

Social Due Diligence Report

CLIMATE RESILIENT WATER SERVICES PROJECT

Subproject:

Modernization of irrigation and drainage system of the river “Kara-Unkur-Sai”

Main canal “Levaya Vetka/Left Branch”

Off-farm canal “Jany-Jogorku-Akman”

Employer:

Project Implementation Unit of the Water Resources Service under the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic

Consultant:

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CONTENT

CONTENT	2
LIST OF IMAGES	3
LIST OF TABLES	3
ACRONYMS	4
1. INTRODUCTION.....	5
2. PROJECT OBJECTIVE	5
3. OVERVIEW OF THE SUBPROJECT.....	5
3.1. Location of subproject	5
3.2. Information related to Water Users Associations (WUA)	6
3.3. Technical conditions of MC “Levaya Vetka”	7
3.4. Technical conditions of c-l «Jany-Jogorku-Akman».....	8
4. DESCRIPTION OF ACTIVITIES UNDER SUBPROJECT.....	8
4.1. Head water intake structure (HWS)	8
4.2. Single chamber settling tank	8
4.3. Main canal (MC) “Levaya Vetka”	8
4.4. Gaging stations and water outlets.....	9
4.5. Pedestrian bridges	9
4.6. Bridge crossing	9
4.7. Off-farm c-l «Jany-Jogorku-Akman»	10
4.8. Allocation of lands for canals modernization	10
5. PURPOSE, SCOPE AND METHODS OF SOCIAL DUE DILIGENCE.....	10
6. MITIGATION MEASURES	11
7. KEY RESULTS OF SOCIAL DUE DILIGENCE	13
8. MITIGATION MEASURES	13
9. STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE	15
10. PUBLIC CONSULTATION AND DISCLOSURE OF INFORMATION	18
11. GRIEVANCE MECHANISM	19
12. INSTITUTIONAL MECHANISMS	23
13. MONITORING AND REPORTING.....	25
13.1. Internal monitoring	25
13.2. Monitoring indicators	25
13.3. External monitoring	25
13.4. Reporting.....	25
14. CONCLUSIONS AND PROPOSITIONS	26
ANNEXES	27

ANNEX 1. SOCIAL SCREENING CHECKLIST	27
ANNEX 2. IMAGES	31
ANNEX 3. Minutes of Public Hearings meeting	32
ANNEX 4. GM INFORMATION board	33
ANNEX 5. THE REGISTRATION FORM OF COMPLAINTS AND APPEALS	34
ANNEX 6. CODE OF CONDUCT	35

LIST OF IMAGES

Image 1. Layout of MC «Levaya Vetka»and c-l «Jany-Jogorku-Akman».....	7
Image 2. Buildings near MC «Levaya Vetka»from PK39+00 to PK50+00.....	11
Image 3. Buildings near MC «Levaya Vetka»from PK92+00 до PK120+00.	12
Image 4. Meetings with stakeholders	17
Image 5. Grievance Process Flowchart.	21

LIST OF TABLES

Table 1. General information about WUA.	6
Table 2. WUA members.	6
Table 3. Allocation of land for canal modernization.....	10
Table 4. Possible impacts on the social environment.	13
Table 5. Summary of meetings and consultations held related to implementing and preparation of the Subproject	16
Table 6. Grievances Matrix	21

ACRONYMS

AO	Aiyl okmotu
CAP	Corrective Action Plan
CMD	Control and measuring devices
DSC	Design and Supervision Consultant
ESMF	Environmental and Social Management Framework Document
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
FM	Feedback mechanism
FS	Feasibility Studies
GM	Grievance Mechanism
HH	Household
HWS	Head Water (intake) structure
IDS	Irrigation and Drainage System
KGS	Kyrgyz som
KR	Kyrgyz Republic
LGA	Local government authority
LSG	Local self-government
MC	Main canal
MIDS	Modernization of irrigation and drainage system
PC	Public consultations
PIU	Project Implementation Unit
RP	Resettlement Plan
RWMU	Rayon Water Management Unit
SDDR	Social Due Diligence Report
SE	Social environment
SEP	Stakeholders Engagement Plan
USD	Dollar USA
WB	World Bank
WRS	Water Resources Service under the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic

1. INTRODUCTION

1. The Climate Resilient Water Services Project (CREWSP) for the Kyrgyz Republic is funded by the International Development Association (IDA) and administered by the World Bank
2. An Environmental and Social Management Framework (ESMF) has been prepared and approved by the World Bank in 2022. The purpose of ESMF is to identify the expected environmental and social risks and impacts under the Project, and to provide a system for monitoring and managing such impacts during Project implementation.
3. The Project may cause some environmental and social impacts and risks that may arise as a result of implementation of the CRWSP subprojects, in the World Bank's environmental and social risk qualification system is classified as the Project with significant risk.

2. PROJECT OBJECTIVE

4. The objective of the Project implementation is to: (i) improve access to water supply services in the selected basins and (ii) strengthen institutional capacity for climate-resilient water delivery and management services at the local and national levels.
5. The Project aims to improve, within the selected river basins, the coverage, quality and efficiency of water delivery, sanitation and irrigation services, and to strengthen the capacity to improve integrated water resources management and the capacity of relevant service providers in selected basins. At the nationwide level, the Project will enhance institutional capacity for comprehensive water supply and management service delivery.
6. Subproject institutional arrangements are aimed at specific measures to strengthen activities to control environmental and social impacts of the subproject, and ensure compliance with the relevant legislation and World Bank standards.
7. The objective of the social assessment is to identify significant impacts of the Project on the social environment and to determine appropriate preventive and mitigation measures to avoid, minimize or eliminate any anticipated irreversible impacts.
8. Project implementation and impacts will be localized and time-limited. Thus, the preventive measures will mitigate both social and environmental impacts under the Project.
9. This Social Due Diligence Report has been prepared based on the Detailed Design. The SDDR is subject to approval by the PIU and WB, prior to commencement of (re)construction works.

3. OVERVIEW OF THE SUBPROJECT

3.1. Location of subproject

10. The Irrigation of arable lands under the river system (r/s) “Kara-Unkur-Sai” is performed using the head water intake structure (HWS) on the r. “Kara-Unkur-Sai” and two main canals: Pravaya and Levaya Vetka. The Project is planned the modernization of “Levaya Vetka” canal and its infrastructure.
11. The r. “Kara-Unkur” is snow and glacier origin. The irrigation system of MC «Levaya Vetka»(r/s “Kara-Unkur-Sai”) is located in Bazar-Korgon rayon, Jalal-Abad oblast, and is one of the priority irrigation systems
12. Bazar-Korgon rayon was formed in 1939 and is located northwest of the regional center c. Jalal-Abad an altitude -1200 meters above sea level (masl). In the south it borders with Uzbekistan, in the west with Nooken rayon, in the north with Toktogul rayon, in the northeast with Toguz-Toro rayon, and in the southeast with Suzak rayon. The permanent population, according to the year's census - 180.2 thousand people. The administrative center is the c. Bazar-Korgon. There are eight ayil aymaks (village rayons) within Bazar-Korgon rayon.

13. Jalal-Abad oblast is located in the southwest of the KR, in the south and southwest it borders with the Republic of Uzbekistan, in the north with Talas oblast, in the east with Naryn oblast, in the southeast with Osh oblast. The total area of the region - 33.7 thousand km². The total population of rayon, as of January 1, 2024, - 197,350 people.

14. Under the irrigation system «Levaya Vetka» there is the Bazar-Korgon reservoir with full capacity - 22.5 million m³, available capacity - 20.0 million m³ and inactive volume - 2.5 million m³. The reservoir is filled through a feeder canal, which is lateral from the cross-regulator on PK 104+83 of «Levaya Vetka». From the reservoir, water is delivered through the discharge canal into c-l «Levaya Vetka» on PK 142+74.

15. The common problems include faulty concrete canal linings, removed and inoperative control cross-regulators/gates, and sedimented canals, which affected the irrigation systems unable to deliver sufficient water volumes during peak demand periods, resulting in reduced crop yields.

16. The Irrigation water losses caused by water filtration, due to unlined irrigation canals, can also cause water shortages on the one hand, and drainage problems on the other. In addition, high water levels contribute to the salinization of lands by groundwater

17. In order to prevent these losses, the concrete lining of main canals is necessary. In this regard, the reworking of concrete lining of canals is planned. The specifics of concrete lining will be defined in the design criteria.

3.2. Information related to Water Users Associations (WUA)

18. IDS “«Levaya Vetka»” covers 6 WUAs located in Bazar-Korgon rayon.

19. The 6 WUAs under IDS “«Levaya Vetka»” are supported by the Jalal-Abad regional WUA office (5 staff, 100% men) and the subordinate Bazar-Korgon rayon WUA office (1 staff, male).

Table 1. General information about WUA.

WUAs	WUA members			Irrigated area, ha	Number of zones
	Total	Men	Women		
Karacha-Suu	2	2	0	343	3
Tamchy-Bulak	8	7	1	1 209	4
Murap	8	8	0	1 293	5
Obi-Khaet	7	5	2	1 308	11
Kashka-Suu	7	7	0	1 642	10
Myrza-Suu	14	14	0	2 430	12
Total	46	43	3	8 225	

Table 2. WUA members.

WUAs	Individual farmers			Farming entities
	Total	Men	Women	
Karacha-Suu	322	267	55	2
Tamchy-Bulak	1054	987	67	3
Kashka-Suu	1543	1243	300	3
Murap	1407	1054	353	2
Obi-Khaet	978	578	400	5
Myrza-Suu	1467	1338	129	0
Total	6771	5467	1304	15

3.3. Technical conditions of MC “Levaya Vetka”

20. The c-l “Levaya Vetk” was built in 1954 and delivers the irrigation water on - 8,225 hectares of Bazar-Korgon rayon lands, owned by 6 WUAs.

