply to the DDWSWD for inclusion in the list of priority villages.

Khalov Sh. K. - The rehabilitation of water supply systems will begin only in those villages that have ready-made APU ITU and design estimates.

Ismailov O. - the head of Boz AO - asked to consider the possibility of carrying drinking water from the river through a pumping station to Boz AO.

Khalov Sh.K. -

Shakirov K.A. - outlined the main points on the upcoming work of the Nurgaziev Canal and water supply systems in the villages of the Kadamzhai region. I asked all interested parties, in particular the management of WUA /RPADWC/ AO and other stakeholders to take an active part in the preparation of the feasibility study and ITU.

In conclusion, all those present supported the implementation of this **project**.

Chairman

U. Torogeldiev

DDWSWD Deputy Director

Sh. Halov

Environmental specialist

T. Neronova

Social Issues Specialist

S. Orozalieva

Minutes of public hearings on informing stakeholders and the public about the WSfCRP, about the social and environmental standards of the World Bank applicable to the project

Rehabilitation of irrigation infrastructure in the Karadarya-Syrdarya-Amudarya river basin

Batken city

9 December 2021 г.

Attended by:

Halov Sh. K. - Deputy Director of the Department of Drinking Water Supply and Wastewater Disposal;

Neronova T.I. - PIU WB WRSA Environmental specialist;

Orozalieva S. M. - PIU WB WRSA public affair and social specialist.

_____ people took part in the public hearings: representatives of rayon administrations, the public and other interested participants (the list is attached). _____ women took part in the hearing.

Chairman of meeting

Halov Sh. K. – made information about the project, in which he spoke about the components of the project and the proposed work. The project aims to improve water management at the basin level and has four components. Component 1: Investments in infrastructure facilities and quality improvement of services to ensure water security. It consists of 2 sub-components: sub-component 1.1. Drinking water supply and sanitation services and subcomponent 1.2: Irrigation and drainage services. Sub-component 1.1 will be implemented with the support of the DDWSWD in the Issyk-Kul-Tarim river basin, and component 1.2. in Karadarya-Syrdarya-Amudarya. This public hearing focuses on component 1.2. Irrigation and drainage services.

T.I. Neronova - PIU WB WRSA environmental protection consultant told the participants of the public hearings about the requirements of the environmental legislation of the Kyrgyz Republic and the World Bank's policy on environmental protection during the implementation of the project.

The objective of an environmental assessment is to identify the significant environmental impacts of a proposed project (positive and negative), and identify appropriate preventive and mitigation measures to prevent, minimize or eliminate any expected irreversible impact.

The proposed project is adaptation to climate change. The project will have a positive impact on the environment, improve the population's access to piped drinking water and sanitation. The environmental assessment identified many positive project impacts. Namely, this project aims to reduce water losses in irrigation systems, supply clean drinking water to residents' homes, improve water management, increase agricultural productivity and improve soil fertility.

However, during construction work, there may be some potential negative environmental impacts in the project areas, which need to be paid attention to, preventive actions taken and appropriate mitigation measures taken during planning, development, construction, operation and maintenance. The potential negative impacts are relatively minor, and the positive economic, social and environmental benefits far outweigh them in environmental assessments. A discussion of these impacts is provided below.

The main impact that can be provided as a result of construction works:

- 17) Soil contamination at the construction site
- 18) Contamination of groundwater at the construction site
- 19) Deterioration of the landscape, destruction of the natural habitat of the animal world, change in the local drainage network
- 20) Air pollution and worker / public exposure from traffic and heavy equipment

To prevent or mitigate the negative impact of construction, an ESMP is drawn up for each rehabilitation facility. It includes a mitigation and monitoring plan for both the construction phase and the operation and maintenance (O&M) phase.

All risks of the construction phase are easily controlled and eliminated. They can be minimized with proper design of mitigation measures and control of the Contractor during the execution of the work.

From the risks of the O&M phase, the risk of deterioration of the landscape and destruction of the natural habitat of the animal world during the cleaning of earthen canals and drains is obvious and easily controllable. The risks of contamination of surface and groundwater with agrochemicals due to excessive use of pesticides and mineral fertilizers, soil erosion associated with the existing practice of agricultural production, an increase in groundwater levels in the zone of their shallow occurrence due to excessive irrigation and, as a result, soil salinization, require special monitoring. In addition, compliance with the sanitary protection zones of drinking water supply systems and organized wastewater treatment will be required. The need for mitigating measures at the O&M stage is determined precisely in the process of environmental monitoring.

