



**Kyrgyz Republic
Ministry of Emergency Situations**

Contingency Emergency Response Project (CERP)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

September 2025

Abbreviations

CERP	Contingency Emergency Response Project
SEP	Stakeholder Engagement Plan
ESMP	Environmental and Social Management Plan
GRM	Grievance Redress Mechanism
SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
ESCP	Environmental and Social Commitment Plan
ESS	World Bank Environmental and Social Standard
LGs	Local Self-Government Bodies
NGO	Non-Governmental Organization
MoES KR	Ministry of Emergency Situations of the Kyrgyz Republic
MoF KR	Ministry of Finance of the Kyrgyz Republic
MoLSM KR	Ministry of Labor, Social Protection and Migration of the Kyrgyz Republic
MoA KR	Ministry of Agriculture of the Kyrgyz Republic
MoH KR	Ministry of Health of the Kyrgyz Republic
MNRETS KR	Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic
WB	World Bank
UNICEF	United Nations Children's Fund
ILO	International Labour Organization
RCPH	Republican Civil Protection Headquarters
GRS	World Bank Grievance Redress Service

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1. CONTEXT AND INTRODUCTION

1.1 Context

The Contingency Emergency Response Project (CERP) in the Kyrgyz Republic aims to establish an operational crisis-response mechanism under the World Bank's expanded Crisis Preparedness Framework. Integrating CERP into the country's existing project portfolio strategically balances urgent needs during crises with long-term resilience building and recovery measures.

At the time of preparing this Stakeholder Engagement Plan (SEP), CERP has not yet been activated. This document is developed as part of a preventive readiness effort to ensure that, once officially triggered by a declared emergency, the Project can be implemented immediately. Specific procedures, focal points, and operational details will be refined according to the nature of the crisis, administrative decisions, and infrastructure status at activation.

Through its multi-tiered, flexible design, CERP enables rapid, scalable response upon official recognition of a natural, man-made, or bio-social emergency. Institutional implementation is led by the Ministry of Emergency Situations and the Ministry of Finance of the Kyrgyz Republic, with support from sector ministries and local authorities. The Project builds on existing legal frameworks—including the Law on Civil Protection and Cabinet Resolution No. 21 of January 17, 2025—and aligns with the World Bank's environmental and social policy requirements.

1.2 Project Description

The Contingent Emergency Response Project (CERP) is implemented in the Kyrgyz Republic through the World Bank's Rapid Response Option (RRO). This mechanism allows the country to quickly access financing for eligible crises and emergencies by reallocating funds from ongoing Investment Project Financing (IPF) operations and Program-for-Results (PforR) operations.

CERP activation occurs in response to events that have caused, or are likely to cause, serious social and economic consequences. These may include natural and man-made emergencies (earthquakes, floods, mudflows, landslides, droughts, technological accidents), as well as public health emergencies and other crises.

Activation is based either on an official declaration by the Government of the Kyrgyz Republic of a state of emergency, in accordance with the Law "On Civil Protection" (July 20, 2009 No. 239) and Resolution of the Cabinet of Ministers of January 17, 2025 No. 21 "On Approval of the Classification of Emergencies and Criteria for Their Assessment in the Kyrgyz Republic," or on a statement of facts acceptable to the World Bank. Such statements are typically informed by a rapid damage and needs assessment, including data from UN agencies or other international organizations (e.g., WHO, FAO, OIE, UNEP).

Each activation of the CERP lasts up to 12 months. Over the overall six-year implementation period, several activations may occur depending on the frequency and scale of crises. When an "eligible crisis or emergency" is declared, the CERP can be triggered to mitigate immediate impacts on vulnerable populations by ensuring access to critical supplies and resources for rapid response.

