

Social Due Diligence Report

CLIMATE RESILIENT WATER SERVICES PROJECT

Subproject:

Modernization of irrigation and drainage system of the river “Shakhimardan”

Main canal “Nurgaziev”

Off-farm canal “Alga”

Employer:

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

Consultant:

“SU YAPI” Engineering & Consulting Inc.

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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
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
SES	Socio-environmental standards
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 subprojects under irrigation and drainage system (IDS) of the r. “Shakhimardan” are located in the Kadamjai rayon, Batken oblast, on the southern outskirts of the rayon center v. Pulgon.
11. The r. “Shakhimardan” (including Archabashi, Aksuu, Margelansai, Shakhimardan-Sai) is a left-bank tributary of the Syr Darya River. The sources of the Shakhimardan (Aksu) River can be traced from elevations of about 4,300 m, the catchment area is confined to the northern slope of the middle part of the Alay Range, in the east it borders on the catchment area of the Isfayram-Sai River, in the west - on the Sokh River. In general, the Shakhimardan (Aksu) River basin is characterized by high-mountain glaciation, which makes up 4% of the total catchment area
12. The irrigation water is abstracted by the head water intake structure (HWS) to the left, along the river, into the MC “Nurgaziyev. The total length of MC “Nurgaziyev” - 35.2 km, throughput - 7.5 m³/sec. From MC Nurgaziyev, water is distributed to 20 off-farm canals with total length - 43.5 km. From PK 144+49, the on-farm earthbed Alga canal - 9.92 km long, abstracts water.
13. Batken oblast was formed in 1999, occupies the southwestern part of the Kyrgyz Republic at area - 17,048 km² and borders on the north with the Republics of Tajikistan and Uzbekistan, on the south

and west - with Tajikistan, and on the east and partly in the south - with the Osh oblast of the Kyrgyz Republic. The territory of the oblast is located at altitude of 400 to 5,500 meters above sea level. Batken oblast is divided into three rayon s, six cities, 5 urban-type settlements, 32 rural rayon s (aiyl aimaks, AK) and 201 villages. The total population according to the 2009 census was 380,256 people

14. **Kadamjay rayon** was formed in 1938 as Khalmion rayon, and in 1940 it was renamed Frunzensky rayon. In 1959, part of the territory of abolished Uch-Korgon rayon was annexed to Kadamjay rayon. In 1992, the rayon received its current name. The area of Kadamjay rayon - 6,146 km². In the west, Kadamjay rayon borders on the Sokh rayon of Uzbekistan and Batken rayon of Batken oblast, in the east and south with Osh oblast. In the north, rayon borders on Fergana rayon of Fergana oblast of Uzbekistan. The Kadamjay rayon also surrounds the territory of Uzbekistan - Shakhimardan, which belongs to the Fergana rayon of Uzbekistan oblast.

15. According to the National Statistical Committee, 187,086 people live in Kadamjay Rayon. Kadamjay Rayon includes 2 cities of rayon significance: Aydarken and Kadamjay, 13 ayil rayon s and 115 ayils. There are 37,668 households in the rayon.

16. The main transportation is automobile. The following highways pass through the rayon: Kyzyl-Kiya–Vuadil (Republic of Uzbekistan), Fergana–Aydarken–Batken, Kyzyl-Kiya–Kuva-Sai–Fergana, Isfana–Kyzyl-Kiya–Osh. The railway connects Kyzyl-Kiya with Fergana (Republic of Uzbekistan). There is the airport in Kyzyl-Kiya.

3.2. Information related to Water Users Associations (WUA)

17. Currently, MC “Nurgaziyev” delivers irrigation water to 4,435 hectares of WUAs irrigated lands, located mainly to the north of canal. The water users of MC “Nurgaziyev” irrigation and drainage system Shakhimardan include only 3 Water Users Associations (WUAs).

Table 1. General information about WUA.

WUAs	Individual farmers			Irrigated area, ha
	Total	Men	Women	
Ak-Suu Halmion	3250	3115	135	3264
Alga Jarkoton	366	349	17	894
Zhany Zher Pulgon	342	311	31	277
Total	3958	3775	183	4435

18. WUA "Ak-Suu-Khalmion" takes water from MC “Nurgaziyev” through several on-farm canals. The irrigated area of WUA "Ak-Suu-Khalmion" is 3264 hectares. The irrigation system of WUA "Ak-Suu-Khalmion" was rehabilitated in 2002-2004 under the project "On-farm irrigation" (PVO-1). At present, agriculture is very developed, wheat, melons, gardens, corn, alfalfa and oilseeds are grown

19. WUA "Alga-Jarkoton" was founded in 1998. The WUA is located in the Kadamzhai district of the Batken region, on the lands of Alga rural administration. The balance sheet of the WUA "Alga-Jarkoton" includes 8 on-farm canals at length - 23.0 km, of which 9.5 km - concrete lined and 13.5 km -earthbed. The command irrigation area - 894 hectares.

20. WUA "Zhany-Zher Pulgon" was founded in 2004. The WUA is located in the Kadamzhai district, Batken region, in the c. Kadamzhai. WUA "Zhany-Zher Pulgon" is administering 9 on-farm canals of the II and III orders at length - 12,843 km, of which 4.0 km - concrete lined. The command irrigation area - 277 hectares.