Orozalieva S.M. - PIU WB WRSA Social Specialist told the participants of public hearings about the main social risks of the project, in terms of land acquisition and involuntary resettlement, necessary in connection with (a) new construction and / or rehabilitation of water supply and sewerage infrastructure and (b) rehabilitation and modernization of irrigation infrastructure, about the problems of accessibility and fairness water tariffs (including connection costs), water permits and irrigation service charges, especially for low-income and vulnerable groups and other risks.

She spoke in detail about the Environmental and Social Standards of the World Bank applicable to the project, in particular, dwelled on the ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, and ESS10: Stakeholder Engagement and Information Disclosure.

Thus, ESS 5 is considered appropriate because of the potential investments under Component 1, which may require some temporary and / or permanent physical and economic displacement or cause changes in land use or access to land in certain activity areas. For example, they may include sanitation, water supplies, irrigation and drainage systems, and other transformative investments in improving the livelihoods of beneficiaries in the field, agriculture, and the supply of drinking water services. However, the nature and extent of the interventions and their consequences are currently unknown and they will become more understandable when choosing an investment activity. To implement the above impacts, the project has developed a Framework Document on the Fundamentals of Resettlement Policy and is disclosed on the websites of the NWRMP-AF, WRSA and Gosstroy project. In the event that projects and investments for sub-projects are identified, Resettlement Action Plans will be prepared by assessment.

In accordance with the requirements of the ESS10 of the World Bank, the Project will introduce and apply the Grievance Mechanism (GM) for subcomponent 1.1. "Drinking water supply and sewerage services" and subcomponent 1.2. "Irrigation and Drainage Services" for Affected Persons. The GM is a process of obtaining prompt, objective information, evaluating, considering, resolving complaints (applications, proposals, complaints, inquiries, positive feedback) related to the implementation of the Project. Appeals or complaints can be both individual and collective. This mechanism will also allow for the filing and processing of anonymous complaints.

Communities and individuals who believe they are negatively impacted by a World Bank (WB) -supported project can also file complaints with the Grievance Redress Service of the World Bank. The Grievance Redress Service ensures that complaints received are dealt with in a timely manner in order to resolve project-related problems. Affected communities and individuals can file a complaint with the World Bank's Independent Inspection Panel, which determines whether harm has been caused or may result from the World Bank's failure to comply with its policies and procedures. Complaints can be filed at any time after concerns have been brought directly to the attention of the World Bank and Bank management has been given the opportunity to respond. For information on how to file a complaint with the World Bank's Grievance Redress Service, see <http://www.worldbank.org/en/projectsoperations/products-and->

services/grievance-redress-service. Information on how to file complaints with the World Bank Inspection Panel can be found at www.inspectionpanel.org.

Questions:

– Is there a plan for sewerage networks in Batken oblast?

Khalov Sh. K. - under this project in the Batken oblast, only drinking water supply systems are provided. Treatment facilities will be carried out in three villages of the Issyk-Kul oblast.

I ask you to pay special attention to the bid process, since recently many problems have arisen due to the tender, the selection of unqualified contractors, the installation of low-quality equipment that fail in the first years of operation.

Khalov Sh. K. - Bid procedures are held within the framework of the relevant laws of the Kyrgyz Republic, taking into account the requirements of the World Bank. The commission is created by order of the Department, the members of the commission can be from the employees of the Department, PIU, Ministry of Finance, Ministry of Economy and employees of local self-government and water utilities. Of course, from our side, we will do our best to hold bids openly and honestly, and those included in the bid committee from the local government must protect and defend the interests of the local population.

In conclusion, all those present supported the implementation of this project.

DDWSWD Deputy Director

Sh. Halov

Environmental specialist

T. Neronova

Social specialist

S. Orozalieva

Minutes of public hearings on informing stakeholders and the public about the WSfCRP, about the social and environmental standards of the World Bank applicable to the project Rehabilitation of irrigation infrastructure in the Karadarya-Syrdarya-Amudarya river basin

Isfana city

10 December 2021

Attended by:

_____ of Leilek rayon;

Halov Sh. K. - Deputy Director of the Department of Drinking Water Supply and Wastewater Disposal;

Neronova T.I. - PIU WB WRSA Environmental protection specialist;

Orozalieva S. M. - PIU WB WRSA public affair and social specialist.