The main categories of activities supported by the CERP include fast-disbursing expenditures for interventions that do not involve creating a new physical footprint, including, inter alia:

1. **Emergency Response Support: Support** will be provided to equip first responders with essential Personal Protective Equipment (PPE) and ensure access to adequately equipped facilities to maintain uninterrupted emergency services. This includes the provision of PPE (masks, gloves, suits), mobile sanitation units, communication tools, and light emergency equipment. Resources will be tailored to the nature of the crisis and sourced locally or internationally to enable rapid response in affected areas.
2. **Emergency Livelihood Support to Households:** The CERP may provide direct emergency income support to people / households affected by disasters by scaling cash transfers programs. This will aid in stabilizing their livelihoods, smooth consumption, and enhance their ability to source food and items for basic needs. Cash transfers will be disbursed using existing mechanisms, through the Uy-Bulogo Komok (UBK) targeted social assistance program, as well as other cash transfer initiatives, to ensure timely and efficient delivery. The practical implementation of the scheme may include processing a time-bound or a one-off cash top-up to existing households that are beneficiaries of the UBK benefit or Social Passport holders residing in the priority affected areas, as well as to allow for new eligible households in the impacted areas identified through the relevant social registry type database or Corporate System of Social Assistance of the Ministry of Labor, Social Security and Migration (MoLSSM) to receive emergency cash assistance on a time-limited basis.
3. **Provision of Essential Emergency Supplies and Services:** Support will be provided to sustain delivery of critical services and ensure the accessibility of essential supplies during and after emergencies. This will include financing the procurement and distribution of necessary supplies and services to meet immediate needs of affected persons, such as water supply and sanitation, light equipment and supplies, food staples, essential emergency supplies, pharmaceuticals, medicines, and medical equipment, agricultural inputs and veterinary medicines, green stoves, and rental of light equipment for restoration of access and implementation of CERP activities. All supplies will be tailored to the nature of the crisis and sourced from both local and international suppliers to ensure rapid delivery to the most affected areas.
4. **Emergency Response Coordination and Management:** Support will be provided for incremental operational expenditures incurred by the GoK for response and early recovery efforts including, inter alia, evacuation process, shelter administration, additional transportation costs (use of other transportation), increased electricity bills for the public sector, staff overtime and rental of light and critical machinery (i.e., generators for emergency and operation of temporary shelter, equipment for removal of debris, etc.). It will also support mobilization of necessary technical expertise (consultancy) to support emergency response activities, provide just-in-time technical assistance, and/or support preparation of technical documents for procurement, etc.

Project Beneficiaries

The direct recipients of Project support are the people of the Kyrgyz Republic. CERP has nationwide coverage and targets diverse demographic and socio-economic groups.

Special emphasis is placed on vulnerable populations—including women, children, the elderly, and persons with disabilities—who will receive tailored assistance to ensure their safety and bolster resilience during and after emergencies.

Implementing Agencies

CERP will be coordinated by the Ministry of Finance of the Kyrgyz Republic (MoF KR), the designated authority for triggering and overseeing CERP. The MoF KR provides overall leadership, financial oversight, and coordination with line ministries, agencies, and bodies (MABs) engaged in emergency response.

The executing agency for the Project is the Ministry of Emergency Situations of the Kyrgyz Republic (MoES KR), within which a dedicated Project Implementation Unit (PIU) will operate. The PIU—experienced in working with the World Bank—will manage procurement, fiduciary functions, monitoring, reporting, and compliance with the Project’s environmental and social requirements. Sector-specific activities under CERP will be implemented by the relevant ministries and agencies responsible for those sectors.

For strategic governance, two bodies will be established under the MoF KR’s leadership:

Project Coordination Committee (PCC), comprising senior representatives from key ministries and agencies:

- Ministry of Finance
- Ministry of Emergency Situations
- Ministry of Economy and Commerce
- Ministry of Health
- Ministry of Agriculture
- Ministry of Transport and Communications
- Ministry of Labor, Social Protection, and Migration
- Ministry of Natural Resources, Ecology, and Technical Supervision

The PCC will provide strategic oversight, approve the CERP budget, allocate resources across sectors, and ensure alignment with national emergency management and sustainable development priorities. The PCC will meet quarterly or as needed at the Chair’s call.

Project Technical Coordination Committee (TCC), composed of technical directors, procurement specialists, environmental and social safeguard experts from sector ministries and the PIU. The TCC will coordinate technical inputs and provide day-to-day support for CERP activities, ensuring that all procurement, operational, and safeguard procedures are followed. If required, the TCC membership may be expanded with temporary specialists from relevant agencies. The MoES KR will serve as the secretariat to both the PCC and TCC, facilitating coordination and communication among all stakeholders.

1.3. Objective of the Stakeholder Engagement Plan

The purpose of this Stakeholder Engagement Plan (SEP) is to establish a framework of activities for informing, consulting, and engaging stakeholders at every stage of the Contingency Emergency Response Project (CERP) — from preparedness and activation through the implementation and closure of activities under each activation. The Plan outlines how responsible agencies will communicate with key stakeholders, ensuring transparency, inclusion of feedback, and access to information. The SEP also incorporates a grievance and feedback mechanism, enabling communities and organizations to raise concerns, provide input, or file complaints related to the Project and its activities.

Special attention in the SEP is given to methods for engaging vulnerable and potentially excluded groups—such as residents of remote areas, older persons, people with disabilities, women, low-income households, and internally displaced persons. The Plan is designed to guarantee that these groups have equal access to information, participation opportunities, and the benefits of CERP interventions.

2. LEGAL AND REGULATORY FRAMEWORK

2.1 Key Provisions under Kyrgyz Republic Law

Stakeholder engagement and information disclosure in the Kyrgyz Republic are governed by the Constitution and the following laws and regulations:

- Constitution of the Kyrgyz Republic (11 April 2021)
- Law on State Guarantees of Equal Rights and Opportunities for Men and Women No. 184 of 4 August 2008 (as amended by Law No. 97 of 14 July 2011)
- The Law of the Kyrgyz Republic "About the rights and guarantees of persons with disabilities" (April 3, 2008, No. 38)
- Law on the Procedure for Considering Citizens' Appeals No. 67 of 4 May 2007 (as amended by Law No. 151 of 27 July 2016)
- Law on the Right of Access to Information No. 217 of 29 December 2023
- Law of the Kyrgyz Republic "On the Fundamentals of Administrative Activities and Administrative Procedures" dated July 31, 2015, No. 210
- Law on the Accession of the Kyrgyz Republic to the Aarhus Convention (UNECE Convention on Access to Information, Public Participation in Decision Making, and Access to Justice in Environmental Matters) No. 5 of 12 January 2001

The Constitution guarantees freedom of speech and expression, including the rights to freely communicate ideas, to literary, artistic, scientific, and technical creativity, to a free press, and to access and disseminate information. Any law restricting these freedoms is prohibited.

The Law on State Guarantees of Equal Rights and Opportunities for Men and Women ensures equal political, social, economic, cultural, and other rights regardless of gender, prohibits gender-based discrimination, and promotes democratic relations between men and women.

The Law about the rights and guarantees of persons with limited opportunities of health focuses on ensuring equal rights and opportunities for persons with disabilities. It aims to create conditions that allow individuals with disabilities to lead full lives and participate actively in economic, political, and cultural activities.

The Law on the Procedure for Considering Citizens' Appeals regulates citizens' constitutional right to petition state and local government bodies, and sets out how these bodies must process such appeals.

The Law on the Right of Access to Information establishes and protects every person's right to information held by public bodies, aiming for maximum openness, transparency, and accountability. Under national environmental legislation, information disclosure and public consultations occur during the Environmental Impact Assessment (EIA) process and the State Environmental Expertise. Public participation in project preparation is further regulated by:

- Regulation No. 60 on the Procedure for Conducting Environmental Impact Assessment (EIA) (13 February 2015)

As a party to multiple international environmental conventions, the Kyrgyz Republic has also ratified the Aarhus Convention (Law No. 5 of 12 January 2001), which enshrines the public's rights to access environmental information, participate in decision-making, and seek justice in environmental matters.

2.2 World Bank Requirements on Stakeholder Engagement

The World Bank's Environmental and Social Framework (ESF) came into force on 1 October 2018. It includes Environmental and Social Standard 10 (ESS 10) on "Stakeholder Engagement and Information Disclosure," which recognizes that "open and transparent engagement between the Borrower and Project stakeholders is an essential element of good international practice." ESS 10 underlines that effective stakeholder engagement can significantly enhance a Project's environmental and social sustainability, increase its acceptability, and contribute to successful project design and implementation. ESS 10 applies to all Bank-financed projects.

Under ESS 10, the Borrower must engage stakeholders as an integral part of the Project's environmental and social assessment, design, and implementation.

For more information on the World Bank's Environmental and Social Standards, see:
<https://projects.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework>

3. IDENTIFICATION AND ANALYSIS OF STAKEHOLDERS BY PROJECT COMPONENT

3.1 Methodology

Key stakeholders for CERP in the Kyrgyz Republic have been identified and classified according to project components and levels of engagement based on the nature of the emergency. Stakeholders are grouped into three main categories: (i) Project-Affected Parties (PAPs), (ii) Other Interested Parties, and (iii) Vulnerable and Potentially Excluded Groups.

3.1.1 Project-Affected Parties (PAPs)

PAPs include households and communities that may receive support under CERP activities. Primarily, these are populations in areas impacted by emergencies (e.g., earthquakes, floods, mudflows, landslides, epidemics). They encompass vulnerable households—women, the elderly, persons with disabilities, internally displaced persons, and poor rural communities with limited access to basic services—as well as farms, health facilities, and other groups that could either benefit from or be adversely affected by Project interventions.

3.1.2 Other Interested Parties

These are governmental, civil society, and international actors engaged in implementing and supporting CERP activities:

- **National Level**

- Ministry of Finance of the Kyrgyz Republic (MoF KR);
- Ministry of Emergency Situations (MoES KR);
- Relevant ministries (Health; Agriculture; Transport; Labor & Social Protection; Natural Resources & Ecology; etc.), including those responsible for emergency logistics and customs clearance (e.g., Ministry of Transport and Communications, State Customs Service, national postal service);
- Sanitary, veterinary, and environmental oversight agencies;
- International partners and donors (WHO, UNDP, FAO, World Bank, etc.).

- **District Level**

- District state administrations
- Local branches of MoES, MoH, MoLSM, MoA, and other sector agencies
- District councils and specialized commissions
- Local chapters of NGOs (“Save the Children”, “Kyrgyz Society of the Blind and Deaf”, “Association of Parents of Children with Disabilities”, Children’s Rehabilitation Center “*Umut-Nadezhda*”, PF “*Kolomto*”, NGO “*Social Village* “*Manas*”, Public Association “*Resource Center for the Elderly*” etc)

- **Local Level (Municipalities / LG Bodies)**

- Ayil Okmotu (village administrations)
- Village development and neighborhood committees
- Community volunteer groups and religious leaders
- Representatives of vulnerable groups
- Local NGOs and community associations

This stakeholder structure spans all levels—from strategic government partners to direct beneficiaries and local intermediaries. Detailed roles and responsibilities are presented in Tables 1 and 2 of this SEP.

Table 1. Stakeholder Identification by Category

Category 1: Project Initiators & Financiers

Stakeholder	Role / Significance
Government of the Kyrgyz Republic	Provides legal and policy support; approves financing
World Bank	Financier; oversight; ensures compliance with the ESF
International Donors & Partners	Co-financing; humanitarian and technical assistance
Ministry of Finance of the Kyrgyz Republic	Allocates funds; coordinates and reports on Project implementation

Category 2: Project Beneficiaries

Stakeholder	Role / Significance
Ministry of Emergency Situations (MoES KR)	Executes the Project; manages emergencies; implements the Crisis Response Plan
Sector Ministries & Agencies	Carry out sector-specific interventions: health, agriculture, environment, etc.
Local Governments (Ayil Okmotu & Local Councils)	Ensure information access; support local implementation; facilitate the GRM
Target Communities & Households	Receive assistance; engage in livelihood support; benefit from restored services
Individual Beneficiaries (Program Participants)	Direct recipients of support measures (income, safety nets, essential resources)
Local Businesses & Suppliers	Provide goods, services, and logistics; opportunity to participate in Project supply chains
Ministry of Transport and Communications, State Customs Service, national and regional logistics operators	Organize and coordinate storage, transportation, and distribution of emergency goods; facilitate customs clearance for imported supplies

Category 3: Affected Parties

Stakeholder	Role / Significance
Affected villages and territories	Directly impacted by Project activities
Farmers and land users	Potentially affected lands and infrastructure
Vulnerable population groups	Risk of exclusion; require targeted engagement measures
Local businesses (within the work area)	Potential disruptions or losses due to repairs or logistics
General public / transport / service users	Road closures, service interruptions (water, transport, etc.) during implementation

Category 4: Influencing Parties

Stakeholder	Role / Significance
Jogorku Kenesh (Parliament)	Legislative support; oversight of national policy implementation
Ministry of Natural Resources & Technical Supervision	Regulator of environmental and technical compliance
Local governments & rural communities	Co-implementation; feedback; local oversight
Farmers and land users (as participants/intermediaries)	Coordination on land-use decisions; supply chain cooperation
Local media	Information dissemination; public monitoring
NGOs and community advocacy groups	Advocacy; transparency monitoring; protection of stakeholder engagement rights
Private transport and warehousing companies	Provide logistical capacity for storage and delivery of emergency goods

3.1.3 Stakeholder Analysis

CERP engages a wide range of stakeholders during both the preparatory phase and upon activation and implementation of its activities. Table 1 provides an indicative list of key participants organized by the Project's main components. Table 2 further refines this

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analysis by categorizing stakeholders according to their levels of engagement and anticipated functions.

Table 2. Stakeholder Analysis by Level

Level / Category	Stakeholder	Expected Role / Contribution
A. Community Level	Project beneficiary households	Participate in activities; receive assistance; provide feedback
	Members of target communities	Support implementation; engage in consultations
	Local leaders (religious, traditional, formal)	Facilitate mobilization and information dissemination
	Village development committee members (Ayil Okmotu level)	Organize local monitoring and participation
	Local government and service staff (FAPs, veterinary posts, agricultural services)	Support activity delivery; provide on-site information
	Community initiative groups and activists	Engage vulnerable groups; relay feedback
B. District Level	District administration and sectoral offices	Administration; coordination at district level
	District technical committees / commissions	Technical support; coordination; advisory
C. City / Regional Level	City councils / mayor's offices	Political support; program approval
	City council executive agencies	Implement activities; allocate resources
	Neighborhood and block committees	Relay information to residents; support mobilization
D. National Level	Republican Civil Protection Headquarters (MoES KR)	Inter-agency emergency coordination
	Jogorku Kenesh / Parliamentary Committee on Social Policy	Legislative support; oversight
	Ministry of Finance (MoF KR)	Oversight of fund use; reporting
	Ministry of Labour, Social Protection & Migration (MoLSM KR)	Organize and coordinate social transfers
	Ministry of Natural Resources & Ecology (MoNRE KR)	Environmental compliance oversight
	Ministry of Agriculture (MoA KR)	Support agriculture sector; food security
	State Veterinary and Phytosanitary Inspection (under MoA KR)	Veterinary control; biosafety
	Ministry of Health (MoH KR)	Oversight of medical supplies; sanitary measures
	Ministry of Education & Science	Educational and training components
	Ministry of Emergency Situations (MoES KR)	Overall emergency planning and coordination
E. International Partners	World Bank	Financing; oversight; technical support
	UNICEF	Support social protection and vulnerable groups
	International Labour Organization (ILO)	Guidance on labor issues and vulnerable groups
F. NGOs & Civil Society	Save the Children	Expertise in digital cash transfers; support to the GRM
	Human rights & advocacy organizations	Monitoring; legal assistance; rights protection
	Faith-based & local associations (mosques, women's councils, community coalitions)	Inform population; foster community engagement

	"Kyrgyz Society of the Blind and Deaf",	
	"Association of Parents of Children with Disabilities",	
	Children's Rehabilitation Center "Umut-Nadezhda",	
	Public Association "Resource Center for the Elder	

All stakeholder groups have been identified in alignment with the types of activities set out in the Positive List of eligible actions approved in the CERP Operations Manual. These activities form the basis for planning engagement and participation.

3.1.4 Vulnerable and Potentially Excluded Groups

Although CERP is designed to benefit targeted communities, some individuals, households, or groups—both beneficiaries and non-beneficiaries—may be insufficiently reached or may even experience negative impacts. The most vulnerable include women, children, youth, the elderly, persons with disabilities, and those with chronic illnesses. These groups often face physical, social, cultural, and institutional barriers that limit their access to information, participation in activities, and enjoyment of their rights.

CERP includes specific measures to reach and involve these groups, such as:

- Adapting informational materials to the literacy levels and languages of target audiences;
- Using oral and visual formats—posters, loudspeaker announcements, community gatherings, and videos—for awareness-raising;
- Providing simplified, confidential grievance channels so that complaints can be filed easily and privately.

Special attention will be paid to the elderly and persons with limited mobility, who may have difficulty traveling to meeting venues or payment points. In such cases, activities will be organized as close as possible to their places of residence, with accessibility in mind.

Persons with hearing or visual impairments will be served through visual aids, sound-amplification equipment (megaphones, loudspeakers), and, where necessary, sign-language interpreters or mediators drawn from local social workers.

Additional efforts will ensure that non-beneficiary community members understand the selection criteria, scope limits, and project approach, in order to prevent misunderstandings, tensions, and grievances stemming from feelings of exclusion.

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Overview of Stakeholder Engagement during Project Preparation

The CERP in the Kyrgyz Republic is currently in a preparatory (preventive) phase, aimed at ensuring readiness for possible activation.

At this stage, the focus has been on developing core project documentation in line with the World Bank's Environmental and Social Framework (ESF), including the Operations Manual, the Environmental and Social Commitment Plan (ESCP), the Environmental and Social Management Plan (ESMP) and other supporting instruments, and the Stakeholder Engagement Plan (SEP) with the Grievance Redress Mechanism (GRM)..

As part of the preparation process, the Ministry of Emergency Situations (MoES) officially disclosed the draft ESF documents, on 14 August 2025 on its official website in local language, launching a public consultation process: <https://www.mchs.gov.kg/ru/news/mchs-kr-vynosit-na-obshestvennoe-obsuzhdenie-pervonachalnyy-draft-proekta-ekstrennogo-reagirovaniya-na-chrezvychaynye-situacii/>

The disclosure included the feedback channels: public reception office, telephone hotlines including the Unified Emergency Service E-112, and a dedicated email address: mchs-prensa@mail.ru.

Following this disclosure, the consultations were held on 22 August 2025 at the premises of the MoES in Bishkek with key sectoral ministries and agencies to clarify roles, responsibilities, and coordination mechanisms. The event included a presentation of the draft ESMP, an overview of the World Bank's Environmental and Social Standards, and a short question-and-answer session. Representatives of ministries, structural divisions of the MoES, and other relevant stakeholders (a total of 16 participants) actively participated, raised questions regarding project scope and implementation modalities, and provided initial feedback. The meeting was conducted in an open and constructive manner, and participants expressed support for the project's objectives. Details of the disclosure and consultations are provided in Attachment D.

After review and clearance by the World Bank, the finalized ESF documents will be re-disclosed on the official MoES website in their final form. Further community-level consultations will be organized upon CERP activation, as needed, depending on the nature and location of the emergency, in accordance with ESS10.

4.2 Phases of SEP Implementation

Stakeholder engagement under the CERP will be carried out at every stage—from preparation of project documentation through activation and implementation of activities. During the preparation phase, the focus will be on aligning the overall approach, reviewing preliminary environmental and social risk assessments, and developing key instruments (the Stakeholder Engagement Plan, the Environmental and Social Management Plan, and the Grievance Redress Mechanism). Once activated, engagement will include regular information sharing, coordination at all levels, intake and handling of feedback and complaints, and adaptation of methods in response to the specific characteristics of the emergency situation.

Table 3. Stakeholder Engagement Program

No	Project Phase	Engagement Activity	Objective		Responsible Agencies	Required Resources	Timing
1	Project Preparation	Technical consultations with MoES and World Bank	Agree on structure and content of project documents	MoES KR, Ministry of Finance KR, World Bank	MoES KR; Ministry of Finance	Technical staff, meeting space, translation/interpretation services	Month 1 (Ongoing during inception phase)
2		Official notification to sector ministries	Present project for inter-agency endorsement	Sector ministries and agencies of the Kyrgyz Republic	MoES KR; Administration of the Government of Kyrgyz Republic	Official communication materials, administrative support	Month 2 (After Bank clearance of draft documents)
3		Circulation of draft SEP/ESMP/GRM and collection of comments	Gather feedback and suggestions to finalize documents	Government bodies, partners, other stakeholders	MoES KR	Package of documents, qualified ESF staff	Month 2-3 (After official notification)
4	Project Implementation	Briefing sessions with district administrations	Orient local authorities on their roles in project implementation	District administrations, local service units	MoES; State Agency for Civil Service and Local Self-Government; local authorities	Trainers, briefing materials, logistics, per diem	Month 3 (Upon project activation)
5		Information and orientation sessions at community level	Prepare target communities for project activities	Ayil okmotu, local leaders, SEP outreach team, community members	MoES KR; local authorities	Outreach kits, visual communication materials, logistic activities including transportation	Months 3-6 (After project activation)

6		Monitoring and supervisory missions	Assess implementation progress and collect feedback	All stakeholder levels (national, district, local)	MoES; MoF; World Bank	Travel funds, monitoring tools	Regularly (per ESMP/GRM schedule)
7	Project Closure	Final consultations on project outcomes	Discuss exit strategy, lessons learned, and sustainability	Beneficiaries, local authorities, sectoral government bodies	MoES KR; MoF; local authorities	Reports, workshops, logistics and documentation support	Month 12At the end of the project cycle

According to the ESS10, SEP implementation may begin soon after CERP approval—even if the project is not immediately activated—by holding initial consultations with key stakeholders. These consultations will help shape project design, inform the ESMP, and strengthen identification of environmental and social risks and mitigation measures. Once activation occurs, SEP will be adapted to reflect emergency-specific conditions and continue throughout up to six years of project implementation.”

4.3 Proposed Disclosure Strategy

Disclosure under the CERP will be tailored to the project phase, the nature of affected stakeholders, and the environmental and social sensitivity of activities. The overarching goal is to ensure that all stakeholders—including vulnerable groups—have timely, complete, and understandable information on the project, its risks, mitigation measures, grievance channels, and consultation outcomes.

At the project preparation stage, finalized versions of key documents (the Stakeholder Engagement Plan, the Environmental and Social Management Plan, and the Grievance Redress Mechanism) will be disclosed after they have been approved by the World Bank and the relevant ministries of the Kyrgyz Republic. