

Social Due Diligence Report

CLIMATE RESILIENT WATER SERVICES PROJECT

Subproject: Modernization of irrigation and drainage system of the river Kurshab-Sai River. Left bank canal: “Otuz-Adyr”

Left Bank Canal “Otuz-Adyr” from PK0+00 to PK400+00

Canal “K-9” from PK0+00 to PK43+00 (Canal “K-9.1” from PK0+00 to PK12+06)

Canal “MKC” (PK0+00 to PK20+90)

Client:

PIU 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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ABBREVIATIONS AND ACRONYMS

WB	—	World Bank
WRS	—	Water Resources Service under the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic
AO	—	Aiyl okmotu
AP	—	Affected person
DSC	—	Design and Supervision Consultant
CAP	—	Corrective Action Plan
CDN	—	Collector and Drainage Network
ESMF	—	Environmental and Social Management Framework
ESMP	—	Environmental and Social Management Plan
FbM	—	Feedback mechanism
FS	—	Feasibility Studies
GRG	—	Grievance Redress Group
GRM	—	Grievance Redress Mechanism
HH	—	Household
HS	—	Head (water intake) structure
KR	—	Kyrgyz Republic
LGA	—	Local government authority
LSG	—	Local self-government
MC	—	Main canal
PC	—	Public consultations
PIU	—	Project Implementation Unit
RP	—	Resettlement Plan
RWMU	—	Regional Water Management Department
SDDR	—	Social Due Diligence Report
SEP	—	Stakeholders Engagement Plan
SES	—	Socio-environmental standards
KGS	—	Kyrgyz som
USD	—	Dollar USA

1. INTRODUCTION

1. The Climate Resilient Water Services Project (CRWSP) 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 of 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 the implementation of the subprojects of the CREWSP in the World Bank's environmental and social risk qualification system is categorized as a 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) improve institutional capacity for climate-resilient water supply 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 supply, sanitation and irrigation services, and to build capacity to improve integrated water resources management and the capacity of relevant service providers in the selected basins. At the national level, the Project will enhance institutional capacity for inclusive water supply and management service delivery
6. The Subproject institutional arrangements are aimed at specific measures to strengthen activities to control environmental and social impacts of the subproject and ensure compliance with relevant legislation and World Bank standards.
7. The objective of 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. Subproject implementation and impacts will be local in location and limited in time. Therefore, preventive measures will mitigate both social and environmental impacts of the Subproject .
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 the subproject area

10. The Project area covers Kara-Suu rayon of Osh oblast of the Kyrgyz Republic. The source of water is the r. Kurshab-Sai. The river is a left tributary of the r. Kara-Darya. Currently, the river flowing into the Andijan reservoir.
11. The “Otuz-Adyr” canal passes along the left bank of the r. Kurshab-Sai and along the adyrs and plains boundaries.
12. The total length of canal “Otuz-Adyr”-52.4 km. At present, the canal delivers irrigation water to 15400 ha of WUAs irrigated lands, located mainly to the north of canal. The “Otuz-Adyr” irrigation scheme was designed for irrigation of lands of rural rayons: “Otuz-Adyr”, “Joosh”, “Saray”, “Sary-Kolot”, “Kashgar-Kyshtak”, “Zhany-Aryk”, “Mady” and 13 WUAs located in Karasuu rayon.

13. The interested beneficiaries are 75154 people of Kara-Suu rayon, who receive water from the r. Kurshab-Sai system. The area has high agricultural potential to cultivate vegetables and fruits, cereals and oilseeds. The following agricultural crops are mainly cultivated/grown on the suspended lands of canal “Otuz-Adyr”: wheat, maize, rice, barley, melons, vegetables, oilseeds, orchards.

3.2. Technical condition of MC “Otuz-Adyr”

14. The head water intake structure was built in 1954. The Rehabilitation works on headwork and MC “Otuz-Adyr” executed in 1998 and 2002. During the water intake structure operation period, the right bank spurs were destroyed on the supplying regulated river bed. The 6 emergency discharge gates - PS 1.2 x 1.5 out of order. The monolithic concrete lined diversion discharge canal destroyed. The bank protection dam made of soil, before and after the discharge, is destroyed annually after the floods passing through it.

15. The total length of the “Otuz-Adyr” canal is 52.4 km. The main part of canal is earth bed - 48.8 km, 3.6 km - concrete lined, the right bank of canal is partially lined. The left bank feeder canal is gradually deteriorating. Monolithic reinforced concrete slopes on the right and left banks of the supply canal are crumbling. The existing monolithic reinforced concrete lining is faulty, and reinforcement mesh is visible. The left bank diversion canal of the river is eroded and subject to wash-offs. The equipment has deteriorated over time of operation and requires replacement.

16. The canal has a 3-chamber desilting basin, 2 pumping stations: “Otuz-Adyr” and “Eshme”, supplying water to the upper sections of areas, 45 diversions distributing water to on-farm canals managed by WUA. Water supply to downstream canals is carried out through vertical gates. On-farm canals mainly consist of reinforced concrete parabolic, concrete and earthen canals. There are 14 bridges and 33 gauging stations built on the canal. Water flow into c-I “Otuz-Adyr” during the growing season averages 18-20 m³/sec. The maximum flow rate is prevented by the existing tunnel on the canal from PK115+56 to PK119+94.

17. The canal has a trapezoidal cross-section. The average width of the upper slopes is 12.0 m at the source and about 8.0 m at the end of canal. A significant part of the canal passes through mountainous terrain and due to the lack of gauging stations and mudflow control structures, water distribution and water metering are currently difficult. Lack of lining and poor condition of water distribution boards lead to high water losses, which can reach 40% with normative values for the first level canals within 15%. Also, “Otuz-Adyr” canal route passes in a half excavation and half embankment, so there is a large filtration of water. Due to high filtration losses and outdated technical equipment of structures on c-I “Otuz-Adyr” there is a shortage of water for irrigation. During the period of canal operation, the concrete lining of the canal has deteriorated, the canal silted up annually and requires mechanized cleaning.