_____ people took part in the public hearings: representatives of rayon administrations, the public and other interested participants (the list is attached). _____ women took part in the hearing.

Chairman of meeting

Halov Sh. K. – made information about the project, in which he spoke about the components of the project and the proposed work. The project aims to improve water management at the basin level and has four components. Component 1: Investments in infrastructure facilities and quality improvement of services to ensure water security. It consists of 2 sub-components: sub-component 1.1. Drinking water supply and sanitation services and subcomponent 1.2: Irrigation and drainage services. Sub-component 1.1 will be implemented with the support of the DDWSWD in the Issyk-Kul-Tarim river basin, and component 1.2. in Karadarya-Syrdarya-Amudarya. This public hearing focuses on component 1.2. Irrigation and drainage services.

T.I. Neronova - PIU WB WRSA environmental protection consultant told the participants of the public hearings about the requirements of the environmental legislation of the Kyrgyz Republic and the World Bank's policy on environmental protection during the implementation of the project.

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The main impact that can be provided as a result of construction works:

- 21) Soil contamination at the construction site
- 22) Contamination of groundwater at the construction site
- 23) Deterioration of the landscape, destruction of the natural habitat of the animal world, change in the local drainage network
- 24) Air pollution and worker / public exposure from traffic and heavy equipment

To prevent or mitigate the negative impact of construction, an ESMP is drawn up for each rehabilitation facility. It includes a mitigation and monitoring plan for both the construction phase and the operation and maintenance (O&M) phase.

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Orozaliev S.M. - PIU WB WRSA Social Specialist told the participants of public hearings about the main social risks of the project, in terms of land acquisition and involuntary resettlement, necessary in connection with (a) new construction and / or rehabilitation of water supply and sewerage infrastructure and (b) rehabilitation and modernization of irrigation infrastructure, about the problems of accessibility and fairness water tariffs (including connection costs), water permits and irrigation service charges, especially for low-income and vulnerable groups and other risks.

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with the World Bank's Grievance Redress Service, see <http://www.worldbank.org/en/projectsoperations/products-and-services/grievance-redress-service>. Information on how to file complaints with the World Bank Inspection Panel can be found at www.inspectionpanel.org.

Questions:

Jalilov A. . – The representative of the Kulundinsky AO expressed gratitude to the management of the DDWSWS and the staff of the PIU WB WRSA project in organizing the hearings and informing the population about the project and the benefits they can get from the project. I was sincerely glad for the inclusion of his village in the list of villages that will undergo rehabilitation.

R. Kamalova - deputy of the local kenesh of the village K. Sabyrova expressed gratitude on her behalf and on behalf of the local population of the village K. Sabyrova, whose interests she represents at this hearing for including her village in the list of priority villages of the project. She also asked that special attention be paid to the bid process so that only the relevant companies are selected that will carry out the installation of water supply systems.

Ismailov S. - I ask you to take control of the commissioned objects.

Khalov Sh.K. -

Control during the implementation of projects is carried out by technical supervisions (or companies) appointed by the PIU (project implementation units), by the designers (as designer supervision) and, of course, appointed by the local government in the person of ayil okmotu and water suppliers. After the completion of construction work, the project is transferred under the act of the state commission for further operation to the balance of ayil okmotu.

B. Tashbaev, representative of Bulak-Bashy AO - we have an acute problem of salinization of drinking water in our village, in connection with which I ask you to include our village in the priority list of villages and solve the problem of salinization.

Khalov Sh. K. - proposals for the use of spring water for drinking water supply will be considered in the detailed design.

K. Baltaev, representative of Toguz-Bulak AO - how will the bid be held?

Khalov Sh. K. -Bidding procedures are held within the framework of the relevant laws of the Kyrgyz Republic, taking into account the requirements of the World Bank. The commission is created by order of the Department, the members of the commission can be from the employees of the Department, PIU, Ministry of Finance, Ministry of Economy and employees of local self-government and water canals. Of course, from our side, we will do our best to hold bids openly and honestly, and those included in the tender commission from the local government must protect and defend the interests of the local population.

Borubaev S. - Chairman of the Katran Aiyl Kenesh, expressed gratitude to the organizer of the public hearing on behalf of all participants in the hearing, noted the interest of all participants in the project and expressed readiness to provide comprehensive support at the level of the AO.