21. MC “Levaya Vetka” is the lateral from HWS of the r. “Kara-Unkur-Sai”, which has two outlets: into the right-bank and left-bank canals. The head structure, rehabilitated in 2021-22, is in satisfactory condition. The left-bank canal – “Levaya Vetka”, was built in 1954, length - 15.78 km, including 5.19 km - earth bed, 7.51 km - concrete lined, 2.18 km - Reno mattresses, 0.9 km - stone lined.

22. The design capacity of water intake into “Levaya Vetka” on the r. “Kara-Unkur-Sai” -18 m³/s, according to the canal passport. The design capacity of “Levaya Vetka”- 18 m³/s, and according to the Bazar-Korgon rayon water management unit (RWMU) - 13-15 m³/s.

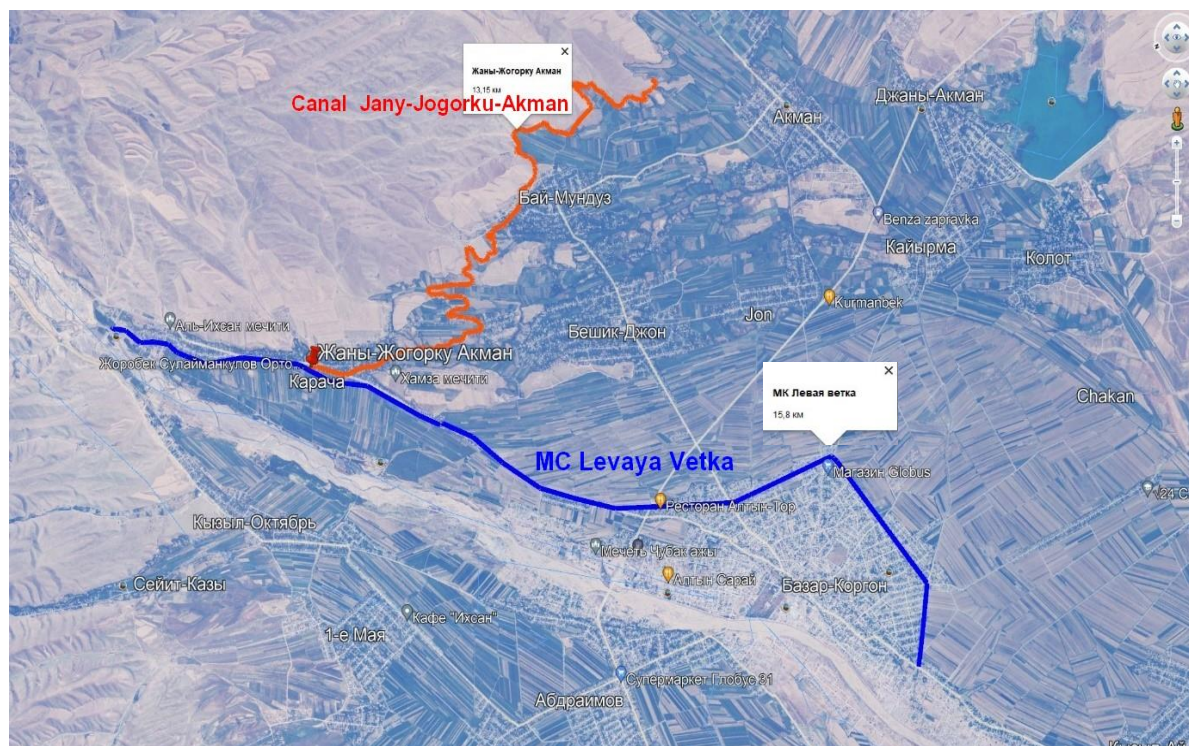
23. The canal has trapezoidal cross-section, with the exception of the 500 m at the end section, where the canal has rectangular cross-section. In many areas, the canal is designed with a steep slope, so the water velocity in it is high, which affecting to the rapid destruction of canal. The existing destruction of canal concrete lining has worsened its hydraulic specifics, increased water losses, which is the main reason for the decrease in throughput.

24. The canal runs between the populated areas and irrigated fields. In this regard, there are numerous pedestrian bridges, especially at the end, where the canal route directly adjoins residential buildings of the settlement, as well as the Pakhtaabad-Bazar-Korgon highway. At PK 86+00, the canal crosses the Bishkek-Osh highway.

25. The HTS are represented by: gauging stations -3 units, water outlets - 24 units, bridges - 19 units, pedestrian bridges - 24 units, aqueducts - 2 units, pipes on canal - 4 units, cross-regulators - 8 units.

26. The main hydraulic structures on canal are the cross-regulators with outlets into the canals: «Jany-Jogorku-Akman» on PK 27+00, “Beshikjan” on PK 55+00, “Akman and Babur” on PK 117+00, as well as into the feeder canal of “Bazar-Korgon” reservoir.

Image 1. Layout of MC “Levaya Vetka” and c-l “Jany-Jogorku-Akman”



3.4. Technical conditions of c-l «Jany-Jogorku-Akman»

27. The c-l "Jany-Jogorku-Akman" is a second-order canal built in 1955. The canal takes water from c-l "Levaya Vetka" on PK32+75, total length - 23.23 km, and administered by Bazar-Korgon RWMU. The canal is earth bed, it is wandering with small slopes. The suspended irrigated area - 1842 hectares. The canal delivers the irrigation water to irrigated lands of WUA Kashka-Suu, of the Akman and Tamchi-Bulak-Beshik-Zhonsky rural administrations. The throughput of canal - 5.0 m³/s. The canal route crosses many mudflow ravines and, in addition to irrigation, serves to collect and drain storm water. According to information from Bazar-Korgon RWMU, the flow rate of canal at the end reaches - 10 m³/s.

28. There are 15 pipe water outlets to the right side on canal. The gates on water outlets are faulty, the gauging stations are in unsatisfactory condition or absent.

29. The canal is silted up, the edges of canal are overgrown with reeds in the summer, there are significant water losses. There are 23 laterals on the canal in earth bed and delivering water to WUAs "Karacha-Suu", "Tamchi-Bulak", "Kashka-Suu".

4. DESCRIPTION OF ACTIVITIES UNDER SUBPROJECT

4.1. Head water intake structure (HWS)

30. The main water intake dam-type structure on the r. "Kara-Unkur-Sai" of the southern Kyrgyz type, with two-way water intake into the right-bank and left-bank canals, is located in Bazar-Korgon rayon, Jalal-Abad oblast, 530 km off Bishkek, 40 km from the c. Jalal-Abad and 10 km from the v. Bazar-Korgon, the district center. Absolute marks of the Project - 820 - 810 m above sea level(masl).

31. HWS was built in 1954. The total water intake, according to the canal passport- 34 m³/s. In 2000 and 2013, the World Bank funded the rehabilitation works had been performed on HWS. In 2000, drop structures were built on the river outlet to prevent erosion of the lower reaches, and in 2013-2014 they were repaired. Rehabilitation works do not required.

4.2. Single chamber settling tank

32. Initially, c-l «Levaya Vetka» was built without a settling tank. In accordance with the protocol of 11.10.2008, under the Project "Water Resources Management Improvement" considered the possibility of constructing a settling tank at the head of «Levaya Vetka» Canal, since the volume of annual mechanical cleaning of off-farm canals is up to 35 thousand m³.

33. The settling tank with hydromechanical wash-off the sediments is located in the exclusion zone of c-l «Levaya Vetka», to the right of the existing feeder canal. The settling tank is single-chamber trapezoidal in cross-section, with a loamy layer and total length - 163 m, including the length settling chamber - 120 m.

34. Currently, the sediments are washed-off into the r. "Kara-Unkur-Sai", before the second drop-structure into the lower reaches of HWS. Sediments are deposited in the settling tank. At present, the settling tank is filled with sediment. It is necessary to perform mechanical cleaning in the volume of 2500 m³.

35. The Mechanical cleaning is performed by own resources and its cost is relatively low and amounts to 525 thousand KGS, or about 15 thousand USD.

4.3. Main canal (MC) "Levaya Vetka"

36. The canal in trapezoidal cross-section, with the exception of the end section at length - 500 m, where canal has a rectangular cross-section.

37. The existing destruction of concrete lining has worsened its hydraulic specifics, increased water losses, which is the main reason for the decrease in throughput.

38. All water outlets ensure the required water flow with a minimum flow in canal. All pipe water outlets equipped with bottom shutter-gates.

39. The subproject planned the following:

- Dismantling of existing concrete and gabion lining;
- Mechanical cleaning of canals sections;
- Concrete lining of 16.3 km;
- Cleaning, repair or reconstruction of mudflow structures passing above and below the canals, designed to pass storm and solid runoff;
- Repair, replacement or construction of control structures on canal;
- Construction of water outlets;
- Construction of bridge crossings;
- Repair or construction of hydroposts with the installation of control and measuring devices (CMD)

4.4. Gaging stations and water outlets

40. The WUA activity assessment reports highlight the problem with water metering.
41. Currently, the canal and laterals are not sufficiently equipped with gauging stations (GS). New GS needed to be built according to the deficiency report received from Bazar-Korgon RWMU.
42. The modernization includes equipping GS with CMD for automated data collection on flow rates on the main canal and secondary canals. The modernization will automate the process control system for water intake, water distribution and water metering on canal system «Levaya Vetka».
43. All new GSs will be equipped with the ultrasonic level meter with cellular communication channel. The metering is designed for remote contact-free measurement of water levels on irrigation and drainage facilities, and transmission of measured values to a remote user via a cellular communication channel. The metering is used in automated control systems for technological processes of water intake, water distribution and water metering at irrigation and drainage facilities/structures. The selected equipment has proven reliability, and has been successfully used in other irrigation systems in the Kyrgyz Republic. The monitoring equipment is protected inside a concrete well to prevent vandalism.
44. The metering provides the possibility of autonomous operation in the recording and storage mode of measured values with a specified data transmission interval.
45. The Project is planned the construction of 8 type-I GSs on canal laterals with a flow rate of up to 0.3 m³/s, and 11 type-II hydroposts on canal laterals with a flow rate of up to 0.5 m³/s.
46. Hydroposts will also be built on canals “Katta-Tegirmen (PK74+00, Q=1.5 m³/s) and Podvodyashchiy (PK107+50, Q=6.0 m³/s)”. On c-l “«Levaya Vetka»”, the HS is installed behind the retaining structure on PK32+75.

4.5. Pedestrian bridges

47. There are pedestrian bridges of different types, different designs and different construction times on canal.
48. There are new bridges that have sufficient clearance for water to pass under the bridge and that are built in accordance with the required norms and regulations, and safety engineering.
49. The (re)construction of canal is planned to construct new pedestrian bridges of 2 types: type 1-16m, type 2-12m.

4.6. Bridge crossing

50. There are 18 bridge crossings on c-l «Levaya Vetka». Two of them are trapezoidal type with the intermediate support, the remaining 16 are rectangular box-type. The width of all bridges driveways -8 m. Three bridges asphalted. All bridges are newly built. The canal's bed under the bridge maintains the canal slope. All bridges are designed to pass the maximum flow of the canal.
51. The bridges are constructed from PM and PMK bridge slabs of various lengths

4.7. Off-farm c-l «Jany-Jogorku-Akman»

52. Since the bed of existing canal is very winding, the Projected waterway of canal is straightened as much as possible. The hydraulic elements on canal are calculated for two cases: for a mudflow protection canal and for an irrigation canal.

53. The modernization of canal includes the following:

- Concrete lining with HTS up to PK131+50;
- Alongside the canal, the 5 m maintenance road is provided on the right and 3 m wide shelf on the left;
- Installation of water outlets with CMD;
- Construction of GSs;
- Construction of spillway.

54. Alongside the canal, a 5 m wide operational passage is provided on the right and a 3 m wide shelf on the left.

55. On canal, there are 15 pipe water outlets to the right. The location and flow rates of water outlets were obtained from Bazar-Korgon RWMU. All water outlets are designed for the required throughput at normal and minimum water flow. On three water outlets - PK29+05, PK74+50 and PK126+85, the pipe must be buried 0.2 m subsurface. All laterals from the canal behind the water outlets will be equipped with GSs with CMD. At PK0+30 of c-l «Jany-Jogorku-Akman», a water outlet with CMD is also installed.

56. On PK79+06 - PK80+11.6, the canal passes through a section of concentrated terrain decline; the spillways must be constructed, and is designed with a trapezoidal cross-section, a bottom width - 1.2 m, a construction height - 1.2 m, made of monolithic reinforced concrete grade B 22.5.

4.8. Allocation of lands for canals modernization

57. The detailed draft is planned the temporary and permanent land allocation for modernization of canals. The parameters of permanent land allocation correspond to the design specifics of the canals and structures, including the canal embankments and maintenance roads. The parameters of temporary land allocation are defined for the period of (re)construction works. This is necessary for the excavation works, placement of (re)construction equipment, and arrangement of temporary storage sites/locations for materials.

Table 3. Allocation of land for canal modernization

Canal	Permanent land allocation from the axis of structure, m		Temporary land allocation from the axis of structure, m	
	Left	Right	Left	Right
MC «Levaya Vetka»	12-14	9-11	15	15
C-l «Jany-Jogorku-Akman»	11	11	11	11

5. PURPOSE, SCOPE AND METHODS OF SOCIAL DUE DILIGENCE

58. The main objective of this Social Due Diligence Report (SDDR) is to ensure that there are no impacts of the Project on households during the Project implementation period and modernization activities.

59. At the initial stage, the Consultant's specialists conducted desk and field surveys based on the detailed design. This SDDR complies with the applicable laws of the Kyrgyz Republic and the requirements of the World Bank Standards. The report has been prepared for:

- (i) Confirming that the Project will not affect the property owned by private individuals and households who live alongside the Canals;

- (ii) Presenting the results of social audits, implementing GRM procedures and monitoring during (re)construction;
- (iii) In the event of an unforeseen impact of the Project to ensure that the necessary survey is undertaken, advising the LGA on preparing a Corrective Action Plan;
- (iv) Ensure that the requirements of the World Bank’s SES are fully complied with.

60. Also, the purpose of the verification is to confirm that all modernization activities will be executed within the Project boundaries of permanent and temporary land allocation for modernization works at the MC «Levaya Vetka» and c-l «Jany-Jogorku-Akman» without impacting private properties and households

61. The survey of canals was executed during April-May 2024 and again in August 2024. The following activities were performed as part of SDDR:

- (i) **Desktop analysis:** The desktop analysis was carried out prior to the field survey by analyzing documents and plans. The purpose of desktop analysis was to obtain, as much information as possible, about the location and structure of the Projected modernization works
- (ii) **Field surveys:** In April-May 2024 and in August 2024 field surveys were conducted with representatives of the RWMU.
- (iii) **Field consultations:** During the preparation phase of design and field surveys, meetings were held with local residents and community representatives.
- (iv) **Disclosure of information:** Meetings and public consultations were held with local residents to present the design results.

6. MITIGATION MEASURES

62. During the detailed design process, the Consultant, in close cooperation with the PIU, RWMU representatives and other stakeholders, had the opportunity to identify and minimize social risks.

63. The results of the social screening will be submitted to the PIU and WB office for decision making to determine expected risk level under the subproject, as the ESMF states that subprojects with high risk will not be financed under the Project.

64. Based on the screening results, there are several objects were identified that located within the boundaries of permanent and temporary land allocation for the planned modernization works:

MC “Levaya Vetka”

- In village «Karacha», section from PK39+00 to PK50+00 on the left, light fences (tree branches, wire and mesh) there are also several outbuildings of several households that adjacent to the canal within the boundaries of protection zone and the lands allotment for designed modernization works. Almost all of them are built without permits (illegitimately).

Image 2. Buildings near MC Levaya Vetka from PK39+00 to PK50+00.



- in village «Bazar-Korgon», section from PK92+00 to PK120+00 on the left, close to the canal within the boundaries of protection zone and the lands allotment for designed modernization works, there are buildings and commercial facilities of several households. All of them have

provided documents for the permanent or temporary right to use land plots. The validity of temporary right to use land plots have already expired, but there are permanent buildings on these land plots. Even if they are considered “illegal” under the national laws, they might be entitled to receive resettlement support under the project’s Resettlement Policy Framework (RPF).

Image 3. Buildings near MC «Levaya Vetka» from PK92+00 to PK120+00.



- in the remaining Project sections of «Levaya Vetka» canal, the modernization works within the boundaries of temporary and permanent land allotment will not have an impact on households.

C-1 «Jany-Jogorku-Akman»

- The boundaries of temporary and permanent land allocations drafted for modernization works canal will not affect the households.

65. Following the project’s Resettlement Policy Framework (RPF), the subproject must minimize the land acquisition and resettlement activities as much as possible. Because of that, in August 2024, technical designs were changed to minimize the land acquisition and resettlement impacts caused by the subproject. In particular, in those areas of the canal where there are structures in the right-of-way, instead of a horizontal earth fill embankment, a vertical extension of the sides will be arranged and/or the cross-section profile of the canal will be changed from trapezoidal to rectangular. As a consequence of this change, this subproject no longer requires the acquisition of any privately owned/used land, and a site-specific Resettlement Plan is not required.

7. KEY RESULTS OF SOCIAL DUE DILIGENCE

66. The results of desk analysis and field study confirm the absence of any impact of the Project on households in the remaining sub-protected areas under MC «Levaya Vetka» and c-l «Jany-Jogorku-Akman». This is also confirmed by the results of social screening. (Annex 1).

67. Under the subproject, neither physical nor economic resettlement is expected. All (re)construction work will be performed within the boundaries of municipal lands and the boundaries of temporary and permanent land allocation under drafted modernization works. Due to changes in the technical designs, no land acquisition and resettlement will be required for this project, and the project-affected people's assets will not be permanently affected by the subproject's activities.

68. Modernization works may cause temporary hindrances, such as access to various facilities. Sub-protected impacts during the modernization phase are expected to be minor and of short duration. In this regard, standard mitigation measures are included in the sub-project Environmental and Social Management Plan (ESMP).

69. No historical and cultural sites will be affected by the Sub-project, but the potential for chance discoveries of historical and cultural value cannot be completely excluded. In the event of accidental discoveries of cultural heritage sites, national legislation and World Bank standards will need to be followed.

8. MITIGATION MEASURES

70. All works will only be executed after the necessary permits have been obtained and approved.

71. The possible social risks during Sub-project implementation expected to be following:

- Possible occupational injuries to the local population and workers;
- Involvement of people under the age of 18 for works;
- Involvement of women in heavy work;
- Unauthorized access of the local population to the production sites;
- Public dissatisfaction due to disruption of existing communications;
- Public dissatisfaction due to disruption of habitual lifestyles;
- Actual delays in Sub-project implementation, etc.

72. These social risks are only possible during the modernization phase. The Sub-project is not expected to have any impact during the operational phase.