18. The subproject is planned the following:

- (re)construction of a protective dam and modernization of the head water intake structure (HWS) on the Kurshab-Sai River with increased flow capacity up to 25 m³/sec;
- Replacement of existing hydromechanical equipment at the dam and sedimentation basin and overhaul of electrical equipment with replacement of electric motors;
- (re)construction of a settling chamber at the additional water intake with its connection to the main canal;
- (re)construction of a control house;
- Increasing the capacity of the “Otuz-Adyr” Main Canal to 25 m³/s from PK0+00 to PK400+00;
- Re(re)construction of the “Otuz-Adyr” main canal in concrete lining with all structures in need of re(re)construction (culverts, bridges, gauging stations, etc.);
- (re)construction of a parallel tunnel branch with connection to the existing canal;
- Re(re)construction of the “K-9”(and “K-9.1”) canal, length - 5.6 km;

- (re)construction of the MKC feed canal with a length of 2.1 km.

Image 1. Scheme of MC “Otuz-Adyr” from PK0+00 to PK400+00

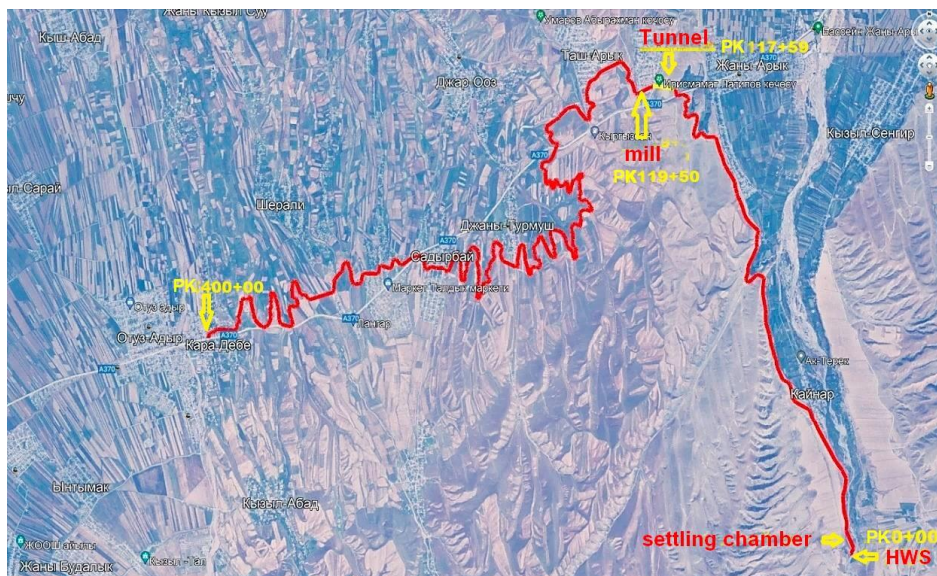


Image 2. Head water intake structure PK0+00



Image 3. Three-sections desilting basin PK2+50



4. DESCRIPTION OF THE SUBPROJECT ACTIVITIES

4.1. Head water intake structure (HWS)

19. It is planned to increase the capacity from 20 m³/s to 25 m³/s. Therefore, (re)construction of an additional canal L=451 m with an additional head intake of 5 m³/s is expected on the upstream side of the HWS with connection to the existing canal bypassing the HWS.

20. (re)construction of a 250.8 m long right bank dam is planned (reinforced concrete slope of the canal bed), on both sides of this structure along the alignment. The total height of the dam will be 4.9 m, with a (re)construction height of 3.5 m and an apron height of 1.4 m. The dam will be anchored on the bottom and slope with d=70 cm stone in 2 layers.

21. The additional intake structure with canal includes a supply canal, a single-chamber sedimentation tank and a diversion canal, in addition to 1 unit slug discharge structure and 1 unit transition structure from the existing 3-chamber sedimentation tank. The canal will be equipped with a bridge crossing where it crosses the existing road.

22. It is planned to replace old equipment with reinforced gates (GS100*250 - 6 pcs.) on the upstream side of the HWS pipeline. Also at the HWS site, the project provided for the repair of electrical equipment and its connection to a diesel generator.

4.2. Single chamber sump

23. The route of the projected sump is laid parallel to the existing sump within the boundaries of the canal protection zone, and operates autonomously. This scheme of additional water supply to the main canal makes it possible to wash sump chambers alternately. Length of the design sump chamber 115m, (re)construction height of the chamber from 1.35m to 5.48m. Rectangular chamber with bottom width 6m. The slurry pipeline from the design sump is laid under the existing reconstructed “Otuz-Adyr” canal with discharge into the river “Kurshab-Sai”. Connection to the main canal “Otuz-Adyr” from the single-chamber sump is made by means of a 64m long supply canal.

4.3. Modernisation of Canals

24. The “Otuz-Adyr” main canal route originates from the sump chamber. The total length of the “Otuz-Adyr” canal is 52.4km. Six off-farm canals branch off from the main canal: “Obvodnoy”, “Prisavai”, “K-5”, “K-9” (and “K-9.1”), “MKC”, and “Karasuyskiy” feeding canal. The extension of “Otuz-Adyr” canal is the “Osh” feeding canal, which delivers water into the irrigation system “Akbur”. The subproject covers canals “K-9” (and “K-9.1”) and “MKC”.

25. For the current period, a detailed design has been prepared for a 40 km section of the canal (from PK0+00 to PK400+00), 5.6 km of the “K-9” (and “K-9.1”) canal re(re)construction, and 2.1 km of the “MKC” feeder canal (re)construction. This social due diligence report covers these sections.

“Otuz-Adyr” Canal from PK0+00 to PK400+00

26. The main part of the “Otuz-Adyr” canal passes in an earthen bed for about 48.8 km and 3.6 km in concrete lining. The right slope of canal is lined in some places.

27. Irrigation water losses by filtration, due to unlined irrigation canals, can cause water shortages on the one hand and drainage problems on the other. In addition, high standing water is associated with salinization of land by groundwater.

28. To prevent these losses, the earthen bed of the “Otuz-Adyr” main canal will be lined with monolithic concrete along its entire length from PK0+00 to PK400+00. It is envisaged to dismantle sections of old deteriorated concrete and install a new lining of the canal section. Photo in Annex 2.