In conclusion, all those present supported the implementation of this project.

DDWSWD Deputy Director
Environmental specialist
Social specialist

Sh. Halov
T. Neronova
S. Orozalieva

**Minutes of the
public hearings to inform stakeholders and the public about the "Water security for
climate resilience project", about the social and environmental standards of the World
Bank applicable to the project**

Kadzhi-Sai village

«13» December 2021

Date: 13 December 2021

Venue: 13:00 – 15:00

Venue: building of Kadzhi-Sai ayil okmotu
(Issyk-Kul region, Tonsky district, Kadzhi-Sai village, Zhunushova st., No. 1.)

Presiding - Baigazieva Ch.B.

Head of Kazhy-Sai ayil okmotu

Secretary - A. Zhyrgalova

Statistic-economist of Kazhy-Sai ayil okmotu

Attendees:	
Toktoshev A.S.	Advisor to the Director of the State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic
Zheentaev P.J.	Chief specialist of the DDWSSD on Issyk-Kul region
Zhusupbek uulu Zh.	Deputy of Kazhy-Sai Ayyl Kenesh

Residents of the Kadzhy-Sai village: a list of residents of the Kadzhi-Sai village who took part in the public hearing is attached.

Agenda of the hearings: Discussion of framework documents prepared by the State Agency for Water Resources (GAVR) under the Ministry of Agriculture of the Kyrgyz Republic in conjunction with the Department of Drinking Water Supply and Sewerage Development (DDWSSD) under the State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic for the project Water Security for Climate Resilience, funded by the International Development Association and administered by the World Bank.

The following framework documents have been prepared:

- Stakeholder Engagement Plan;
- Framework document "Fundamentals of Environmental and Social Management";
- The Resettlement Policy Framework Document.

№	Topic of speeches	Speaker / presenter
1	<i>Greetings speech</i>	Monoldorov S.Sh. Head of Kun-Chygysh ayil okmoty
2	Information about the Water Security for Climate Resilience Project funded by the International Development Association and administered by the World Bank.	Toktoshev sh A.S Advisor to the Director of the State Agency for Architecture, Construction, Housing and Cmmunal Services under the Cabinet of Ministers of the Kyrgyz Republic
3	Presentation Of the Framework Document "Fundamentals of Environmental and Social Management" of the World Bank Environmental and Social Standards.	DDWSSD Specialist
4	Presentation World Bank standard ESA10: Stakeholder Engagement and Disclosure	DDWSSD Specialist
5	Presentation World Bank standard ESS5: Land Acquisition, Land Use Restrictions and Involuntary Resettlement.	DDWSSD Specialist
6	Questions-Answers	Toktoshev sh A.S Advisor to the Director of the State Agency for Architecture, Construction, Housing and Cmmunal Services under the Cabinet of Ministers of the Kyrgyz Republic. DDWSSD Specialist

After the conclusion of the public discussion, the participants thanked the organizers for providing clarifications and holding a public hearing.

Based on the results of the discussion and the raised issues, it was decided that the prepared framework documents by GAVR together with the DDWSSD for the project "Ensuring water security for increasing resilience to climate change", funded by the International Development Association and administered by the World Bank, were taken into account.

Presiding
Secretary

Baigazieva Ch.B.
A. Zhyrgalova

**Minutes of the
public hearings to inform stakeholders and the public about the "Water security for
climate resilience project", about the social and environmental standards of the World
Bank applicable to the project**

~~Bokonbaeva~~ village

«13» December 2021

Date: 13 December 2021

Venue: 11:00 – 13:00

Venue: building of ~~Kun-Chygysh ayil okmotu~~
(Issyk-Kul region, Tonsky district, ~~Bokonbaeva~~ village, ~~Bazarov st.~~ No. 51.)

Presiding - ~~Monoldorov S. Sh.~~
Secretary - ~~G.K. Shakirova~~

Head of ~~Kun-Chygysh ayil okmotu~~
Executive secretary of the ~~Kun-Chygysh
ayil okmotu~~

Attendees:	
Toktoshev A.S.	Advisor to the Director of the State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic
Zheentaev P. Zh.	Chief specialist of the DDWSSD on Issyk-Kul region
Osmonov M. Sh.	Deputy of Kun-Chygysh ayil okmotu

Residents of the ~~Bokonbaeva~~ village: a list of residents of the ~~Bokonbaeva~~ village who took part in the public hearing is attached.

Agenda of the hearings: Discussion of framework documents prepared by the State Agency for Water Resources (GAVR) under the Ministry of Agriculture of the Kyrgyz Republic in conjunction with the Department of Drinking Water Supply and Sewerage Development (DDWSSD) under the State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic for the project Water Security for Climate Resilience, funded by the International Development Association and administered by the World Bank.

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4	Presentation World Bank standard ESA10: Stakeholder Engagement and Disclosure	DDWSSD Specialist
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After the conclusion of the public discussion, the participants thanked the organizers for providing clarifications and holding a public hearing.

Based on the results of the discussion and the raised issues, it was decided that the prepared framework documents by GAVR together with the DDWSSD for the project "Ensuring water security for increasing resilience to climate change", funded by the International Development Association and administered by the World Bank, were taken into account.

Presiding - Monoldorov S.Sh.
Secretary - G.K. Shakirova

Head of Kun-Chygysh ayil okmotu
Executive secretary of the Kun-Chygysh ayil okmotu

**Minutes of the
public hearings to inform stakeholders and the public about the "Water security for
climate resilience project", about the social and environmental standards of the World
Bank applicable to the project**

Kyzyl suu village

«14» December 2021

Date: 14 December 2021

Venue: 11:00 – 13:00

Venue: building of Kyzyl-Suu ayil okmotu
(Issyk-Kul region, Jety-Oguz district, Kyzyl-Suu village, Manas str. No. 194.)

Presiding - Kydyev Zh. A.
Secretary - R. Orozobaeva

Acting Head of the Kyzyl-Suu a / o
Clerk of ayil okmotu

Attendees:	
<u>Toktoshev A.S.</u>	Advisor to the Director of the State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic
	Chief specialist of the DDWSSD on Issyk-Kul region
<u>Tokosheva Kamzada</u>	Deputy of Kyzyl-Suu <u>Aiyl Kenesh</u>
<u>Imanaliyev R.S.</u>	Deputy of Kyzyl-Suu <u>Aiyl Kenesh</u>
<u>Asanaliyev Zh. A.</u>	Deputy of Kyzyl-Suu <u>Aiyl Kenesh</u>

Residents of the Kyzyl-Suu village: a list of residents of the Kyzyl-Suu village who took part in the public hearing is attached.

Agenda of the hearings: Discussion of framework documents prepared by the State Agency for Water Resources (GAVR) under the Ministry of Agriculture of the Kyrgyz Republic in conjunction with the Department of Drinking Water Supply and Sewerage Development (DDWSSD) under the State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic for the project Water Security for Climate Resilience, funded by the International Development Association and administered by the World Bank.

The following framework documents have been prepared:

- Stakeholder Engagement Plan;
- Framework document "Fundamentals of Environmental and Social Management";
- The Resettlement Policy Framework Document.

№	Topic of speeches	Speaker / presenter
1	<i>Greetings speech</i>	Kydyey Zh.A. Heads of Kyzyl-Suu ayil okmotu.
2	Information about the Water Security for Climate Resilience Project funded by the International Development Association and administered by the World Bank.	Toktoshey A.S Advisor to the Director of the State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic
3	Presentation Of the Framework Document "Fundamentals of Environmental and Social Management" of the World Bank Environmental and Social Standards.	DDWSSD Specialist
4	Presentation World Bank standard ESA10: Stakeholder Engagement and Disclosure	DDWSSD Specialist
5	Presentation World Bank standard ESS5: Land Acquisition, Land Use Restrictions and Involuntary Resettlement.	DDWSSD Specialist
6	Questions-Answers	Toktoshey A.S Advisor to the Director of the State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic. DDWSSD Specialist

After the conclusion of the public discussion, the participants thanked the organizers for providing clarifications and holding a public hearing.

Based on the results of the discussion and the raised issues, it was decided that the prepared framework documents by GAVR together with the DDWSSD for the project "Ensuring water security for increasing resilience to climate change", funded by the International Development Association and administered by the World Bank, were taken into account.

Presiding - Kydyey Zh.A.

Acting Head of the Kyzyl-Suu

Secretary - R. Orozobaeva

Clerk of ayil okmotu