Table 4. Possible impacts on the social environment.

Estimated impacts	(re)Construction phase	Operational phase
Public health and safety	Temporary minor impact/risks*	No impact
Household assets	No impact	No impact
Access to objects	Temporary minor impact/risks*	No impact
Children's safety during construction works	Temporary minor impact/risks*	No impact
Traffic safety	Temporary minor impact/risks*	No impact

* There are some potentially moderate social risks indicted in the Table 1, which project might be faced during the construction phase. See paragraph below.

73. To minimize social risks during the modernization phase, mitigation measures should be followed to minimize the impact of the Sub-project and impacts would be addressed through mitigation measures included in the ESMP.

74. **Organizational measures.** Public consultation and information disclosure is required prior to the commencement of modernization works. Local stakeholder communities should be informed about

project activities in accordance with the Stakeholder Engagement Plan (SEP). The local building inspectorate, environmental inspectorate and the public shall be informed of the forthcoming Project activities through the media and, in areas accessible to the public (including construction sites), through ESMP disclosure. All activities required to implement environmental and social safeguards and monitoring measures shall be planned and budgeted in the work plans of the promoter, contractors and subcontractors. All work shall be carried out in a safe and disciplined manner that minimizes impacts on the public and the environment.

75. **Child labor.** Child and forced labor shall not be used in the sub-Project. The Contractor shall undertake to refrain from the use of child labor and forced labor and to take measures to prevent gender-based violence. The Consultant's staff responsible for supervision of the Contractor will monitor the Contractor's works and report on the monitoring to the PIU and the WB.

76. **Women's labor in difficult and hazardous working conditions.** It is prohibited to employ women in heavy work and work with harmful and/or dangerous working conditions. The list of industries, jobs, professions and positions with harmful and/or hazardous working conditions, in which the use of women's labor is prohibited, as well as the maximum permissible load standards for women when lifting and moving heavy objects, shall be approved in accordance with the procedure established by the Government of the Kyrgyz Republic.

77. **Health and safety of construction workers.** Measures to ensure working conditions and safety will be addressed through project's ESMP and Labor Management Plan (LMP). The Contractor's personnel shall be provided with personal protective equipment (PPE), including protective clothing and footwear, safety helmets, safety goggles, safety harnesses, etc., as appropriate to the work to be performed. Workers must be trained and instructed in health and safety rules before construction begins. It is necessary to carry out continuous inspections of machinery and equipment in order to identify and eliminate malfunctions, to observe the periodic repair of equipment and to strictly comply with the applicable national regulations for the safe operation of machinery and equipment.

78. **Minimizing community concerns.** Local communities should be informed of the timing and extent of planned works. The Grievance Mechanism shall be disclosed and publicized in accordance with the Stakeholder Engagement Plan. Information boards are placed near (re)construction sites in convenient and visible locations for the community.

79. The Working hours must be strictly limited to the daytime. The (re)construction work must be performed with special measures to prevent dust formation. Parking of construction equipment must not block or restrict access of local residents to their property and public places or, if this is unavoidable, alternative sites and temporary access roads must also be planned. The Access roads and storage areas for materials and waste must be defined in the Work Execution Project and clearly marked.

80. If there are the unanticipated impacts occurred during the modernization, social due diligence shall include the following activities:

- (i) Immediate notification to the PIU of identified unanticipated impacts on households during the (re)construction;
- (ii) A team comprising the PIU, Consultant and Contractor specialists will review a situation and relevant Project documents, and consider options to stop the development of the identified unanticipated impacts, and consider their minimization;
- (iii) the Consultant's engineers will prepare a plan to address the identified unanticipated impacts and coordinate with the PIU.

81. The Subsequent Sub-project implementation measures will be taken based on an assessment of magnitude of the identified unanticipated Sub-project impacts. If unanticipated impacts of the Sub-project on households cannot be avoided, a Corrective Action Plan (CAP) will be prepared. The CAP will be reviewed and approved by the PIU and WB, and published on their respective websites.

82. During the mobilization phase, the Contractor will recruit externally skilled workers. Skilled workers will be recruited on a competitive basis. The Local residents will be given priority for employment opportunities if they meet the skill requirements.

83. Prior to the commencement of works, the PIU and Consultant's specialists shall provide training to inform scientific and technical staff, workers and all interested parties about compliance with WB standards, including, but not limited to, the use of demonstration and illustrative material where possible.

84. All staff working under the Sub-project are required to comply with the Code of Conduct (Annex 6).

9. STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE

85. The Stakeholder Engagement Plan (SEP) is one of the key documents in management and implementation of the Subproject. Along with measures to minimize the Subproject impact, the open social interaction is part of the Project's comprehensive approach to maintaining favorable relations with the local community and other stakeholders within the Subproject. Thus, the Subproject implementation requires the involvement and interaction with stakeholders: the state government organizations, local governments, population, public and other parties affected under this subproject.

86. The SEP was elaborated and approved in 2022 to ensure a comprehensive and open stakeholder engagement in implementing this Subproject, which allow a thorough identification of the various stakeholders, and to develop an approach to reach each of the subgroups, establish constructive dialogue between them, and assign responsibilities for implementing stakeholder engagement activities. The SEP aims to ensure extensive and active stakeholder participation and to establish the atmosphere of constructive dialogue in development of the Subproject. The plan ensures an appropriate approach to consultation and disclosure of information, and defines the methods of stakeholder engagement.

87. The main objectives of SEP are the following:

- identifying and analysing stakeholders;
- planning the engagement mechanisms such as effective communication tools for consultation and disclosure of information;
- establishing and maintaining positive relationships between the project and local communities, and other stakeholders throughout the Project lifespan;
- disclosure of information;
- consultation with stakeholders;
- develop a grievance redress mechanism for the Subproject

88. The SEP is developed in line with the recommendations and requirements of the World Bank's Environmental and Social Standard (ESS) 10 and is part of the environmental and social assessment of the Subproject. The assessments and stakeholder engagement focused on the following two Subproject activities:

- increase access to water services in selected basins under Component 1;
- under Component 2, to strengthen institutional capacity for climate-resilient water management on locally and nationwide levels

89. September 27- 28, 2021, the members of World Bank mission, together with the PIU WRS specialists, visited irrigation and drainage facilities in the river basin “Karadarya-Syrdarya-Amudarya”: Osh, Batken and Jalal-Abad oblasts, met with local stakeholders, held initial consultations on the scope and objectives under the Subproject. Meetings with stakeholders were held regularly during the project preparation and design period. In addition, public consultations and the sharing of up-to-date information to local communities and other interested stakeholders are planned to be conducted by the end of September 2024 prior to start of the bidding process.

90. The issues discussed included delivering the irrigation water to farmers-water users, the need for (re)(re)construction works on on-farm systems, technical equipment of WRS and their subordinate units, and other issues.

Table 5. Summary of meetings and consultations held related to implementing and preparation of the Subproject.

Location	Date	Stakeholders	Main issues
Bazar-Korgon reservoir	27.09.2021	- The WB mission Members; - PIU specialist; - Representatives of the rayon state administration; - Management of Jalal-Abad MWMU; - Bazar-Korgon RWMU Specialists; - Reservoir specialists; - Representatives of local self-government bodies (heads of aiyl aimaks, deputies of local keneshes); - Local population, including women and community representatives (members of WUAs, farmers, representatives of farms, water users).	- Performing modernization works on the reservoir; - Installation of control and measuring devices.
Otuz-Adyr v.	27.09.2021	- The WB mission Members; - WRS management; - Deputies of ZK KR; - PIU specialist; - Representatives of the rayon state administration; - Management of Osh MWMU; - Kara-suu RWMU Specialists; - Hydro-engineering complex specialists; - Representatives of local self-government bodies (heads of aiyl aimaks, deputies of local keneshes); - Local population, including women and community representatives (members of WUAs, farmers, representatives of farms, water users).	- Modernization of the Main Canal; - Office renovation.
Kadamjay rayon	28.09.2021	- The WB mission Members; - WRS management; - PIU specialist; - Representatives of the rayon state administration; - Management of Batken MWMU; - Kadamjay RWMU Specialists; - Representatives of local self-government bodies (heads of aiyl aimaks, rayon administrations, deputies of local keneshes); - Local population, including women and community	- Modernization of the Main Canal; - Office renovation.

Location	Date	Stakeholders	Main issues
		representatives (members of WUAs, farmers, representatives of farms, water users).	
Osh oblast	7.12.2023	- PIU management and safeguard staff; - Representatives of pilot rayons state administrations; - Management of Osh, Jalal-Abad, Batken MWMU; - Management and responsible staff of Kadamjay, Bazar-Korgon and Kara-Suu RWMUs; - Representatives of local self-government bodies in pilot subprojects (heads of ayil aimaks, rayon administrations, deputies of local keneshes); - Staff of Su-Yapi Engineering and Consulting Inc. with engineering and safeguards staff; - Other interested stakeholders.	Project regional seminar “On involvement and information sharing of the project stakeholders”

91. The following issues were discussed during meetings and consultations with stakeholders:

- Need to restore the irrigation and drainage systems from the head water intake structures to farmers' fields;
- Addressing the issue of personnel loss in the subordinate to WRS organizations due to low wages;
- Weak technical equipment of MWMU, RWMU, WUA and reservoirs;
- Large migration in the KSA basin due to lack of jobs.
- Increase in the price of fuel, seeds and fertilizers.

92. During the Project preparation period in 2024, a number of additional meetings were held with the stakeholders, where mainly technical issues of canal design and minimization of social risks were discussed.

93. Visual inspection of the canal in project areas was conducted in mid-May and mid-August 2024. Additional meetings were held in mid-August 2024 to resolve social issues in potential subprojects. The meetings were attended by the RWMUs management and engineering staff, heads of ayil okmotu, representatives of WUA and local residents, as well as by the owners of facilities located near the canals. People were interested in detailed information about the project and the timing of the project. Some households joined the discussion of the commission's issues on the organization of safety conditions during construction works and especially restrictions on access to the site for children.

94. Minimization of subproject impacts was also discussed at the meetings. Positive solutions were found for all issues discussed.

Image 4. Meetings with stakeholders



10. PUBLIC CONSULTATION AND DISCLOSURE OF INFORMATION

95. In accordance with KR legislation and WB standards, local communities should be meaningfully consulted and given opportunities to participate in Project planning and implementation. In accordance with the same principles, all stakeholders and local communities should be informed in a timely and appropriate manner of the results of planning process, as well as of Project implementation schedules and procedures, including implementation of the Grievance Redress Mechanism (GRM).

96. The Constitution of the Kyrgyz Republic guarantees the right of citizens to access information on the activities of state and municipal bodies in accordance with the procedure established by law ¹.

¹ Article 33, Chapter II of the Constitution of the Kyrgyz Republic.

The Law of the Kyrgyz Republic on Access to Information of State Bodies and Local Self-Government Bodies of the Kyrgyz Republic requires maximum openness of information, publicity and transparency of activities of state and local self-government bodies².

97. Disclosure includes providing information about the (sub)Project to the general public and to affected communities and other stakeholders, and is intended to facilitate constructive engagement with affected communities and stakeholders throughout the Project ‘s lifespan.

98. During implementation of the Project, the PIU and Consultants' specialists have organized the meaningful public consultations with the main stakeholders.

99. Information on this sub-Project will be published by posting the document on the websites of the PIU, the WB and the participating municipality/community.

100. For the sub-Project, public hearings held on _____ 2024 to provide information on the Project and its components, as well as potential social and environmental impacts and mitigation measures.

101. The main objectives of the consultations with local authorities and communities were: i) to share information about the Project; ii) to ensure the cooperation of local authorities during Project preparation and implementation; iii) to implement GRM.

102. The public consultations attended by _____ people, of whom _____ men and _____ women.

103. During the consultation process, the community members and officials were able to raise issues of interest to them and receive answers to any questions about the Project's timeline, design and issues.

104. The following issues were on the agenda:

- (i) Introduction to the Project and sub-Project: IDS of the Kara-Unkur-Sai r.;
- (ii) Measures to minimize environmental and social risks;
- (iii) Grievance redress mechanism under the sub-Project;
- (iv) Gender aspects of the implementation of the sub-Project;
- (v) other issues related to the Project.

105. The information from the public consultation was considered and the results were documented in Minutes (Annex 3).

11. GRIEVANCE MECHANISM

106. In accordance with the requirements of the World Bank's Environmental and Social Standard 10 (ESS-10) and project SEP, the PIU of WRS has developed a Grievance Mechanism (GM) for the Project. The GM is a process for obtaining prompt and objective information, assessing, reviewing, addressing and resolving grievances (applications, suggestions, complaints, requests and positive feedback) related to the implementation of the Project. The GM will streamline the process of receiving, reviewing and resolving complaints that may arise in relation to the implementation of Project activities. The Project will also implement a feedback mechanism (FbM) as one of the main tools for the prevention of social risks/conflicts.

107. The GM is necessary so that direct and indirect beneficiaries of the Subproject have the opportunity, at all stages of the Project implementation, to submit their requests in the form of complaints or suggestions for improving the Project activities, or proposals for eliminating problems without any costs, and with a guarantee of their timely resolution. Appeals directly related to implementation of the Subproject are subject to consideration. Appeals or complaints can be both individual and collective. This mechanism will also allow anonymous complaints to be submitted and considered. In accordance with the Law of the Kyrgyz Republic "On the procedure for citizens' appeals",

² Article 1 of the Law of the Kyrgyz Republic "On access to information in the possession of state bodies and local self-government bodies of the Kyrgyz Republic".

citizens can send any appeals on issues related to the scope of the Subproject implementation, at all stages of implementation.

108. To date no request or grievance is received by the PIU under this subproject. Any grievances and requests received by the established local and central GRCs will be recorded, verified, reviewed accordingly and replied within the timeframe set up according to the project SEP’s GM.

11.1. GRM objectives

109. The objectives of GRM are to:

- To record, verify, review, consider, follow up and respond to complaints or appeals received related to social, environmental and any other issues related to Project activities;
- To arrive at mutually agreed/agreed solutions that are satisfactory to the (sub)Project and those affected by it, and to resolve any grievances and appeals locally in consultation with the concerned party;
- Facilitate the local development process while maintaining transparency, and establish a degree of accountability to applicants;
- Establish feedback;
- Allow vulnerable individuals and/or groups to express their views.

11.2. Grievance Redress Procedure

110. The GM, at the local level, was created by the Order of Bazar-Korgon rayon State Administration, dated September 28, 2023: №114-T.

111. The GRM, at the central level, was created by the Order of WRS, dated 01.11.2023: №123.

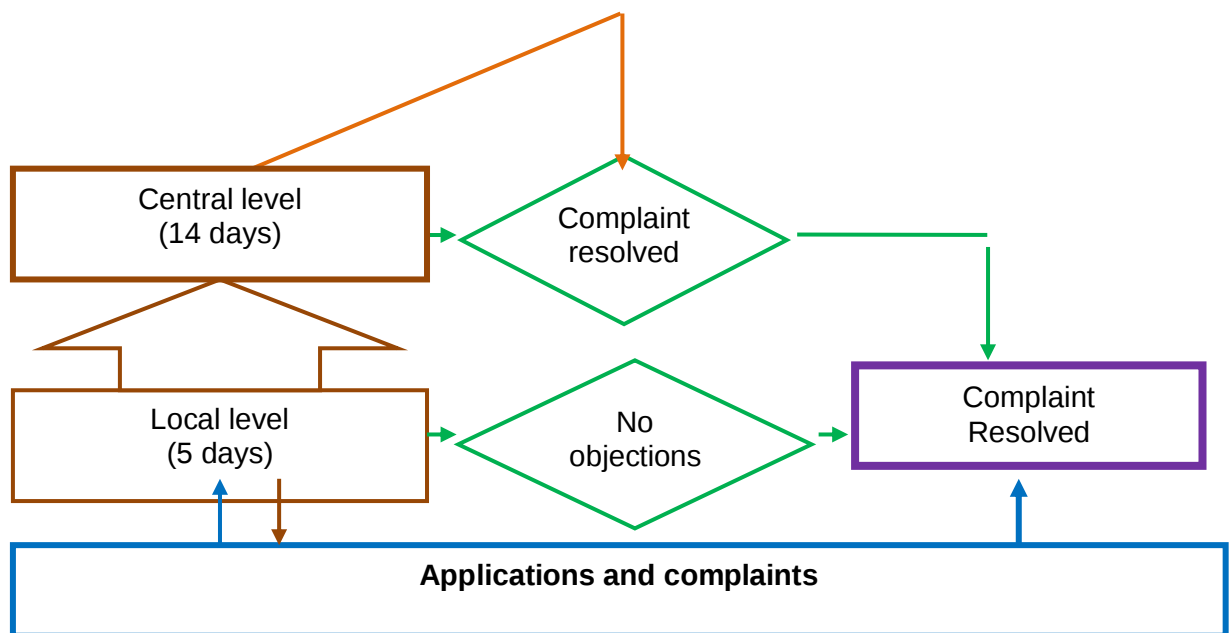
- **First/Local Level:** The first step in the grievance process will be a verbal or written complaint to the local grievance redress committee (LGRC). The Applicant/Stakeholder has the right to submit a complaint or appeal on an issue related to the Project area, verbally or in writing, to the LGRC. A grievance or an appeal is addressed to the secretary of the LGRC. The period for consideration of the complaint by LGRC is 5 working days. If complaints at the first level are not resolved, they will be dealt with at the central level.
- **Second/Central level:** If an applicant is not satisfied with the decision of LGRC, the secretary of local commission submits the complaint or appeal in writing to the central GRC with a conclusion and supporting documents prepared at the local level. The received documentation will be recorded in the register of complaints and appeals by the PIU social affairs specialist. At this level, the Project Social Issues Specialist will be in direct contact with a person affected (PA). The Project will determine the validity of claim, and notify the claimant that assistance will be provided. The response will be provided within 14 working days, during which meetings and discussions will be held with PA. The Project will help PAs at all stages to resolve a problem, and ensure consideration in the best possible way.
- In case of objection to the decision of second-level (central) commission, the PA may apply to the court. The grievance resolution process is described in the Grievance Resolution framework.

112. Detailed information on the levels and deadlines and persons responsible for reviewing appeals and complaints is provided in the complaint review table.

Table 6. Grievances Matrix

Level	Grievance addressed to	Presentation form	Grievances / Governance / Procedures	Review period (from the moment of registration)
1 level/ Local	Local commission of AO for redressing grievances.	Verbally in writing	- Registration of the complaint in the complaint register indicating date and time; - the complaint is registered by the secretary of rayon commission; - In case of dissatisfaction with complaint solution, the complaint is forwarded to the central level.	5 working days
Level 2 / Central	Centralised: at the PIU level - grievance committee (established by orders of the WRS Director from among PIU staff, WRS representatives and other persons as agreed).	In writing	- Registration of the complaint in the complaint's registration log with the date and time; - The registration of the complaint is carried out by the specialist on social issues.	14 working days

Image 5. Grievance Process Flowchart.



113. In order to promptly assist in resolving problems, complaints and grievances during the (re)the (re)construction period, a Contractor may be involved in the GM procedures. The Contractor's representative (the (re)construction foreman, engineer, social or environmental specialist) will receive and record requests and complaints in the GM register, and inform the Supervision Consultant by sending him a copy of the written complaint. The Contractor shall implement appropriate measures to address complaints arising during the execution of the (re)construction work. In the event that Applicants are not satisfied with the response, they may submit a complaint to the DSC, who will monitor the Contractor's response to ensure that all mitigation measures are implemented in a timely and appropriate manner.

114. The sub-Project’s GM is not a hindrance to going to court, in accordance with the legislation of the Kyrgyz Republic. In cases where the resolution of a complaint or appeal requires a special inspection (consideration), the request for additional materials or the adoption of other measures, the resolution period may, as an exception, be extended, but not more than by 30 calendar days, in accordance with the Law of the Kyrgyz Republic, dated May 4, 2007 No. 67: “On the procedure for considering citizens’ appeals.”

115. The sub-Project will consider anonymous complaints and grievances, and take actions on them.

Appeals and grievances addressed to WRS contacts:

PIU WRS address: Str. Toktonaliev 4 a, office 104

Phone: 0312 54-49-72

email: CRWSP: crwsp@water.gov.kg

PIU WRS web platform by <https://www.crwsp.kg>
filling out the online
application form:

116. The form of the GM information stand is presented in the Annex 4.

117. All incoming complaints or grievances are subject to registration in the GM Log (Annex 5), information from which is duplicated in the electronic database. The database must contain, as minimum, up-to-date information about the date of submission, registration number, essence of the issue, person responsible, timeline for solving a problem, and feedback (positive/negative). Using the registration number, the specialist follow up the progress of the review in database.

11.3. Handling specific complaints

118. In line with the Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) Prevention Standards required by the World Bank to be met in all World Bank-financed (sub)projects, these standards and responsibilities will also be followed, whereby measures will be taken to raise awareness on SEA/SH prevention and mitigation. All subproject staff and contractors will be briefed on understanding the principles of SEA/SH risk management, and prevention at all stages of (sub)project implementation. The GRM will ensure that the complaint mechanism is accessible and confidential, and will allow the complainant to have no fear of possible retaliation. These complaints will be investigated without delay and all perpetrators will be held accountable. The SEA/SH issues will require certain additional measures such as:

- Gender sensitivity will be considered when recruiting social workers who will work in the PIU.
- Social workers will be informed about SEA/SH issues.
- In addition to socio-cultural specifics and non-violent communication methods in training of workers, information about SEA/SH will also be included in the agenda. The training of workers will include the following information about SEA/SH:
 - Definition of violence against women in national and international documents;
 - Types of violence (physical, sexual, economic, emotional);
 - Legal sanctions.
- The complaints mechanism will be accessible and will ensure the confidentiality of personal information.
- The outreach campaigns will be held to inform women about the use of this mechanism. These events will provide the following types of information:

- Women's rights;
 - Self-defense in cases of violence and sexual violence;
 - Emergency numbers;
 - Hot-line of the institutions and organizations to contact;
 - Complaints mechanism and privacy policy.
- The principle of confidentiality of the complaints mechanism will be highlighted/repeated in all information materials.

119. The Subproject will use the additional mitigation measures proportionate to the risk. The Contractor will be responsible for developing the personnel management procedures, occupational health and safety plans, and SEA/SH protocols that will apply to its own employees, and the employees of (sub)contractors mobilized under the Subproject. These procedures and plans will be submitted to the PIU for revision and approval before contractors are allowed to commence (re)(re)construction work. All contractors will be required by contract to commit to no child or forced labour, to take action to address the impacts of SEA/SH, and the PIU staff responsible for supervising contractors will monitor and report the absence of forced labour, and instances of SEA/SH. All personal data and complaints received by the PIU will be treated confidentially unless a complainant consents to the disclosure of their personal information. In particular, sensitive SEA/SH related questions and complaints from the communities will be kept confidential.

11.4. The World Bank's Grievance Redress service

120. Communities and individuals, who believe that they are being negatively impacted by the World Bank-supported Project may also submit complaints directly to the World Bank through the Bank's Grievance Redress Service (GRS). (<https://www.worldbank.org/en/Projects-operations/products-and-services/grievance-redress-service>). A complaint can be submitted in English, Kyrgyz or Russian, although complaints in languages other than English will take additional time to process. A complaint can be submitted to the Bank's Complaint Redress Service through the following channels:

- email: grievances@worldbank.org
- fax: +1.202.614.7313
- mail: World Bank, Grievance Redress service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA.
- The World Bank office in the Kyrgyz Republic address: Kyrgyz Republic, Bishkek, Moskovskaya str. 120, bishkek@worldbank.org, phone: +996 312 625262

121. A complaint must clearly identify the adverse impact that is believed to have been caused or may be caused by the Bank-supported Project. It should, as far as possible, be supported by existing documentation and correspondence.

122. A person affected/complainant may also indicate the desired outcome of a complaint. A complaint must contain the full name of a person/complainant/designated representatives and contact information. The complaints submitted through GRS are addressed as quickly as possible so that problems related to the sub-Project can be quickly resolved.

12. INSTITUTIONAL MECHANISMS

123. This section describes the institutional arrangements, roles and responsibilities of the parties involved in the sub-Project implementation.

(1) The World Bank

124. The financing agency for the sub-Project is the World Bank. During the (re)the (re)construction period, compliance with the environmental and social WB Standards will be monitored. After completing measures according to the requirements of environmental and social Standards, the WB approves the start of the modernization works.

125. The WB will periodically review the sub-Project. In the event of an unforeseen impact of the sub-Project on households, the WB coordinates the preparation and implementation of a Corrective Action Plan (CAP).

(2) The Project Implementation Unit

126. The PIU is the Employer for this assignment, responsible for the quality of services provided by the Consultant in accordance with this Terms of Reference. A rayon working group has also been established to assist in implementation of the Project. The working group will be coordinated and led by the PIU representatives, with the support of the Design and Supervision Consultant and local authorities during the modernization period. The Working Group will have the following objectives: informing representatives of local communities about the sub-Project and, through GM, participating in dispute resolution (if necessary).

(3) Design and supervision consultant

127. The design and supervision consultant is responsible for preparing design and estimate documentation, executing supervision and performing services in accordance with the Terms of Reference.

128. The Consultant shall ensure the implementation of procedures, protocols and tools related to the WB environmental and social standards applicable to this sub-Project. The Client (PIU) must provide all necessary materials for this purpose. The Consultant is responsible for immediately informing the Client, in writing, of all risks and issues that arise.

129. Regular (on/offline and individual formats) interactive discussions should be held between the Client and the Consultant within established timelines to discuss progress, propositions, risks and issues that have arisen.

(4) Rayon Water Management Unit (RWMU)

130. RWMU ensures the performance of functions of the state management body and regulating a water object, forms and implements a unified technical policy in the field of design, the (re)construction and operation of water management systems and structures, with a complex of regulatory and other devices and facilities, intended for the use of water.

(5) Rayon State Administration and local authorities

131. The Local authorities are responsible for helping to identify an owner of a land plot, informing representatives of local communities about activities under the sub-Project, participating in solving of disputes that arise, providing information about vulnerable households, and resolving other issues within their authority.

13. MONITORING AND REPORTING

132. The primary purpose of monitoring is to identify (as early as possible) the activities implemented based on the plan timeline, including the constraints affecting sub-Project implementation, and the reasons for delays. An important component of monitoring is tracking the effectiveness of GRM.

133. Monitoring results are the first signals indicating the status of the sub-Project, which will help the administration to implement required activities, as necessary, to monitor the progress of the sub-Project and, thus, implement mitigation measures, if necessary.

13.1. Internal monitoring

134. The purpose of internal monitoring is, mainly, to track down a progress. This ensures that the time-bound activities under the sub-Project are properly implemented to achieve all of the objectives. Internal monitoring on a regular basis is an obligation of PIU. Monitoring results will be submitted to the WB to assess the acceptability of the sub-Project.

135. The monitoring issues include the following:

- Results of consultations with households;
- Progress in the sub-Project implementation and compliance with the WB environmental and social standards;
- Implementation of GM and analysis of the content of received complaints;
- If necessary, preparation and implementation CAP progress.

13.2. Monitoring indicators

136. The monitoring indicators include the following specific key deliverables:

- (i) Awareness and understanding of the local community about activities under the subproject;
- (ii) Scope and comprehensiveness of consultations with local communities (including gender issues and vulnerable people);
- (iii) Participation of local communities in planning, implementation and monitoring;
- (iv) GM effectiveness;
- (v) Compliance with the requirements of environmental and social WB Standards under the sub-Project.

13.3. External monitoring

137. The main purpose of external monitoring is to identify whether Resettlement Plan (RP) activities have been implemented and whether the intended outcome for each RP-related activity has been achieved. As part of external monitoring, an assessment of the relevance, efficiency and effectiveness of the RP processes implementation is formed, as well as, if necessary, propositions for any corrective measures.

138. The modernization works for major repairs of additional sections of roads does not imply any impact on households and, accordingly, preparation of a RP is not required.

139. Therefore, as part of the implementation of this sub-project, no external monitoring activities are required.

13.4. Reporting

140. The results obtained under internal monitoring will be entered into a database, from which data will be duly extracted for the analysis and preparation of monthly, quarterly and annual reports. Monitoring results are submitted to the WB on monthly, quarterly and semi-annual reports related to the sub-Project implementation. Once approved, the environmental and social safeguard monitoring reports are published on the PIU website.

141. The Social Due Diligence Report (SDDR) will be submitted to the WB after approval by the PIU. The start of the modernization works will be executed after approval by the World Bank. The Reporting and internal monitoring will continue until the end of the sub-Project.

14. CONCLUSIONS AND PROPOSITIONS

142. The results of desk analysis and field study confirm the absence of any impact of the sub-Project on households in the remaining projected areas under MC “Levaya Vetka” and “Jany-Jogorku-Akman” canal. This is also confirmed by the results of social screening. (Annex 1).

143. Under the subproject, neither physical nor economic resettlement is expected. All modernization works will be performed within the boundaries of municipal lands and the boundaries of temporary and permanent land allocation under proposed modernization works.

144. During the modernization period, in certain sections of projected canal, instead of a horizontal earthfill embankment, the vertical extension of sides will be installed and/or the canal’s cross-section profile will be changed from trapezoidal to rectangular. Using this option project will exclude the risks of economic and permanent resettlement.

145. The use of existing access roads does not have any impact on households. No permanent and/or temporary impact on a household asset is expected.

146. Modernization works may cause temporary hindrances, such as access to various facilities. Subproject impacts during the modernization phase are expected to be minor and of short duration. Any temporary impacts during modernization works will be addressed through the measures included in the subproject ESMP.

147. In cases where light fences installed on municipal land are found adjacent to a canal within the boundaries of modernization works allotment, they (the fences) will be moved by the Contractor and restored in agreement with the households. The execution of these works is not grounds for payment of compensation.

148. The total estimated duration of modernization - 21.5 months.

149. No historical and cultural sites will be affected by the sub-project, but the potential for chance discoveries of historical and cultural value cannot be completely excluded. In the event of accidental discoveries of cultural heritage sites, national legislation and World Bank standards will need to be followed.

150. The social due diligence is based on findings of the detailed draft, and confirms that there is no impact of the households under the sub-project.

151. In case of any adverse consequences, the Corrective Action Plan (CAP) will be elaborated.

152. Continuous daily monitoring will be executed by the Consultant and PIU specialists. The monitoring results will be submitted to the WB office for revision and approval.

ANNEXES

ANNEX 1. SOCIAL SCREENING CHECKLIST

PROJECT	CLIMATE RESILIENT WATER SERVICES PROJECT / ПРОЕКТ УЛУЧШЕНИЯ ВОДОХОЗЯЙСТВЕННЫХ УСЛУГ, УСТОЙЧИВЫХ К ИЗМЕНЕНИЮ КЛИМАТА
SUBPROJECT TITLE	Modernization of IDS r. “Kara-Unkur-Sai” MC "Levaya Vetka" Inter-farm channel "Zhany-Zhogorku Akman" MC «Levaya Vetka» Off-farm c-l «««Jany-Jogorku-Akman»»»»
Location (region, city, village)	Jalal-Abad oblast, «Bazar-Korgon» rayon
Previous screening (if any), (indicate the reason)	Initial screening 11.07.2024
(sub)Project effective date:	
(sub)Project completion date:	
Current screening date:	Final screening 13.08.2024
On-site visit conducted: (indicate dates and locations on-site)	YES, 13.08.2024 (11.07.2024)
Subproject description	c-l «Levaya Vetka» built in 1954, delivers the irrigation water to 8,225 hectares of the Bazar-Korgon rayon lands, which belong to 6 WUAs. on PK 86+00, c-l «Levaya Vetka» crosses the Bishkek-Osh highway. MC «Levaya Vetka» length - 15.78 km, including 5.19 km - earthbed, 7.51 km - concrete lining, 2.18 km - Reno mattresses, and 0.9 km - stone paved. The design throughput - 18 m ³ /s, and the actual throughput, according to the Bazar-Korgon RWMU - 13-15 m ³ /s. The c-l in trapezoidal cross-section, with the exception of end section of 500 m, where canal has rectangular cross-section. The existing faulty canal's lining has worsened its hydraulic specs, increased water losses, and impacting canal's throughput.
A brief description of the subproject and its components, their objectives and benefits.	The project ensures the modernization of the system by increasing throughput of MC “Levaya Vetka” from 15 m ³ /sec up to the design throughput - 18 m ³ /sec. In order to prevent water losses, the concrete lining is necessary. Thus, the reworking of canal's concrete lining will be provided. The specs of concrete lining will be defined in the design criteria.
Detailed information on the existing condition of structures and the proposed construction works, indicating the volumes.	The absence of concrete lining and poor condition of water distribution structures lead to large water losses, which can reach up to 40%, however standard values for first-level canals within 15% of water losses. During the operation of canal, the concrete lining of e canal has become unusable, the canal silts up annually and requires mechanized cleaning. The Modernization of canals includes: - Mechanical cleaning of canal beds; - Concrete lining of canals; - Cleaning, (re)construction of mudflow structures; - (re)Construction of bridge crossings; - (re)Construction of water outlets; - (Re)construction of hydroposts with installation of control and measuring devices (CMD).
The existing mapping layout showing the (re)construction site and proposed activities to explain the work.	The detailed draft and all necessary mappings and plans are available.

Does the subproject include (re)construction works, including new construction, expansion, modernization or (re)construction of existing drinking water supply, wastewater disposal and/or irrigation facilities?	– The subproject is planned the (re)construction of new hydraulic structures: bridges, water outlets, water intakes, cross-regulators, hydroposts with installation of CMD, etc.			
Is this subproject related to any other activity not funded under the Project??	NO			
Will this sub-project include any additional off-site impacts/activities?	NO			
Question	YES	NO	Status unknown	Comments
Impact due to acquisition/donation of land				
Is the land area required for the subproject known? (Please provide estimates in the comments, including ownership status, area, land use type, etc)		NO		
Is the ownership status and current use of the land to be used for (re)construction known? (details in comments). Please clarify that the site selected for this work is free of encumbrances and is owned by the contractor of the subproject?	YES			Modernization of existing facilities/structures (sections of canal) will be performed on municipal lands. The site selected for this work is free of encumbrances and is owned by the contractor of the subproject.
Is there any estimate of the land area owned/actually used by individuals/legal entities that is subject to land allotment?	YES			There is no land area subject to allotment.
Is there any estimate of the likely number of individuals/organizations that will be displaced as under the Project?	YES			Relocation of persons/organizations is not expected.
Is there land available for mobilization of materials or transport for (re)construction work within the existing site (exclusion zone)? If not, please provide the location details of this land, availability, etc.	YES			The Land for mobilization of materials or transport for (re)construction work is available.
Will the project potentially involve temporary or permanent and total or partial physical relocation? (Indicate in comments what type of relocation is anticipated).		NO		The project will not involve temporary or permanent and total or partial physical relocation.
Will the Project potentially involve temporary or permanent and total or partial economic relocation (e.g. loss of assets or access to resources due to land acquisition/donation or access restrictions – even in the absence of physical relocation)? (Indicate in notes what type of relocation is anticipated).		NO		The project will not involve temporary or permanent and total or partial economic displacement.
Is there any impact on illegal land use practices? Are there any untitled people living/running businesses on the proposed project sites/plots to be used for construction activities? If YES, please provide details of the temporary or permanent impact on them in the Comments section?		NO		No impact on illegal land use practices is expected.
If the land is privately owned, can this land be acquired through negotiations??		NO		Not applicable

Question	YES	NO	Status unknown	Comments
Will landowners provide land for the project??		NO		Not applicable
Will there be a loss of housing and/or residential land due to the acquisition/donation of land??		NO		Not applicable
Will there be any loss of productive assets due to the acquisition/donation of land?		NO		Not applicable
Will there be losses of crops, trees and fixed assets due to the acquisition/donation of land?		NO		Not applicable
Will there be any loss of business or entities due to the acquisition/donation of land?		NO		Not applicable
Will there be loss of income sources and livelihood due to acquisition/donation of land under the subproject?		NO		Not applicable
Will land use changes affect any social or economic activities?		NO		Not applicable
Will people lose access to natural resources, utilities, services or other assets as a result of the land acquisition/donation under the subproject? Provide details in the comments section		NO		Not applicable
Will the subproject result in land use restrictions and/or easement rights? Provide details in the comments.		NO		Not applicable
Will access to publicly or state-owned land and resources be restricted?		NO		Not applicable
Will the subproject be located at or near any known cultural heritage sites?		NO		Not applicable
Is there a territorial dispute between two or more countries over the area of the subproject, its auxiliary aspects and related activities??		NO		Not applicable
Have there been any previous land acquisitions and has the identified land already been acquired? Provide details in the comments section.		NO		Not applicable
Is there any land acquisition under this subproject ongoing but without World Bank financing? Provide details in the comments section.		NO		Not applicable
Data on vulnerable groups				
Is there any estimate of the likely number of vulnerable groups/individuals that will be relocated under the subproject??		NO		Not applicable
Are there any poor women heads of households or vulnerable to poverty? Provide some assessment.		NO		Not applicable
Whether the subproject is located in or near any vulnerable/sensitive areas, social facilities such as a residential area or school, and the availability of municipal services (irrigation, drinking water, sewage and waste collection services)?		NO		Not applicable
Is the subproject located in or near any known cultural heritage sites??		NO		Not applicable
Gender				

Question	YES	NO	Status unknown	Comments
Is there a potential impact on gender equality and/or the status of women and girls?		NO		Not applicable
Will the Project potentially reproduce discrimination against women based on gender, particularly in relation to access to assets, opportunities and benefits?		NO		Not applicable
Will the Project potentially limit women's ability to use, develop and protect natural resources, taking into account the different roles and positions of women and men in accessing environmental goods and services?		NO		Not applicable
GBV/SEA				
Does the project site pose a significant risk of gender-based violence (GBV) and sexual exploitation and abuse (SEA)?		NO		Not applicable
Is it expected that foreign labour will be hired for the subproject, which may result in an influx of labour??			Status unknown	It is tentatively expected that foreign personnel will be hired, but a significant influx of labor is not expected.
GRM				
Does the subproject have a GRM, including at the central level, to which all employees have access and which is designed to ensure a rapid and effective response??	YES			A GRM has been created for the subproject, including at the central level, to which all employees have access and which is designed to ensure a rapid and effective response.
Other additional information (if necessary)				
Categorization Decision - Subproject is categorized as low social risk.				
Prepared by Consultant Social Specialist I. Dolgov date _____ Approved by PIU Social and Gender Specialist S. Orozalieva date _____				

ANNEX 2. IMAGES

Current condition of c-l «Levaya Vetka».



C-l «Jany-Jogorku-Akman»



ANNEX 3. Minutes of Public Hearings meeting

ANNEX 4. GM INFORMATION BOARD



АРЫЗДАРДЫ КАРОО МЕХАНИЗМИ GRIEVANCE REDRESS MECHANISM



«КЛИМАТТЫН ӨЗГӨРҮҮСҮНӨ ТУРУКТУУ СУУ ЧАРБА КЫЗМАТТАРЫН ЖАКШЫРТУУ» ДОЛБООРУ

Аткаруучу агенттик: Кыргыз Республикасынын Суу ресурстары, айыл чарба жана кайра иштетүү өнөр жай министрлигинин Суу ресурстары кызматы.

Донор: Эл аралык Өнүктүрүү Ассоциациясы

Долбоорду ишке ашыруу боюнча Консультант:
«SU YAPI» Engineering & Consulting Inc.

Подряддык уюм: _____

АрызҮЕSpды кароо комиссиясынын байланыш маалыматы:

Жергиликтүү деңгээл:

Жергиликтүү байланышуучу адам: _____

Тел.: _____

Офис менеджери: _____

Тел.: _____

E-mail: _____

Борбордук деңгээл:

Кыргыз Республикасынын Суу ресурстары, айыл чарба жана кайра иштетүү өнөр жай министрлигинин Суу ресурстары кызматынын долбоорлорду ишке ашыруу бөлүмү.

ПРОЕКТ «УЛУЧШЕНИЕ ВОДОХОЗЯЙСТВЕННЫХ УСЛУГ, УСТОЙЧИВЫХ К ИЗМЕНЕНИЮ КЛИМАТА»

Исполнительное агентство: Служба водных ресурсов Министерства водных ресурсов, сельского хозяйства и перерабатывающей промышленности Кыргызской Республики.

Донор: Международная ассоциация развития

Консультант по реализации проекта:
«SU YAPI» Engineering & Consulting Inc.

Подрядчик: _____

Контактные данные комиссии по рассмотрению жалоб:

Местный уровень:

Местное контактное лицо: _____

Тел.: _____

Офис менеджер: _____

Тел.: _____

E-mail: _____

Центральный уровень:

Отдел реализации проекта Службы водных ресурсов Министерства водных ресурсов, сельского хозяйства и перерабатывающей промышленности Кыргызской Республики.

ANNEX 5. THE REGISTRATION FORM OF COMPLAINTS AND APPEALS

№	Date	Applicants	Reference type	Reference specifics	Solution description	Solution	Solution date
1			Choose type: Inclusion in RP Compensation rate Restriction or loss of access Harvest compensation Loss of business Registration / Ownership status Concerns: Noise/Vibration/Dust Damage to infrastructure/assets Moving communications Health, safety and environmental issues Recruitment/Employment Road modernization Other			Chose: Accepted Declined Redirected Partially	
2							
3							

Complaints register is updated in Excel format data.

ANNEX 6. CODE OF CONDUCT

CODE OF CONDUCT FORM FOR CONTRACTOR'S PERSONNEL/STAFF

We are the Contracting organization *[insert name]*. We entered into the Contract with *[insert name of the Client]* for *[insert name of work]*. The specified work will be carried out at *[specify the facility and other (re)the (re)construction sites]*. As part of the Contract, we are required to take measures to address environmental and social risks associated with the work, including the risks of sexual exploitation, sexual violence and harassment.

This Code of Conduct is part of our efforts to address environmental and social risks associated with our work. The Code applies to all of our staff/employees, workers and other. workers on (re)the

NOTE:

The minimum provisions of the Code of Conduct, established by the Client, remain essentially unchanged. However, the Contractor may make additional requirements as necessary, including consideration of specific problems and risks under the Contract.

(re)construction sites, or other places where work is performed. It also applies to the staff of every subcontractor, and any other staff assisting us in executing the work. All of these individuals are referred to as “contractor staff”, and are subject to this Code of Conduct.

This Code defines the conduct we require of each of the contractor's staff.

Our workplace is an environment in which risky, offensive, abusive or violent behavior is not tolerated, and in which everyone can feel comfortable raising issues, without fear of retaliation.

CONDUCT REQUIREMENTS

The Contractor's staff is the subject to obey the following requirements:

1. Perform their duties conscientiously and competently.
2. Comply with this Code and all applicable laws, regulations and other requirements, including requirements for occupational health and safety, as well as the welfare of other contractor staff/employees, and all other persons.
3. Comply with safe working conditions, including the following:
 - a. Ensuring safety and absence of health risks in the workplace, while operating the machinery and equipment, as well as processes controlled by each employee;
 - b. Wear the required personal protective equipment;
 - c. Implement necessary measures to protect against chemical, physical and biological substances and reagents;
 - d. Compliance with applicable emergency procedures.
4. Providing information about work situations that he/she considers unsafe, leaving a situation that he/she reasonably believes poses an imminent serious danger to life or health.
5. Be respectful of other individuals, and do not discriminate against specific groups of people, such as women, persons with disabilities, migrant workers or children.
6. Do not engage in a sexual aggression, i.e. unwanted sexual advances, demands for sexual favors, or other verbal or physical conduct of a sexual nature with other members of the Contractor's or Client's staff;
7. Do not engage in a sexual exploitation, i.e. committing or attempting to commit any abuse of a state of vulnerability, differential power or trust for sexual purposes, including, but not limited to, obtaining material, social or political benefits from the sexual exploitation of others;

8. Do not participate in a sexual violence, i.e. committing or threatening to commit physical violence of a sexual nature through the use of force, or under unequal or coercive conditions.
9. Do not engage in any form of a sexual activity with persons under 18 years of age, except in cases of marriages.
10. Complete appropriate training courses relating to environmental and social aspects under the Contract, including health and safety, sexual exploitation and abuse, and sexual harassment.
11. Report violations of this Code of Conduct.
12. Not retaliate against any person, who reports violations of this Code to the Contractor or Employer, or who uses the grievance mechanism provided for contractor's staff, or the project grievance mechanism.

EXPRESSION OF CONCERN

If any person observes conduct that he/she believes may constitute a violation of this Code, or otherwise concerns him/her, he/she must promptly raise the issue. This can be done in any of the following ways:

1. Inform [*insert the name of the contractor's social issues expert with relevant experience in addressing issues of sexual exploitation, sexual violence or harassment, or if such an expert is not required under the Contract, then identify another specialist assigned to address such issues under the Contract*] in writing to the specified address [_____] or telephone number [_____] , or in person at the address [_____] ; or
2. Call the Contractor's hotline number [_____] (if available) and leave a message.

The identity of such person remains confidential, except if the statements are not required by the laws of the country. You can also submit anonymous complaints or applications, which will also be duly considered. We take all reports of potential inappropriate behavior seriously and will investigate, and take appropriate action. If necessary, we will make referrals to service providers, who may be able to assist the person experiencing the reported incident.

Any person who raises a good faith concern regarding any conduct prohibited by this Code will not be subject to retaliation. The Harassment of such individuals is a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATION OF THE CODE OF CONDUCT

Any violation of this Code of Conduct by Contractor's staff may result in serious consequences, up to and including termination of employment, and possible referral to law enforcement authorities.

CONTRACTOR'S STAFF:

I have received a copy of this Code of Conduct in the language I understand. I understand that if I have questions about this Code of Conduct, I may contact [*insert name of contractor contact with relevant experience*] for clarification.

NAME of employee: [_____]

Sign: _____

Date: (day/month/year): _____

Sign of the person authorized by the Contractor:

Sign: _____

Date: (day/month/year): _____

BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION, VIOLENCE AND SEXUAL HARASSMENT

The following is a non-exhaustive list intended to identify prohibited conduct:

(1) Examples of sexual exploitation and abuse include, but are not limited to:

- A member of the Contractor's staff tells community members that he/she can get a job (e.g; as a cook or cleaner) in exchange for sexual relations.
- A contractor, installing electrical connections for a female-headed household, tells the owner that he can connect the house to the grid in exchange for sexual relations.
- A contractor's employee rapes or otherwise sexually assaults residents in the community;
- A member of the Contractor's staff denies anyone access to the site until he receives sexual favors from that person;
- A contractor employee tells a candidate for employment under a contract that he will only hire him if he has sexual intercourse with him/her.

(2) Examples of sexual harassment in the workplace:

- An employee of the contractor's staff expresses an opinion about another employee's appearance (positive or negative) and sexual attractiveness;
- When an employee complains about another employee's comments about his/her appearance, the employee responds that he/she “asked for it” with his/her appearance;
- Unwanted touching of the Contractor's or Customer's employee by another employee
- An employee of the Contractor's staff tells another worker that he/she can get him/her a pay raise or promotion if he/she sends him/her nude images of himself/herself.