29. On the canal section from PK0+00 to PK400+00 the subproject provides for re(re)construction of 46 structures and (re)construction of 17 new structures. 22 existing structures are in good condition.

Canal “K-9”

30. The off-farm canal “K-9” originates from the main canal “Otuz-Adyr” on PK469+80. The total length of canal - 4.3 km. Under existing conditions, the canal passes in w/concrete blocks LR-10 with a length -2.48km. This section of the canal is in poor condition. Judging by the damage and condition of prefabs, the canal has been in operation for more than 20 years. There are leaks through the seams, chips and damage on the concrete blocks.

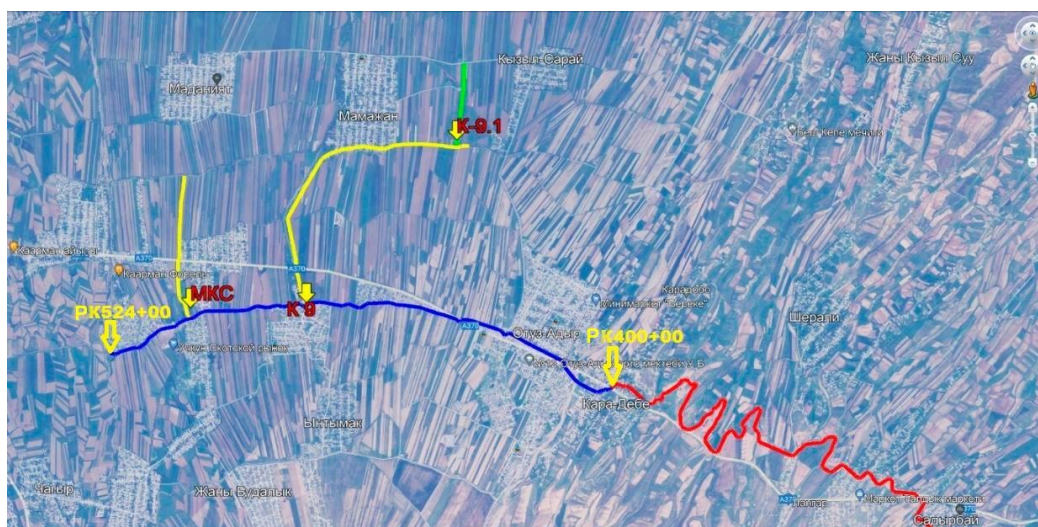
31. Under design conditions, the canal's capacity, according to data from the Kara-Suu RWMU - 1.0 m³/s. (Re)(re)construction of the canal consists of replacing the existing blocks with new LR-10 blocks. And also in lining the earthen section of canal with LR-10 blocks. Along the canal on the left side there is a 4.5 m wide the access road is also planned.

Canal “K-9.1”

32. At PK 41+17 of the off-farm canal “K-9”, the second-order canal “K-9.1” branches off in the northern direction. The total length of canal -1,206 km. The canal is made of parabolic trays LR-8. The condition of the canal is poor. There are leaks and destruction of the cladding. According to the Kara-Suu RWMU, the canal's capacity - 0.8 m³/s. The canal's re(re)construction involves replacing the lining with new LR-8 trays.

Canal “MKC”.

Image 4. Location plan of “K-9” and “MKC” canals



33. The “MKC” canal originates from the main canal “Otuz-Adyr” on PK488+20. In the current conditions, the canal passes in an earthen bed. The canal bed is overgrown with vegetation and requires clearing. The total length of the canal is 2.09 km. The canal capacity, according to the

data of the Kara-Suu RWMU, under design conditions - 0.4 m³/s. Re(re)construction of the canal consists in lining the earthen canal with U-shape prefabs/parabolic trays LR-8.

"Otuz-Adyr" canal section from PK400+00 to PK524+00.

34. Design work is currently being carried out for the canal section from PK400+00 to PK524+00. An additional social due diligence report will be prepared for this section.

4.4. Hydroposts

35. There is an existing hydropost on the PK6+20 canal, the concrete parts of which have been destroyed during many years of operation and all metal structures have rusted. The Subproject envisages dismantling of the old gauging station and (re)construction of a "fixed course" type gauging station in its place. The same gauging station will be constructed at PK348+15.

36. It is also considered to construct 16 more gauging stations on c-l "Otuz-Adyr" diversion. All hydroposts will be equipped with metal bridges for crossing and control and measuring devices for convenient water metering.

4.5. Water outlets

37. The existing culvert at PK25+62 (Kyzyl-Senir) is almost completely destroyed. Metal structures are rusted, warped, existing concrete part is destroyed.

38. New culverts will be constructed on the canal section from PK0+00 to PK400+00 to replace the old ones. The Subproject envisages (re)construction of 4 pipe culverts and will construct sluice-regulators on the canal (4 pcs).

4.6. Mudflow diverters

39. Due to rainfall, small mudflows were falling from the slope along the left bank of the earthen canal bed.

40. The Subproject provides for the (re)construction of 2 mudflow diversions at PK 9+35 and PK10+01. The mudflow outlet wall is designed from box gabion with total height h=10m.

4.7. Culvert

41. The existing 1000mm diameter pipe under the canal at PK348+06 is designed to divert debris flows from the upper fields.

42. This pipe is constantly clogged with sediment and has to be cleaned frequently. The Subproject envisages dismantling of this structure and (re)construction of a new pipe under the canal from ZP10.100 (rectangular link). The total length of structure together with the inlet and outlet - 41.5m, the length of structure without them is 34m. The inlet and outlet sections will be made of a rock lining with d=30mm stones.

4.8. Pedestrian bridges

43. The canal has pedestrian bridges of different types, different designs and different times of (re)construction.

44. There are new bridges that have sufficient clearance to allow water to pass under the bridge and that are built to code and safety requirements.

45. Modernization of the canal includes (re)(re)construction of six new pedestrian bridges of 2 types: type 1-16m, type 2-12m.

4.9. Bridge crossing

46. The existing old bridge crossing at PK144+94 has a clearance width under the bridge of 5m and a maximum height of 2.1m. A height of 2.3 m is required to ensure the design water passage (22m³/s) at this section. In addition, the base of the bridge is made of torn stone embedded in concrete, which shows significant damage. The Subproject envisages dismantling of the old bridge crossing and (re)construction of a new one.

4.10. Tunnel

47. The left bank “Otuz-Adyr” canal passes into the hilly spurs of the Alai ridge at the 12th km, where a 442 m long box-type tunnel was built. The length of the whole tunnel complex with supply and diversion canals and structures is 640 m. The existing tunnel is in satisfactory condition and is lined with monolithic reinforced concrete. The throughput capacity of the tunnel is about 15 m³/s.

48. The Subproject envisages the (re)construction of another additional tunnel to the left of the existing tunnel with a capacity of up to 5 m³/second.

5. PURPOSE, SCOPE AND METHODS OF SOCIAL DUE DILIGENCE

49. The main purpose of this Social Due Diligence (SDD) is to assess the impacts of the project on households and economic activities, including land acquisition and resettlement. During project preparation, apply mitigation measures in accordance with the project's social and environmental instruments and national laws and regulations. On the basis of the activities carried out, prepare the SDDR.

50. At the initial stage, the Consultant's specialists conducted desk and field surveys based on the detailed design. This Social Due Diligence Report 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 Subproject will not affect the property owned by private individuals and households who live along the Canals:
 - “Otuz-Adyr” canal from PK0+00 to PK400+00;
 - canal “K-9” from PK0+00 to PK43+00 (canal “K-9.1” from PK0+00 to PK12+00);
 - “MKC” canal from PK0+00 to PK20+90;
- (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 Subproject to ensure that the necessary survey is undertaken, advising the LGA on the preparation of a Corrective Action Plan;
- (iv) ensure that the requirements of the World Bank's SES are fully complied with.

51. Also, the purpose of the verification is to confirm that all (re)construction activities will be carried out within the Subproject boundaries of (re)construction works at the “Otuz-Adyr” MC without impacting private properties and households.

52. The survey of MC “Otuz-Adyr” was conducted during the period April-May 2024. The following activities were carried out as part of the social due diligence review:

- (i) **Desk-based analysis:** The desk review was carried out prior to the field survey by analyzing documents and plans. The purpose of the desktop analysis was to obtain as much information as possible about the location and structure of the Projected (re)construction works.
- (ii) **Field surveys:** In April-May 2024, field surveys were conducted with representatives of the RWMU.
- (iii) **Field consultations:** During the preparation phase of the design and field research, 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. MEASURES TO MINIMIZE SUBPROJECT IMPACTS

53. The PIU and Consultant specialists conducted suitable measures to reduce the Subproject 's impacts at the planning phase, and to minimize its delivery. These steps included:

- Meeting with engineers and discussing issues of minimizing social risks during design process;
- Analysis of design documentation;
- Visits to sites and screenings;
- Meeting with stakeholders and discussing issues of minimizing social risks;
- Making decisions on updating design documentation.

54. While elaborating on the detailed design, the Consultant, in close coordination with the PIU, RWMU and other stakeholders, was able to identify and minimize social risks.

55. The results of social screening are submitted to the PIU office and WB for revision, and defining the expected risk level under the subproject, since, in accordance with ESMF, the high-risk subprojects are not financed under the Project.

56. Based on the results of tentative screening, several (re)(re)construction areas were identified to be located within the allotment boundaries for the planned (re)(re)construction work, and were identified with associated social risks related to resettlement.

57. Social risk areas identified on canal “Otuz-Adyr”:

- on section from PK117+70 to PK119+50, the boundaries of drafted (re)(re)construction works affect the land plots allotment and fences of four households. On PK119+00, the building of the old mill (currently a barn) is also subject to demolition;
- on PK124+00, light fences (tree branches, wire and mesh) installed on municipal land to restrict animal access to the cultivated agricultural plot are adjacent to the canal within the boundaries of drafted (re)(re)construction works;
- on PK332+64, a canopy of a pumping unit for supplying water to the cultivated agricultural plot is affected by the subproject, close to the canal within the boundaries of drafted (re)(re)construction works;
- On PK399+40 there is an old water wheel structure that is subject to dismantling. Rusty metal structures are not in use subject to dismantling.

58. In accordance with the World Bank ESS5, a Resettlement Plan (RP) must be prepared for the specified social risk areas.

Image 5. “Otuz-Adyr” canal section from PK117+70 to PK119+50



Image 6. “Otuz-Adyr” canal section PK119+00



59. In some areas, there are isolated cases of light fencing near the canal (tree branches, wire and mesh). Local residents install these fences to restrict animal access to their areas and to protect green spaces and vegetable gardens from livestock.

Image 7. Pumping unit shed PK332+64 on the “Otuz-Adyr” canal



Image 8. old water wheel on PK399+40 on canal “Otuz-Adyr”



60. The section of c-l “MKC” from PK8+00 to PK PK8+70 is located near a shopping mall. The owner reinforced the canal’s lining, and also concreted the adjacent area for installing a container and a light open canopy. The container and canopy are used to store a small amount of household items.

Image 9. “MKC” canal section from PK8+00 to PK PK8+70



61. As the follow-up work stage, an additional survey of these areas was performed and the necessary measures were taken to minimize the impact under subproject.

62. On the section of canal “Otuz-Adyr” from PK117+70 to PK119+70, during the (re)(re)construction period, the profile of canal cross-section will be changed from trapezoidal to rectangular. This measure completely eliminates the impact on these objects.

63. Also, as part of minimizing the impact under this subproject, the following decisions were made:

- The light fences on PK124+00, installed on municipal land, adjacent to the canal within the boundaries of drafted (re)construction works, will be moved by the Contractor, and restored in agreement with the household. After completion of the construction work, the restored fences will be of the same or better quality than the previously existing ones, and they will be restored in consultation with the AHs.
- If necessary, a light small canopy for installing a pump and supplying water to the cultivated agricultural plot on PK332+64, during the (re)(re)construction works will be temporarily dismantled and upon completion of drafted works, restored in agreement with the household, and in accordance with the regulatory protection zone of canal.
- Dismantling of the metal structures of old water mill on PK399+40 is associated with certain costs and therefore the Owner did not have the opportunity to dismantle it for

several years. Small-sized and efficient electric pumps have long been used to supply water for irrigation of agricultural plots. At the stage of subproject implementation, the metal structures of old irrigation mill will be dismantled by the Contractor, as an aid to the household. This aid needs to be documented in a written document signed by the AH.

64. The section of canal “MKC” from PK8+00 to PK PK8+70 has already been concrete lined and connected to the culvert through the Bishkek-Osh highway. No (re)(re)construction work is required on this section.

7. KEY RESULTS OF SOCIAL DUE DILIGENCE

65. The results of desk analysis and field study confirm the absence of any impact under subproject on households in the remaining project areas of the canals: “Otuz-Adyr”, “K-9 (“K-9. 1”, “MKC”. This is also confirmed by the results of social screening (Annex 1).

66. No physical or economic resettlement is planned under the subproject implementation. All (re)construction works will be carried out within the boundaries of the municipal land and the boundaries of the allotment for Project (re)construction works.

67. (re)construction activities may cause temporary difficulties, such as access to various facilities. Subproject impacts during the (re)construction phase are expected to be minor and of short duration. Any necessary works should be carried out in consultation with the AHs and where any structures are relocated and they should be reinstated to the same or better quality than pre-existing. These aids need to be documented in a written document signed by the AHs.

68. No historical and cultural sites will be affected by the Subproject, 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. MEASURES TO MITIGATE UNEXPECTED IMPACTS

69. All work will only be carried out after the necessary permits have been obtained and approved.

70. Possible social risks during Subproject implementation:

- Possible occupational injuries to the local population and workers;
- Involvement of people under the age of 18 in the work;
- 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 Subproject implementation, etc.

Table 1. Possible impacts on the social environment

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

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

71. In order to minimize social risks at the stage of (re)(re)construction works, it is necessary to comply with measures to mitigate the impacts under the subproject. Measures to mitigate the impacts on the health and safety of the population are prepared in the ESMP. Measures to ensure working conditions and occupational safety are prepared in the Labor Management Plan (LMP). A Stakeholder Engagement Plan (SEP) has been prepared for consultations and complaint management.

72. The specified social risks are possible only at the stage of (re)construction works. Similar impacts under the subproject at the stage of operation are not expected.

73. **Organizational measures.** Prior to the commencement of (re)construction works, 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 (re)construction sites), through disclosing the ESMP, LMP, SEP and GM. 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.

74. **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.

75. **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.

76. **Health and safety of (re)construction workers.** 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 (re)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.

77. **Minimizing community concerns.** Local communities should be informed of the timing and extent of planned works. Information boards are placed near (re)construction sites in convenient and visible locations for the community.

78. Working hours should be strictly limited to daylight hours. (re)construction should be accompanied by special measures to prevent dust generation. Parking of (re)construction equipment should not block or restrict residents' access to their property and public areas or, if unavoidable, alternative locations and temporary access routes should be organized. Access roads and material and waste storage areas should be identified and clearly marked in the design of the works.

79. Where unanticipated impacts are identified during (re)construction, social due diligence shall include the following activities

- (i) Immediate notification to the PIU of identified unanticipated impacts on households during (re)construction;
- (ii) A team comprising the PIU, the Consultant and the Contractor will review the situation and relevant Project documents and consider options to stop the development of the identified unintended impacts, taking into account their minimization;

(iii) the consultant's engineers will prepare a plan to address the identified unintended impacts and agree it with the PIU.

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

81. During the mobilization phase, the contractor will recruit labour from outside for more skilled trades. Skilled workers will be recruited on a competitive basis. Local residents will be given priority for employment opportunities if they meet the skill requirements.

82. Prior to the commencement of works, the PIU and the 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.

83. All staff working on the Subproject must with the Code of Conduct (Annex6).

9. STAKEHOLDERS ENGAGEMENT

84. 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.

85. 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.

86. The main objectives of SEP are the following:

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

87. 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

88. 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 Djalal-Abad oblasts, met with local stakeholders, held initial consultations on the scope and objectives under the Subproject .

89. 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 2. 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 Djalal-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 (re)(re)construction work 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).	- Rehabilitation of the Main Canal; - Office renovation.
Kadamjay rayon	28.09.2021	- the WB mission Members; - WRS management; - PIU specialist; - Representatives of the rayon state administration; - Management of Batken MWMU; - Kadamjay RWMU Specialists; - Representatives of local self-government bodies (heads of aiyl aimaks, rayon	- Rehabilitation of the Main Canal; - Office renovation.

Location	Date	Stakeholders	Main issues
		administrations, deputies of local keneshes); - Local population, including women and community representatives (members of WUAs, farmers, representatives of farms, water users).	

90. 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.

91. 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.

92. The meetings were attended by the RWMU management and engineering staff, heads of ayil okmotu, representatives of WUA and local residents. The meetings were also attended by the owners of structures/facilities located near the canals, and where issues of minimization of the subproject impact were discussed.

93. Positive solutions were found for all issues discussed.

Image 10. Meetings with stakeholders



10. PUBLIC CONSULTATION AND DISCLOSURE OF INFORMATION

94. In accordance with KR legislation and WB standards, local communities should be meaningfully consulted and given opportunities to participate in Subproject 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 the planning process, as well as of Subproject implementation schedules and procedures, including the implementation of the Grievance Redress Mechanism (GRM).

95. 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 law¹. 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.

96. 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 life of the Subproject.

97. In the course of the implementation of the Subproject, the PIU and the consultants' specialists carried out meaningful public consultations with the main stakeholders.

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

99. For the subproject, public consultations held on _____ 2024 to provide information on the Project and its components, as well as potential social and environmental impacts and mitigation measures.

100. 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.

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

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

103. The following topics were on the agenda:

- (i) Introduction to the Project and sub-Project MC “Otuz-Adyr” modernization, including “K-9”, “K-9.1” and “MKC” canals;
- (ii) Measures to minimize environmental and social risks;
- (iii) Grievance redress mechanism under the Subproject;
- (iv) Gender aspects of the implementation of the sub-Project;
- (v) other issues related to the Subproject.

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

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".

11. GRIEVANCE REDRESS MECHANISM

105. In accordance with the requirements of the World Bank's Socio-Environmental Standard 10 (ESS-10), the PIU of WRS has developed a Grievance Redress Mechanism (GRM) for the Subproject.

106. The GRM 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 GRM will streamline the process of receiving, reviewing and resolving complaints that may arise in relation to the implementation of Project activities. The Subproject will also implement a feedback mechanism (FbM) as one of the main tools for the prevention of social risks/conflicts.

107. The GRM 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. GRM objectives

108. The objectives of GRM are to:

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

11.2. Grievance redress process

109. Detailed information on the stages and timescales, and who is responsible for dealing with complaints and grievances, can be found in the Grievance Matrix.

Table 3. Grievance Matrix

Level	Grievance addressed to	Presentation form	Grievances / Governance / Procedures	Review period (from the moment of registration)
Level 1 / Local	Local commission under the AO to handle grievances.	Verbal or written	- Registration of a complaint in the complaints registration register, indicating the date and time; - registration of the complaint is carried out by the secretary of the precinct commission; - In case of dissatisfaction with the complaint, the complaint is redirected to the central level.	5 working days

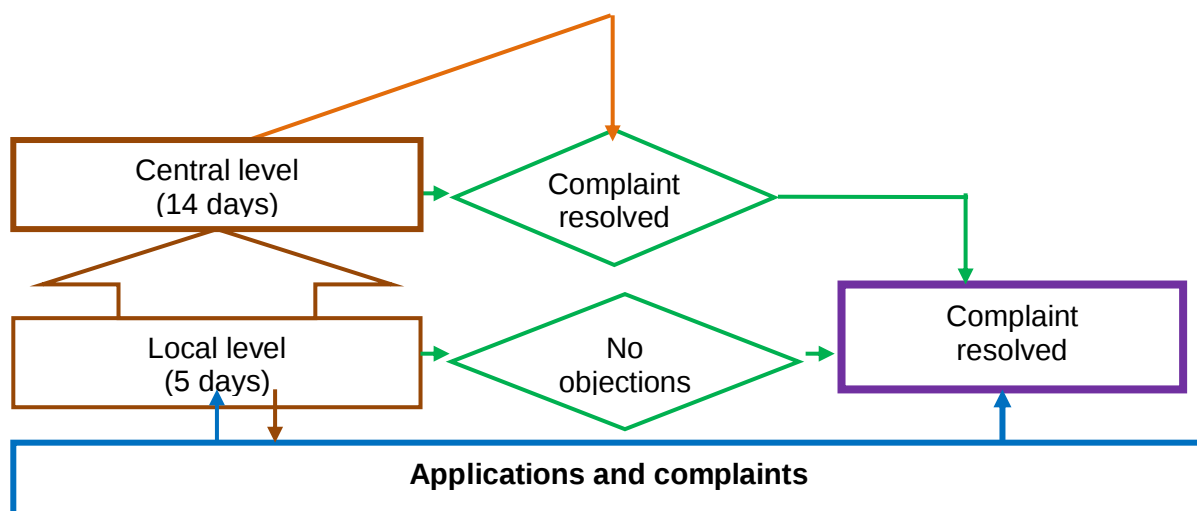
Level 2 / Central	Centralised: at the PIU level - grievance committee (established by orders of the WRS Director from among PIU staff, WRS representatives and other persons as agreed).	In writing	- Registration of the complaint in the complaint's registration register with the date and time; - The registration of the complaint is carried out by the specialist on social issues.	14 working days
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110. GRM at the local level was established by the Order of Kara-Suu rayon state administration from 07.09.2023 №172.

111. GRM at the central level is established by the WRS Order dated 01.11.2023 No. 123.

- **First/Local Level:** The first step in the grievance process will be a verbal or written complaint to the local grievance redress Group (GRG). 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 LSG. A grievance or an appeal is addressed to the secretary of the LSG. The period for consideration of the complaint by LSG 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 LSG, the secretary of the local commission submits the complaint or appeal in writing to the central GRG 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 Subproject Social Issues Specialist will be in direct contact with affected person (AP). The Subproject 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 AP. The Subproject will help APs 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 AP may apply to the court. The grievance resolution process is described in the Grievance Resolution framework.

Image 11. Grievance Process Flowchart.



112. In order to promptly assist in resolving problems, complaints and grievances during the (re)construction period, a Contractor may be involved in the GRM procedures. The Contractor's representative ((re)construction foreman, engineer, social or environmental specialist) will receive and record requests and complaints in the GRM 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 (re)construction work. In the event that Applicants are not satisfied with the response, they may submit a complaint to the DSC/КПН, who will monitor the Contractor's response to ensure that all mitigation measures are implemented in a timely and appropriate manner.

113. The Subproject 's GRM 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.”

114. The Subproject will consider anonymous complaints and grievances, and take actions on them.

Appeals and grievances addressed to WRS contacts:

PIU WRS address: Toktonaliev str. , 4 a street, 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://nwrmp.water.gov.kg>

115. The form of the GRM information stand is presented in the Annex 4.

116. All incoming complaints or grievances are subject to registration in the GRM register (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 sensitive complaints

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

- Gender sensitivity will be considered when recruiting social workers who will work in the PIU.
- Social workers will be informed about SEA/SH issues.
- In addition to socio-cultural specifics and non-violent communication methods in training of workers, information about SEA/SH will also be included in the agenda. The training of workers will include the following information about SEA/SH:
 - Definition of violence against women in national and international documents;

- Types of violence (physical, sexual, economic, emotional);
- Legal sanctions.
- The complaints mechanism will be accessible and will ensure the confidentiality of personal information.
- The outreach campaigns will be held to inform women about the use of this mechanism. These events will provide the following types of information:
 - Women's rights;
 - Self-defense in cases of violence and sexual violence;
 - Emergency numbers;
 - Hot-line of the institutions and organizations to contact;
 - Complaints mechanism and privacy policy.
- The principle of confidentiality of the complaints mechanism will be highlighted/repeated in all information materials.

118. 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

119. The Communities and individuals, who believe that they are being negatively impacted by the World Bank-supported Subproject 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 canals:

- email: grievances@worldbank.org
- fax: +1.202.614.7313
- mail: World Bank, Grievance Redressal 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

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

121. 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 Subproject can be quickly resolved.

12. INSTITUTIONAL MECHANISMS

122. This section describes the institutional arrangements, roles and responsibilities of the parties involved in the Subproject implementation.

(1) The World Bank

123. The financing agency for the Project is the World Bank. During the (re)(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 (re)construction works.

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

(2) The Project Implementation Unit

125. The PIU is the Client 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 Subproject . 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 (re)construction period. The Working Group will have the following objectives: informing representatives of local communities about the Subproject and, through GRM, participating in dispute resolution (if necessary).

(3) Design and supervision consultant

126. 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.

127. The Consultant shall ensure the implementation of procedures, protocols and tools related to the WB environmental and social standards applicable to this Subproject . 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.

128. 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)

129. 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, (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

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

13. MONITORING AND REPORTING

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

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

11.1. Internal monitoring

133. The purpose of internal monitoring is, mainly, to track progress. This ensures that the time-bound activities under the Subproject 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 Subproject .

134. The monitoring issues include the following:

- Results of consultations with households;
- Progress in the Subproject 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.

11.2. Monitoring indicator

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

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

11.3. External monitoring

136. 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.

137. The (re)construction 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.

138. Therefore, as part of the implementation of this Subproject , no external monitoring activities are required.

11.4. Reporting

139. 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 Subproject implementation. Once approved, the environmental and social safeguard monitoring reports are published on the PIU website.

140. The Social Due Diligence Report (SDDR) will be submitted to the WB after approval by the PIU. The start of (re)construction works will be executed after SDDR approval by the World Bank. The Reporting and internal monitoring will continue until the end of the Subproject .

14. CONCLUSIONS AND PROPOSALS

141. The results of the desk review and field survey confirm the absence of any Subproject impacts on households in the remaining project sections of the “Otuz-Adyr”, “K-9” (“K-9.1”) and “MKC” canals. No physical or economic resettlement is planned under the subproject implementation. All (re)construction activities will be within the boundaries of municipal land and project (re)construction boundaries. This is also confirmed by the results of social screening (Annex 1).

142. Adjacent to the canal’s allotment boundaries designed for (re)construction works, light fencing, installed on municipal lands, will be relocated by the Contractor and restored in consultation with the households. Completion of these works is not grounds for paying-off a compensation.

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

144. No cultural heritage sites or architectural monuments were identified within the (re)construction site area.

145. The social due diligence is based on findings of the detailed draft, and confirms that there is no impact of the households under the Subproject .

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

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

ANNEXES

ANNEX 1. SOCIAL SCREENING CHECKLIST

PROJECT	CLIMATE RESILIENT WATER SERVICES PROJECT / ПРОЕКТ УЛУЧШЕНИЯ ВОДОХОЗЯЙСТВЕННЫХ УСЛУГ, УСТОЙЧИВЫХ К ИЗМЕНЕНИЮ КЛИМАТА
SUBPROJECT TITLE	Left-bank canal "Otuz-Adyr". Modernization of the irrigation and drainage system of the r. “Kurshab-Sai”
Location (region, city, village)	Osh oblast, Uzgen rayon, Aiyl Aimak “Otuz-adyr”
Previous screening (if any), (indicate the reason)	Initial screening 12.07.2024
(sub)Project effective date:	
(sub)Project completion date:	
Current screening date:	Final screening 14.08.2024
On-site visit conducted: (indicate dates and locations on-site)	YES, 14.08.2024 (12.07.2024)
Subproject description	Canal “Otuz-adyr” waterway is laid along the left bank of the r. “Kurshab-Sai”. The subproject provides the modernization of IDS r. “Kurshab-Sai” by increasing the throughput of c-l “Otuz-adyr” up to 25 m ³ /sec.
A brief description of the subproject and its components, their objectives and benefits.	An additional water intake, an water recharge canal to a new settling chamber and construction of a new maintenance building are provided at the upper reach of canal. The construction of an additional 442 m long tunnel branch is planned. The existing c-l “Otuz-adyr” will be lined with monolithic reinforced concrete. The reconstruction of canal “K-9” (and “K-9.1”) - 5.6 km long, includes of replacing of the existing U-shape prefabs with new prefabs LR-10 and LR-8. The existing c-l “MKC” - 2.09 km long is in earthbed. The reconstruction of canal includes the installation of U-shape prefabs LR-8.
Detailed information on the existing condition of structures and the proposed construction works, indicating the volumes.	Rehabilitation work on the head water intake structure and on the MC "Otuz-adyr" was carried out in 1998 and 2002. A significant part of the canal passes through mountainous terrain and due to lack of hydroposts and mudflow structures, water distribution and water metering are currently difficult. The absence of concrete lining and poor condition of water distribution structures lead to large water losses, which can reach up to 40%, however standard values for first-level canals within 15% of water losses. During the operation of canal, the concrete lining of e canal has become unusable, the canal silts up annually and requires mechanized cleaning.
The existing mapping layout showing the (re)construction site and proposed activities to explain the work.	The detailed draft and all necessary mappings and plans are available.
Does the subproject include (re)construction works, including new construction, expansion, modernization or (re)construction of existing drinking water supply, wastewater disposal and/or irrigation facilities?	The subproject includes construction of new structures, (re)construction and modernization of existing irrigation structures, including: – Construction of a protective dam and modernization of the head water intake structure (HWS) on the r. “Kurshab-Sai” with an throughput increase up to 25 m³/s; – Replacement of existing hydromechanical equipment on the dam and settling chamber and major repairs of electrical equipment with replacement of electric motors;

	– Construction of a settling chamber at an additional water intake with its connection to the main canal; – Construction of a dispatcher control office; – Increasing the capacity of MC "Otuz-adyr" up to 25 m³/c; – Reconstruction of the main canal "Otuz-adyr" from PK0+00 to PK400+00 in concrete lining with all structures requiring reconstruction (reconstruction of 46 structures and construction of 17 new structures - water outlets, bridges, hydroposts, etc.); – Construction of a parallel tunnel branch with connection to the existing canal; – Reconstruction of the canal "K-9" (and "K-9.1") at length - 5.6 km; – Construction of the "MKC" feeder canal at length - 2.1 km.			
Is this subproject related to any other activity not funded under the Project??	NO			
Will this sub-project include any additional off-site impacts/activities?	NO			
Question	YES	NO	Status unknown	Comments
Impact due to acquisition/donation of land				
Is the land area required for the subproject known? (Please provide estimates in the comments, including ownership status, area, land use type, etc)		NO		
Is the ownership status and current use of the land to be used for (re)construction known? (details in comments). Please clarify that the site selected for this work is free of encumbrances and is owned by the contractor of the subproject?	YES			(re)Construction of existing facilities/structures (sections of canal) will be performed on municipal land. The site selected for this work is free of encumbrances and is owned by the contractor of the subproject.
Is there any estimate of the land area owned/actually used by individuals/legal entities that is subject to land allotment?	YES			There is no land area subject to allotment.
Is there any estimate of the likely number of individuals/organizations that will be displaced as under the Project?	YES			Relocation of persons/organizations is not expected.
Is there land available for mobilization of materials or transport for (re)construction work within the existing site (exclusion zone)? If not, please provide the location details of this land, availability, etc.	YES			The Land for mobilization of materials or transport for (re)construction work is available.
Will the project potentially involve temporary or permanent and total or partial physical relocation? (Indicate in comments what type of relocation is anticipated).		NO		The project will not involve temporary or permanent and total or partial physical relocation.
Will the Project potentially involve temporary or permanent and total or partial economic relocation (e.g. loss of assets or access to resources due to land acquisition/donation or access restrictions – even in the absence of physical relocation)? (Indicate in notes what type of relocation is anticipated).		NO		The project will not involve temporary or permanent and total or partial economic displacement.
Is there any impact on illegal land use practices? Are there any untitled people living/running businesses on the proposed project sites/plots to be used for construction		NO		No impact on illegal land use practices is expected.

Social Due Diligence Report
 CLIMATE RESILIENT WATER SERVICES PROJECT
 Subproject Modernization of Irrigation and Drainage System of River “Kurshab-Sai”

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

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

**Consultant
 Social Specialist**

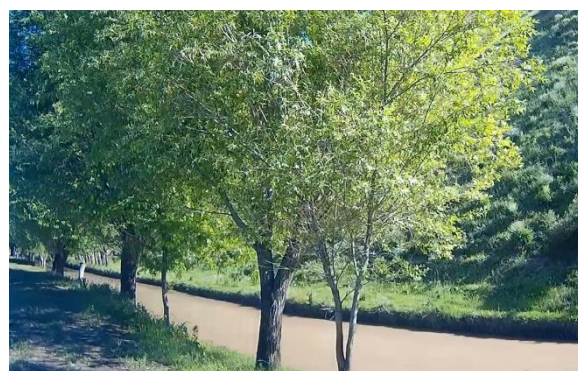
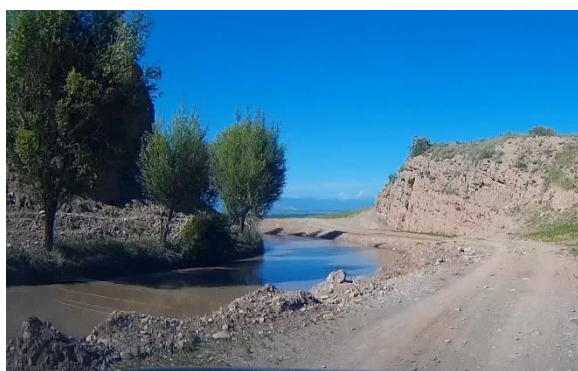
I. Dolgov

Approved:

PIU Social and Gender Specialist S. Orozalieva

ANNEX 2. IMAGES OF CURRENT CONDITION

Canal “Otuz-Adyr” current condition



Canal “K-9” current condition



Canal “MKC” current condition

section PK8+50



ANNEX 3. Minutes of public hearings meeting

ANNEX 4. GRM INFORMATION BOARD



АРЫЗЫЕСРДЫ КАРОО МЕХАНИЗМИ GRIEVANCE REDRESS MECHANISM



«КЛИМАТТЫН ӨЗГӨРҮҮСҮНӨ ТУРУКТУУ СУУ ЧАРБА КЫЗМАТТАРЫН ЖАКШЫРТУУ» ДОЛБООРУ

ПРОЕКТ «УЛУЧШЕНИЕ ВОДОХОЗЯЙСТВЕННЫХ УСЛУГ, УСТОЙЧИВЫХ К ИЗМЕНЕНИЮ КЛИМАТА»

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

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

Донор: Эл аралык өнүктүрүү ассоциациясы.

Донор: Международная ассоциация развития

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

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

Подрядчик: _____

Подрядчик: _____

Арызды кароо комиссиясынын байланыш маалыматы:

Контактные данные комиссии по рассмотрению жалоб:

Жергиликтүү деңгээл:

Жергиликтүү байланышуучу адам: _____

Тел.: _____

Офис менеджери: _____

Тел.: _____

E-mail: _____

Местный уровень:

Местное контактное лицо: _____

Тел.: _____

Офис менеджер: _____

Тел.: _____

E-mail: _____

Борбордук деңгээл:

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

Центральный уровень:

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

ANNEX 5. Grievance register form

No	Date	Applicants	Reference type	Reference specifics	Solution description	Solution	Solution date
1			<u>Choose type:</u> 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			<u>Select:</u> Accepted Rejected Redirected Partially	
2							
3							

The register of grievances and appeals is maintained in the form of a database in Excel format.

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)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

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 subproject 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.