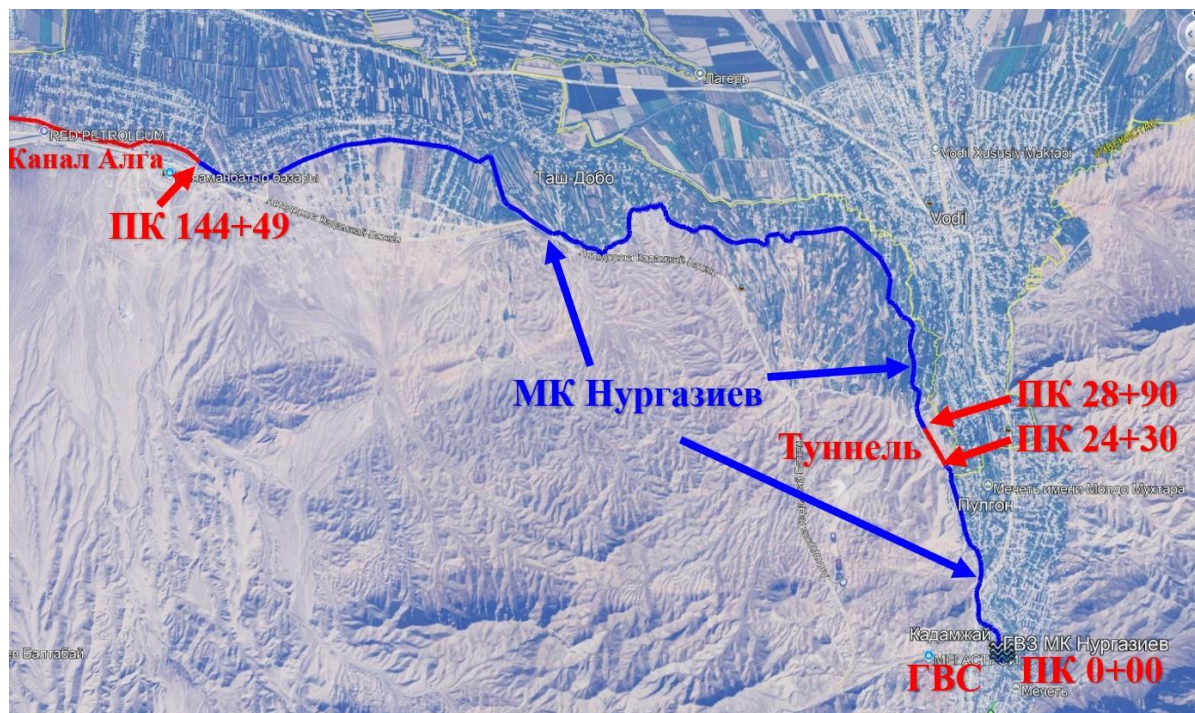
3.3. Technical conditions of MC “Nurgaziev”

21. MC “Nurgaziyev” was built in 1978, at total length - 35.1 km. Canalhas a settling tank, 2 bridges, 11 hydroposts, 5 overchutes, one tunnel, spillway sections, 20 laterals distributing water to on-

farm canals. Water is supplied to the lower-level canals through vertical gates. On-farm canals mainly consist of reinforced concrete parabolic, concrete and earthbed canals.

22. The general physical condition is assessed as satisfactory. The water flow into MC “Nurgaziyev” during the vegetation period averages 7.5–8.0 m³/sec. The maximum flow is impeded by existing crossing bridges and overcrgutes over the canal, which are built on the edge of canal and impede the design flow. At high flow rates (more than 7.5 m³/sec), MC “Nurgaziyev” overflows. In 2012, to increase the throughput, the sides of canal were built up at length - 2285 meters. Despite a number of measures taken, canal still does not provide the flow of irrigation water in sufficient volumes.

Image 1. Layout of MC “Nurgaziyev”



23. On MC “Nurgaziyev” the following HTS are allocated:

- Gauging station (GS) - 4 unit
- Bridge-crossings - 23 unit
- Distribution chamber - 1 unit
- Overchute - 16 unit
- Aqueduct - 2 unit
- Stormwater drainage - 15 unit
- Water outlet - 46 unit
- Pipe-crossing - 5 unit
- Pedestrian bridge - 9 unit
- Tailend discharge - 1 unit

24. At the tailend of MC “Nurgaziyev” there are 894 hectares of WUA «Alga-jarkoton» irrigated areas.

Image 2. Current status of MC “Nurgaziyev”



3.4. Technical condition of c-l “Alga”

25. During the water shortage period in the r. “Shakhimardan”, it is very difficult to deliver irrigation water to WUA«Alga-jarkoton» water users over distance - 9.92 kilometers, since from PK 144+39 to MC “Nurgaziev” there are many lateral canals that are not regulated, and water goes to the sides without regulation, not reaching the irrigated areas

26. In search of an alternative way of water transportation, by decision of the General Meeting of WUA "Alga-jarkoton" in 1997, the construction of Alga earthbed canal using the ashar method at length - 9960 m was started.

27. Currently, MC “Nurgaziev” delivers water to c-l Alga from PK144+39 and reaches the territory of WUA “Alga-jarkoton”. On-farm c-l Alga in earthbed at length- 9.92 km, width - 1 m to 4 m, with significant water filtration losses. According to operational data, the water losses due to filtration along 10 km canal length reach up to 50%.

Image 3. Scheme of the project section of c-l “Alga”



Image 4. Current status of c-l “Alga”



MC “Nurgaziev”

C-l “Alga”

28. Existing HTS on c-l Alga:

- Head cross-regulator - 1 unit on PK 0+00
- Pedestrian bridge - 8 unit on PK 9+06, PK 31+93, PK 41+56, PK 43+26, PK 45+59, PK 52+09, PK 55+42, PK 61+89
- Bridge-crossings - 4 unit on PK 15+97, PK 17+78, PK 37+23, PK 49+43
- Pipe-crossing - 2 unit on PK 9+48, PK 15+11

- Water discharge - 1 unit on PK 99+90

4. DESCRIPTION OF ACTIVITIES UNDER SUBPROJECT

29. The subproject includes several sections:

- 1) Head water intake structure (HWS) on the r. “Shakhimardan”
- 2) (re)construction section №1 MC “Nurgaziev” from HWS to tunnel (from PK 0+00 to PK 23+11).
- 3) (re)construction section №2 MC “Nurgaziev” from PK 52+07 to PK 85+50
- 4) (re)construction section №3 MC “Nurgaziev” from PK 112+15 to PK 145+55
- 5) (re)construction section №4 MC “Nurgaziev” from PK 296+50 to PK 350+96
- 6) HTS on sections under modernization
- 7) Spillway
- 8) Aqueducts on MC “Nurgaziev” (PK 112+71 и 298+83)
- 9) Additional connection to MC “Nurgaziev”
- 10) C-I “Alga”

30. The designed structures will increase water delivery to 1,500 hectares of irrigated land and household plots.

4.1. Head water intake structure (HWS)

31. HWS was built in 1978, on the r. “Shakhimardan”, from which water is delivered to MC “Nurgaziev”. The HWS capacity allows to increase water delivery to MC “Nurgaziev” up to 8.0 m³/sec without reconstruction.

32. Partial reconstruction and modernization are required for HWS. These measures will facilitate further operation, improve water distribution and water metering, which will ultimately increase crop yields.

33. The subproject planned following:

- Makovsky-gate in faulty condition, not working. It needs to be dismantled and replaced with a flat wheel gate 4-2.5.
- On segment gates, the facing sheets are rusted. Need to be replaced. And also, the electric motors (2 pcs.) need to be replaced.
- In section No. 1, dismantling of ПС 150x150 и ПС 100x100 is required. And installation of ГС 150x250 и ГС 100x250 with an electric gearbox.
- In section No. 5, dismantling of ПС 150x150 (3 pcs.) and one ПС 150x150 is required. Installation of ПС 150x150 (pcs.) and one ПС 100x100.
- On thresholds №1 and №2, the facing metal sheets are worn out. Complete replacement of metal facing sheets is required.
- Reinforced concrete extension of threshold №3 by 70-80 cm is required.
- Necessary to purchase the power generator - 10 кВт.

Image 5. Head water intake structure (HWS)



4.2. Main canal (MC) “Nurgaziev”

34. MC “Nurgaziev” originates from HWS PK0+00. The MC “Nurgaziev” total length - 35.2 km. The main part of MC “Nurgaziev” in concrete lining - 32.311 km, L-shaped blocks (Г-20) at length - 2.497 km, in tunnel at length - 392 m. Then canal passes in a trapezoidal section of different sizes depending on the slope of canal.

35. Due to long-term operation, the concrete lining is partially destroyed, resulting in technical water losses. The existing spillway section is destroyed, individual sections of canal have subsided. The structures are in an unsatisfactory condition. Modernization works are required.

36. Typical problems are related to the destruction of concrete canal linings, removed and inoperative control gates and canals clogged with sediment. This has led to many systems becoming unable to deliver sufficient water during peak water demand, which leads to a decrease in crop yields.

37. Irrigation water filtration losses 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 salinization of lands by groundwater

38. Taking into account the above-mentioned shortcomings, the subproject provides the following measures to increase the irrigation water throughput to 9.0 m³/sec: study the entire length of canal in detail and adopt technical solutions that satisfy the final results.

39. The subproject provides the following:

- 1) In the section of the canal, from HWS to tunnel (0+00 to 23+10.7), in order to increase the capacity, the bottom of canal will be dismantled, which will be lined with a rectangular section of monolithic reinforced concrete along the entire length. The slope of canal along the bottom will be changed. That is, there will be no sections of canal with a reverse slope.

- 2) In the section of the canal, from 52+07 to 85+50, it does not pass the design flow. There are subsided sections. The project provides for this section to be completely dismantled and relined.
- 3) the section of canal from 294+700 PK350+25 does not allow the designed flow. There are subsided sections. The project is planned this section to be completely dismantled and relined.
- 4) The project is planned the modernization of all structures on 4 rehabilitated sections of the canal.
- 5) On MC "Nurgaziyev" there are 3 existing sections of c-l with a fast current. In all 3 sections there are problems. The sections do not pass the calculated flow. During operation, the sides of canal were built up several times. The project is planned dismantling all 3 sections and re-arranging the drop structures and spillway sections:
 - Spillway №1 c PK 34+25 no 37+37
 - Spillway №2 c PK 43+95 no 44+30
 - Spillway №3 c PK 50+44 no 52+07
- 6) Also, a metal fencing will be installed along canal, from the Mosque to the tunnel, at length - 1,400 meters.

4.3. Gaging stations and water outlets

40. The WUA activity assessment reports highlight the problem with water metering.
41. Currently, canal and laterals are not sufficiently equipped with gauging stations (GS). The Construction of new gauging stations is required in accordance with the defective act from Kadamjai 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.
43. There are 15 GS in total on MC “Nurgaziyev”. To account for irrigation water during modernization, it is necessary to additionally build 2 new GS on PK 144+50 in c-l Alga, and on PK 31+20 «Jany-jer».
44. All new GSs will be equipped with the ultrasonic level meter with cellular communication canal. 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 canal. 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.
45. Also, to improve the accounting and uniformity of water distribution, it is necessary to install 8 control and measuring devices (CMD).

Image 6. GS on PK1+35



Image 7. Water outlet on PK144+39 (Отвод в с-л “Alga”)



4.4. Pedestrian bridges

46. There are pedestrian bridges of different types, different designs and different construction times on canal. There are new bridges that have sufficient clearance to allow water to pass under the bridge and that are built in accordance with the requirements of norms and regulations and safety engineering.

The project is planned the construction of bridges made of precast concrete to replace the existing wooden pedestrian bridges.

Image 8. Pedestrian bridges



4.5. Bridge crossing

47. There are 2 bridge crossings on MC “Nurgaziev” on PK 1+42, PK 18+12. The canal’s bed under the bridge maintains the slope. The bridges do not provide the flow of 8 m³/sec of water, so it is necessary to increase the height of bridges.

48. There are crossings to households for private cars through MC “Nurgaziyev”. The bridges and pipe-crossings are in satisfactory condition, so no construction work is planned for them, and the designed monolithic c-l is connected to existing structures.

Image 9. Road bridge on PC18+12



4.6. Overchute

49. There are 5 overchutes on MC “Nurgaziev” on PK 9+91, PK11+89, PK12+50, PK13+10, PK14+60. Canal bed under the overchute maintains the slope, but does not provide water flow rate of 8 m³/sec, so it is necessary to increase the height of overchutes.

Image 10. Overchute on PK9+92



4.7. Off-farm canal “Alga”

50. To reduce filtration losses, the project planned concrete lining of the existing c-l with monolithic concrete, as well as reconstructing the Head cross-regulator and end water discharge.

51. In this design solution, the existing structures remain unchanged, except for the head cross-regulator, pedestrian bridges and discharge structure, which are reconstructed.

52. The head cross-regulator will be made in the form of a distribution chamber and equipped with four deep gates ГС 80-150, and for normal operation of the gates, service bridges made of reinforced concrete slabs CM-2,8 are provided.

53. Water discharge is made in the form of a stilling well made of monolithic reinforced concrete of trapezoidal cross-section.

4.8. Allocation of lands for canals modernization

54. MC “Nurgaziev” was built in 1978 and there is an operating road alongside of it. The modernization of MC “Nurgaziev” does not include the expansion of canal bed. All (re)construction work will be carried out within the boundaries of the existing right-of-way. The detailed project does not include additional temporary or permanent land allocation for modernization of MC “Nurgaziev”.

55. For construction of c-l Alga, by the Resolution of Khalmionsky rural district, dated 26.09.2013 No. 142, a land plot of 9.96 hectares was allocated. WUA “Alga-Zharkoton” has a state Act on the right of perpetual use of the land plot. The width of right-of-way for construction work on Alga canal is 10 m.

56. The parameters of right-of-way correspond to the specs of canal design and structures

5. PURPOSE, SCOPE AND METHODS OF SOCIAL DUE DILIGENCE

57. 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.

58. 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.

59. 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 «Nurgaziev» and canal «Alga» without impacting private properties and households

60. 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

61. 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.

62. In accordance with the project's Resettlement Policy Framework (RPF), the subproject must minimize land acquisition and resettlement activities to the greatest possible extent. 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.

63. In this regard, in August 2024, the analysis of detailed designs under MC “Nurgaziev” and c-l Alga and a re-screening were carried out to check the social risks and impacts of activities under subproject on the households. No changes or additions to the design documentation are required to minimize the impacts of subproject.

64. All (re)construction work on to modernize MC “Nurgaziev” will be carried out within the boundaries of the existing right-of-way. The detailed design does not provide additional temporary or permanent land allocation for modernization of MC “Nurgaziev”

65. All work on (re)construction of c-l “Alga” will be carried out within the boundaries of WUA “Alga-Zharkoton” land plot. The detailed project does not include the additional temporary or permanent land acquisition.

66. For the construction of c-l “Alga”, a land plot of 9.96 hectares was allocated by the Resolution of the Khalmionsky rural district dated 26.09.1013 No. 142. The WUA “Alga-jarkoton” owns the state Act on the right of perpetual use of the land plot. The width of right-of-way for construction work on c-l “Alga” is 10 m.

67. The results of survey showed that implementation of the subproject does not require additional temporary or permanent land acquisition, and the preparation of a site-specific Resettlement Plan is not required.

7. KEY RESULTS OF SOCIAL DUE DILIGENCE

68. The results of desk study and field survey confirm the absence of any impact under subproject on households on section under MC “Nurgaziev” and c-l “Alga”. This is also confirmed by the results of the social screening (Annex 1).

69. No physical or economic resettlement is expected during subproject implementation. All (re)construction work on section under MC “Nurgaziev” will be carried out within the existing boundaries of right-of-way on municipal land.

70. (re)Construction work on section under c-l “Alga” will be carried out within the existing boundaries of WUA “Alga-jarkoton” land plots.

71. Due to possible changes in technical solutions in the subprojects for (re)construction and modernization of MC “Nurgaziev” and c-l “Alga”, no additional land allocation will be required. Assets will not be affected by the activities under subproject.

72. (re)Construction and modernization work on the canals may lead to temporary difficulties, for example, with access to various facilities. The impact of subproject is expected to be minor and short-term. In this regard, standard mitigation measures are included in the sub-project Environmental and Social Management Plan (ESMP).

73. 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

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

75. 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.

76. 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 2. Possible impacts on the social environment.

Estimated impacts	(re)Construction phase	Operational phase
Public health and safety	Temporary minor impact/risks*	No impact
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

* There are some potentially moderate social risks during the construction phase (e.g. children playing near the construction site, traffic safety due to heavy machinery, etc.) See paragraphs below.

77. To minimize social risks during the modernization phase, mitigation measures should be followed to minimize the impact of the Sub-project.

78. **Organizational measures.** Public consultation and 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.

79. **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.

80. **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.

81. **Health and safety of construction workers.** Measures to ensure working conditions and safety are prepared in the ESMP and in the 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.

82. **Minimizing community concerns.** Local communities should be informed of the timing and extent of planned works. The Grievance Redressal 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.

83. 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.

84. 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.

85. 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.

86. 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.

87. 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.

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

9. STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE

89. 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.

90. 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.

91. The main objectives of SEP are the following:

- identifying and analyzing 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

92. 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.

93. 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 are held regularly during the project preparation period. In addition, public consultations and the provision of up-to-date information to local communities and other stakeholders are planned prior to the start of construction works.

94. 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 3. 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;	- Modernization of the Main Canal; - Office renovation.

Location	Date	Stakeholders	Main issues
		- Representatives of local self-government bodies (heads of ayyl aimaks, rayon administrations, deputies of local keneshes); - Local population, including women and community representatives (members of WUAs, farmers, representatives of farms, water users).	

95. 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.

96. 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.

97. Visual inspection of canalproject areas was conducted in mid-May and mid-August 2024. The meetings were attended by the RWMU management and engineering staff, heads of ayil okmotu, representatives of WUA and local residents. The meetings were attended 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 work and especially restrictions on access to the site for children.

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

10. PUBLIC CONSULTATION AND DISCLOSURE OF INFORMATION

99. 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).

100. 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. 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.

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

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".

101. 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.

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

103. 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.

104. Under subproject, the public consultations were held on 27 September 2024, during which information was provided on the subproject and its components, as well as on potential social and environmental impacts and measures to mitigate them. The public consultations were attended by 33 people, of whom 30 – men, 3 - women.

Image 11. Public consultations



105. 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.

106. 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.

107. The following issues were on the agenda:

- (i) Introduction to the Project and sub-Project IDS of the Shakhimardan 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.

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

11. GRIEVANCE MECHANISM

109. In accordance with the requirements of the World Bank's Environmental and Social Standard 10 (ESS-10), 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.

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

11.1. GM objectives

111. The objectives of GM 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 Procedure

112. The GM, at the local level, was created by the Order of Kadamzhai rayon State Administration, dated 30.08.2023 No.01-15/332-b.

113. The GM, 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.

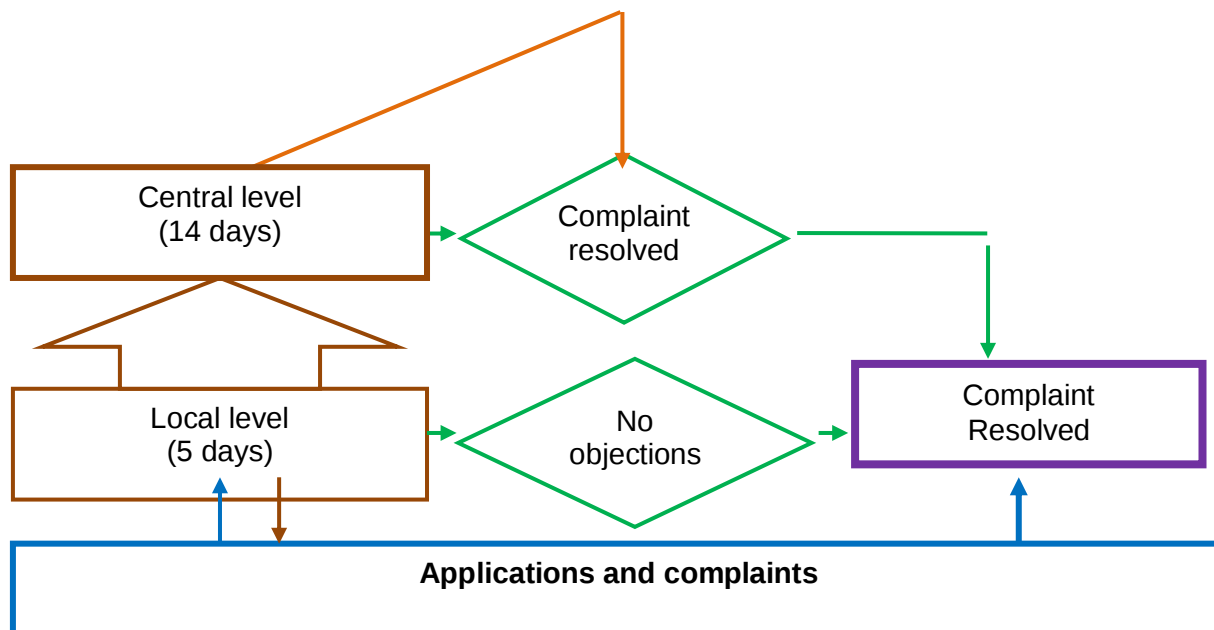
- **Second/Central level:** If an applicant is not satisfied with the decision of LGRC, the secretary of local commission submits the complaint or appeal in writing to the central GRC with a conclusion and supporting documents prepared at the local level. The received documentation will be recorded in 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.

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

Table 4. 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 12. Grievance Process Flowchart.



115. 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 KPIH/DSC, who will monitor the Contractor's response to ensure that all mitigation measures are implemented in a timely and appropriate manner.

116. 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."

117. 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 filling out the online application form: <https://www.crwsp.kg>

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

119. 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

120. In line with the Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH=CՅH/CԺ) 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 GM 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 complaint's mechanism will be highlighted/repeated in all information materials.

121. 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

122. 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 canal s:

- 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

123. 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.

124. 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

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

(1) The World Bank

126. 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.

127. 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

128. 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 GRM, participating in dispute resolution (if necessary).

(3) Design and supervision consultant

129. 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.

130. 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.

131. 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)

132. 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

133. 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

134. 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.

135. 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

136. 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.

137. 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 GRM and analysis of the content of received complaints;
- If necessary, preparation and implementation CAP progress.

13.2. Monitoring indicators

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

- (i) Awareness and understanding of the local community about activities under the sub-Project;
- (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) GRM effectiveness;
- (v) Compliance with the requirements of environmental and social WB Standards under the sub-Project.

13.3. External monitoring

139. 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.

140. 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.

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

13.4. Reporting

142. 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.

143. 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

144. The results of desk study and field survey confirm the absence of any impact under subproject on households on section under MC “Nurgaziev” and c-l “Alga”. This is also confirmed by the results of the social screening (Annex 1).

145. No physical or economic resettlement is expected during subproject implementation. All (re)construction work on section under MC “Nurgaziev” will be carried out within the existing boundaries of right-of-way on municipal land.

146. (re)Construction work on section under c-l “Alga” will be carried out within the existing boundaries of WUA “Alga-jarkoton” land plots. Due to possible changes in technical solutions in the subprojects for (re)construction and modernization of MC “Nurgaziev” and c-l “Alga”, no additional land allocation will be required. Assets will not be affected by the activities under subproject.

147. (re)Construction and modernization work on the canals may lead to temporary difficulties, for example, with access to various facilities. The impact of subproject is expected to be minor and short-term. In this regard, standard mitigation measures are included in the sub-project Environmental and Social Management Plan (ESMP).

148. 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.

149. Modernization works may cause temporary hindrances, such as access to various facilities. Sub-project impacts during the modernization phase are expected to be minor and of short duration.

150. In cases where light fences installed on municipal land are found adjacent to a canal within the boundaries of drafted 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.

151. The total estimated duration of modernization - 12 months.

152. 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.

153. 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.

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

155. 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 name: CLIMATE RESILIENT WATER SERVICES PROJECT
Subproject name: Modernization of IDS r. “Shakhimardan”, MC "Nurgaziev", Offarm canal “Alga”
Location (Oblast, city, village): Batken oblast, Kadamjai rayon
Infrastructure to be constructed (all types irrigation structures):
Previous Screening (if any) date: Initial screening 22.01.2024
Project/subproject start date: _____
Project/subproject completion date: _____
Current Screening date: Final screening 15.08.2024
Field visit conducted: No, Yes, (add dates and locations in the field): 15.08.2024 and 22.01.2024
Description of the Subproject: MC “Nurgaziev” built in 1978 at length - 35.1 km. Canal has settling tank, 2 bridges, 11 hydroposts, 5 overchute, one tunnel, fast-flow sections, 20 branches distributing water to on-farm canals. The general physical condition is assessed as satisfactory. Water consumption in MC “Nurgaziev” during the vegetation period averages 7.5-8.0 m³/sec. Canal supplies irrigation water to 4435 hectares of WUA irrigated lands, located mainly to the north of canal. There are 3 WUAs under MC “Nurgaziev” IDS “Shakhimardan”. In canal “Alga” water delivered from MC “Nurgaziev” on PK144+39 and reaches WUA “Alga-Zharkoton” territory. Canal Alga in earth bed at length - 9.92 km, resulting in significant water filtration losses. The existing c-l has the bottom width from 1 m to 4 m. According to the operation data, water losses due to filtration at length of 10 km reach up to 50%. Give a brief introduction to the sub-project and its components, their objectives and benefits. The subproject includes several sections: • Head water intake structure (HWS) on the r. “Shakhimardan” • (re)construction section №1 MC “Nurgaziev” from HWS to tunnel (from PK 0+00 по PK 23+11). • (re)construction section №2 MC “Nurgaziev” from PK 52+07 по PK 85+50 • (re)construction section №3 MC “Nurgaziev” from PK 112+15 по PK 145+55 • (re)construction section №4 MC “Nurgaziev” from PK 296+50 по PK 350+96 • HTS on sections under modernization • Spillway • Aqueducts on MC “Nurgaziev”(PK 112+71 и 298+83) • Additional connection to MC “Nurgaziyev” • C-l “Alga” The designed structures will increase water delivery to 1,500 hectares of irrigated land and household plots. Details about existing conditions of the structures and proposed civil works with scopes. The MC “Nurgaziyev” in concrete lining - 32.311 km, G-shaped blocks at length - 2.497 km, tunnel at length - 392 m. Then canal passes in a trapezoidal section of different sizes depending on the slope of canal. Due to long-term operation, the concrete lining is partially destroyed, resulting on technical water losses. The existing fast-flowing section is destroyed, the certain sections of canal have subsided. The structures are in an unsatisfactory condition. (re)construction work is required. To increase the flow of irrigation water to 9.0 m³/sec, perform the following activities: study in detail the entire length of canal, and make technical decisions that satisfy the final results. To account for irrigation water during rehabilitation, it is necessary to additionally build 2 new hydroposts on PK144+50 on a lateral canal from canal "Alga" and on PK 31+20 on lateral canal "Jany-Zher". It is planned to install 8 control and measuring devices (CMD). - To reduce filtration losses, the project planned concrete lining of existing c-l "Alga" with monolithic concrete, as well as reconstructing the Head cross-regulator and tail end water discharge. Available design maps earmarking site and proposed activities in order to explain work.

Does the subproject include construction work, including construction of new facilities, expansion, modernization, or (re)construction of existing 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 sub-project closely linked to any other activity not funded under the Project? NO Will this sub-project involve any ancillary impact/ activity away from the work site? NO				
Questions	YES	NO	Status unknown	Comments
Impacts Due to Land Acquisition/Donation				
Is land area needed for the project known? (Provide estimates in the Remarks, including status of ownership, area, type of land use etc.)		NO		
Is the ownership status and current usage of land to be used for the construction known? (provide details in the remarks). Please, add is the site chosen for this work free from encumbrances and is in possession of the subproject implementer?	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 private persons/entities which is subject for land acquisition?	YES			There is no land area subject to land acquisition.
Is there any estimate of the likely number of persons/entities that will be displaced by the Project?	YES			Relocation of persons/organizations is not expected.
Is land for material mobilization or transport for the civil work available within the existing plot (Right of Way)? If not, provide the details on that land location, availability etc.	YES			The Land for mobilization of materials or transport for (re)construction work is available.
Would the Project potentially involve temporary or permanent and full or partial physical displacement? (Specify in the remarks what type of displacement is anticipated).		NO		The project will not involve temporary or permanent and total or partial physical relocation.
Would the Project potentially involve temporary or permanent and full or partial economical displacement (e.g. loss of assets or access to resources due to land acquisition/ donation or access restrictions – even in the absence of physical relocation)? (Specify in the remarks what type of displacement 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 non-titled people who are living/doing business on the proposed site/project locations that will be used for civil work? If yes, provide in the Note Section details on any temporary or permanent impact on them?		NO		No impact on illegal land use practices is expected.
If the site is privately owned, can this land be purchased through negotiated settlement?		NO		Not applicable

Will the land owners donate the land plot for the project?		NO		Not applicable
Will there be loss of shelter and/or residential land due to land acquisition/ donation?		NO		Not applicable
Will there be loss of any productive assets due to land acquisition/donation?		NO		Not applicable
Will there be losses of crops, trees, and fixed assets due to land acquisition/donation?		NO		Not applicable
Will there be loss of businesses or enterprises due to land acquisition/donation?		NO		Not applicable
Will there be loss of income sources and means of livelihoods due to the subproject land acquisition/donation?		NO		Not applicable
Will any social or economic activities be affected by land use related changes?		NO		Not applicable
Will people lose access to natural resources, communal facilities, services or other assets as a result of land acquisition/donation or project implementation? Provide details in the remarks.		NO		Not applicable
Will project result in land use restrictions and/or easement rights? Provide details in the remarks.		NO		Not applicable
Will access to land and resources owned communally or by the state be restricted?		NO		Not applicable
Will the subproject be located in or near any known cultural heritage sites?		NO		Not applicable
Is there a territorial dispute between two or more countries over the subproject area, its ancillary aspects and related activities?		NO		Not applicable
Are there any previous land acquisitions happened and the identified land has been already acquired? Provide details in the Note section.		NO		Not applicable
Are there any land acquisition happening under this project but without financing of the World Bank? Provide details in the Note section.		NO		Not applicable
Data on Vulnerable Groups				
Is there any estimate of the likely number of vulnerable groups/persons that will be displaced by the Project?		NO		Not applicable
Are any of them poor, female-heads of households, or vulnerable to poverty risks? Provide some estimate		NO		Not applicable
Is the subproject located in or near any vulnerable/sensitive areas, social facilities - such as a residential area or school and the availability of municipal services (irrigation)?		NO		Not applicable
Whether the subproject is located in or near any known cultural heritage sites?		NO		Not applicable
Gender				
Is there a likelihood of impacts on gender equality and/or the situation of women and girls?		NO		Not applicable
Would the Project potentially reproduce discriminations against women based on gender, especially regarding access to assets, opportunities and benefits?		NO		Not applicable
Would the Project potentially limit women’s ability to use, develop and protect natural resources, taking into account different roles and positions of women and men in accessing environmental goods and services?		NO		Not applicable
SEA/SH				
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 to hire a foreign workers for the subproject purpose which can lead to a labor influx?			Status unknown	It is tentatively expected that foreign personnel will be hired, but a significant influx of labor is not expected.
GM				
Does the subproject have a GM, including at the Central level, to which all employees have access and which is intended for quick and effective response?	YES			A GM 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 (as needed)				
Decision on categorization After reviewing the answers above, a sub-project 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

Main canal “Nurgaziev” and Off-farm canal “Alga”



PUBLIC CONSULTATION 27 SEPTEMBER 2024





ANNEX 3. Minutes of Public Hearings Meeting

ПРОТОКОЛ ОБЩЕСТВЕННЫХ СЛУШАНИЙ

Проект «Улучшение водохозяйственных услуг, устойчивых к изменению климата», финансируемый Международной ассоциацией развития (Всемирный банк).

Воздействие на окружающую и социальную среду

Модернизация ирригационно-дренажной системы на р. Шахимардан

Баткенская область Кадамжайский район

27 сентября 2024 г.

Присутствовали:

Козибаев А.Ю. – Начальник Кадамжайского РУВХ;
Акматов М.Н. – Главный инженер Кадамжайского РУВХ
Мамыров А.Т. – Главный инженер ОРП УВУУИК СВР МВРСХПП КР;
Неронова Т.И. – Специалист по ООС ОРП УВУУИК;
Орозалиева С.М. – Специалист социальным и гендерным вопросам ОРП УВУУИК;
Кичибаев А.М. – ГИП, инженер-проектировщик, компания SU-Yari
Зинина О.В. – Специалист по ООС «Юнайтед Групп».

В общественных слушаниях приняли участие 33 человека: представители Баткенского ГУВХ, Кадамжайского РУВХ, областной и районный отделы поддержки АВП, представители АВП, осуществляющие забор воды из магистрального канала Нургазиева и Алга системы реки Шахимардан, начальники участков, руководители управлений водохранилищ, представители районной Кадамжайской администрации, общественность и другие заинтересованные участники (список прилагается). В слушаниях приняли участие 3 женщины.

Председатель – Козибаев А.Ю.

Мамыров А.Т. выступил с информацией о проекте, в которой рассказал о компонентах проекта и предполагаемых работах. Проект направлен на улучшение управления водными ресурсами на уровне бассейнов и состоит из четырех компонентов. Компонент 1: Инвестиции в объекты инфраструктуры и повышение качества услуг в целях обеспечения водной безопасности. Он состоит из 2-х подкомпонентов: подкомпонент 1.1. Услуги питьевого водоснабжения и водоотведения и подкомпонент 1.2: Услуги ирригации и дренажа. Подкомпонент 1.1 будет реализован при поддержке ДРПВВ в Иссык-Кульской и Баткенской областях, а компонент 1.2. в Ошской, Джалал-Абадской и Баткенской областях на межхозяйственных системах рек Куршаб, Кара-Ункур-Сай и Шахимардан. Настоящие общественные слушания направлены на информировании о влиянии реализации проекта на окружающую среду и социальную среду в ходе строительных работ, связанных с модернизацией ирригационно-дренажной сети на реке Куршаб: межхозяйственный канал Отуз-Адыр, ГВС и другие объекты инфраструктуры ирригационной системы, питающейся из р. Куршаб.

Кичибаев А.М. проинформировала об объектах, которые подлежат реабилитации и модернизации в рамках проекта.

Неронова Т.И. - рассказала участникам общественных слушаний о требованиях природоохранного законодательства Кыргызской Республики и политике Всемирного Банка по охране окружающей среды при реализации проекта.

Задача оценки окружающей среды заключается в том, чтобы выявить существенное воздействие предлагаемого проекта на окружающую среду (позитивное и негативное), определить соответствующие превентивные меры и меры по смягчению воздействия, направленные на предупреждение, минимизацию или устранение любого ожидаемого необратимого воздействия.

Предлагаемый проект является адаптацией к изменению климата. Реализация проекта окажет положительное воздействие на окружающую среду. А именно, данный проект направлен на сокращение водопотерь в ирригационных системах, улучшение управления водными ресурсами, повышение сельскохозяйственной производительности и улучшение плодородия почв.

Вместе с тем, при проведении строительных работ, возможны проявления некоторых потенциально негативных воздействий на окружающую среду в проектных площадях, на которые необходимо обратить внимание, принять превентивные действия и соответствующие меры по их смягчению во время планирования, разработки, строительства, эксплуатации и технического обслуживания. Потенциальные негативные воздействия являются относительно незначительными, а позитивные экономические, социальные и экологические выгоды значительно перевешивают их в оценке окружающей среды. Рассмотрение этих воздействий приводится ниже.

Основное воздействие, которое может быть оказано в результате ведения строительных работ:

- 1) Вырубка древесно-кустарниковой растительности.
- 2) Загрязнение почв на строительной площадке.
- 3) Загрязнение подземных вод на строительной площадке.
- 4) Ухудшение ландшафта, разрушение естественной среды обитания животного мира
- 5) Загрязнение воздуха и воздействие на рабочих/население при движении транспорта и работе тяжелой техники.

Одной из серьезных проблем является вырубка древесно-кустарниковой растительности, произрастающей в водоохранной зоне каналов. Несмотря на то, что в Водном кодексе предусмотрено освобождение от уплаты компенсации за ущерб, связанный с вырубкой зеленых насаждений, требования Всемирного банка предусматривают посадку новых зеленых насаждений вместо вырубленных. В этой связи, при проектировании объектов, в ВОР предусмотрены финансовые затраты на рубку деревьев, приобретение саженцев и посадку.

Для предотвращения или смягчения негативного воздействия строительства для каждого объекта реабилитации составляется ПУОСС. Он включает в себя план смягчающих мер и мониторинга, как для фазы строительства, так и для фазы эксплуатации и технического обслуживания (ЭиТО).

Все риски фазы строительства легко контролируются и устраняются. Они могут быть сведены к минимуму при должном проектировании смягчающих мер и контроле над Подрядчиком при выполнении работ.

Из рисков фазы ЭиТО риск ухудшения ландшафта и разрушения естественной среды обитания животного мира при чистке земляных каналов и дренажей является явным и легко контролируемым. Риски загрязнения поверхностных и подземных вод агрохимикатами вследствие избыточного использования пестицидов и минеральных удобрений, эрозии почв, связанной с существующей практикой ведения сельского производства, повышения уровней грунтовых вод в зоне их не глубокого залегания в связи с избыточным орошением и, как следствие, засоления почв, требуют специального мониторинга. Необходимость в смягчающих мерах на стадии ЭиТО определяется именно в процессе экологического мониторинга.

Орозалиева С. рассказала участникам общественных слушаний о результатах проведенной комплексной социальной проверки по реабилитируемым объектам ирригационно-дренажной системы р. Шахимардан.

Подробно рассказала о применимых к проекту социально-экологических стандартах Всемирного банка, в частности остановилась на стандартах ЭСС5: Приобретение земли, ограничения землепользования и вынужденное переселение, и ЭСС10: Взаимодействие с заинтересованными сторонами и раскрытия информации.

Так, ЭСС 5 считается уместным из-за потенциальных инвестиций по Компоненту 1, которые могут потребовать некоторого временного и/или постоянного физического и экономического перемещения или вызвать изменения в землепользовании или доступе к земле в зонах определенных видов деятельности.

В соответствии с требованиями ЭСС10 Всемирного банка, Проектом будет внедрен и применен Механизм подачи и рассмотрения жалоб (МРЖ) по подкомпоненту 1.2. «Услуги ирригации и дренажа» для лиц, попадающих под воздействие Проекта. МРЖ является процессом получения оперативной, объективной информации, оценки, рассмотрения, удовлетворения жалоб (заявлений, предложений, жалоб, запросов, позитивных отзывов), связанных с реализацией Проекта.

Обращения или жалобы могут быть как индивидуальными, так и коллективными. Этот механизм также позволит подавать и рассматривать анонимные жалобы.

Сообщества и отдельные лица, которые считают, что на них проект, поддерживаемый Всемирным банком (ВБ), оказывает отрицательное воздействие, могут подавать жалобы также в Службу рассмотрения жалоб Всемирного банка (СРЖ). СРЖ обеспечивает своевременное рассмотрение полученных жалоб с целью решения проблем, связанных с проектом. Затронутые проектом сообщества и отдельные лица могут подать свою жалобу в независимую инспекционную комиссию Всемирного банка, которая определяет, был ли вред причинен или может возникнуть в результате несоблюдения Всемирным банком его политики и процедур. Жалобы могут подаваться в любое время после того, как проблемы были доведены непосредственно до сведения Всемирного банка, и руководству Банка была предоставлена возможность ответить. Информацию о том, как подавать жалобы в корпоративную службу рассмотрения жалоб Всемирного банка (СРЖ), см. на веб-сайте <http://www.worldbank.org/en/projectsoperations/products-and-services/grievance-redress-service>. Информацию о том, как подавать жалобы в Инспекционную группу Всемирного банка, можно найти на сайте www.inspectionpanel.org.

Вопросы:

Алиев Ж. -Надо ли получать разрешение на вырубку зеленых насаждений, если они находятся в зоне отчуждения канала?

Неронова Т.И. – При обследовании реабилитируемых участков было установлено наличие зеленых насаждений. Акт инвентаризации направлен в территориальное управление Минприроды АВП для информации. Дополнительного разрешения не требуется.

Эшатов М. - Куда будут вывозить строительные и бытовые отходы?

Неронова Т.И. – Строительные и бытовые отходы будут вывозиться подрядчиком в места, согласованные с органами местного самоуправления. Строительные отходы могут использоваться повторно, которые подлежат использованию.

Сейитов М. Можно ли будет построить мини завод для переработки остатков бетона?

Неронова Т. – К сожалению в рамках нашего проекта строительство не предусмотрено, однако мы доведем до сведения в соответствующие органы вашу просьбу.

Салиев И. – Мы уже используем капельное орошение, однако это очень дорого, как быть?

Неронова Т. – Возможно необходимо использовать альтернативные варианты орошения, например полив по укороченным бороздам, мы постараемся провести дополнительный семинар по альтернативным видам полива.

Тешебаев К. – Органические удобрения стоят очень дорого, будет ли оказана материальная поддержка для их покупки?

Неронова Т. -Я вас прекрасно понимаю, но в наш проект не входит покупка удобрений для фермеров.

Ормонов Т. - Государственный орган может контролировать во время строительства экологию?

Неронова Т.И. – Да, конечно. Департамент экологического контроля Минприроды в рамках своих обязанностей может вести контроль за соблюдением вопросов охраны окружающей среды.

Жусупов Г. -Кто относится к уязвимым группам?

Орозалиева С. – К уязвимым группам относятся пожилые люди, инвалиды, домохозяйства, возглавляемые женщинами, бедные домохозяйства и домохозяйства с низким уровнем дохода.

Кадыров С. - Кто может обратиться с жалобой?

Орозалиева С. - Лица, у которых возникают вопросы и замечания в ходе ведения строительных работ или в ходе реализации проектных мероприятий, могут подать жалобу. С жалобой может обратиться любой житель, где реализуется проект. Жалобы можно подать в любой момент в устной или письменной форме в ходе подготовки и реализации проекта.

Ходжаев И. - Что означает вынужденное переселение?

Орозалиева С. – Принудительное изъятие земельных участков в результате, которого оказывается прямое или косвенное экономическое, или социальное воздействие через: а) утрату выгод от использования подобных земельных участков; б) переселение из-за утраты жилья; с) потерю активов или доступа к активам; d) потерю источников доходов или средств к существованию, независимо от решения будут ли ЛПВП переселены в другое место.

Нишанов М.- ПСД для канала Нургазиев старый или новый?

Кечибаев А.- В рамках нашего проекта вся ПСД была подготовлена новая с учетом всех рекомендаций РУВХ.

Сейитов М.- После модернизации канала, будет ли тоннель пропускать воду?

Кечибаев А.- Да тоннель пропустит.

В заключении, все собравшиеся поддержали реализацию данного проекта.

Маматов Т.У. от имени всех присутствующих поблагодарили за поддержку и предоставленную информацию.

Председатель

Начальник Кадамжайского РУВХ

Главный инженер ОРП

Специалист по охране окружающей среды

Специалист по социальным и гендерным вопросам



А. Козибаев

А. Мамыров

Т. Неронова

С. Орозалиева

По проекту Всемирного банка «Улучшение водохозяйственных услуг, устойчивых к изменению климата на окружающую и социальную среду»

Баткенская область Кадамжайский район

№№ п/п	Участники Фамилия, имя, отчество	Телефон	Подпись
1	Косимов Т.		
2	Абдурашимов. О		
3	Абдурашимов. И		
4	Алиев И		
5	Оринов. Т		
6	Атабеков Б.		
7	Мурзабаев Т		
8	Сейитов А. С		
9	Исаков А. М		
10	Ахматов М. Н.		
11	Алиев Т.		
12	Кадыров С		
13	Маджидов С		
20	Жураев Т.		
21	Рахматовов. А		
22	Султанов Р		
23	Алиев И		
24	Ибрагимов. И.		
26	Ибрагимов. И.		
27	Ибрагимов. И.		
28	Ибрагимов. И.		
29	Ибрагимов. И.		
30	Ибрагимов. И.		
31	Ибрагимов. И.		
32	Ибрагимов. И.		

ANNEX 4. GRM 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.

Подрядчик 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.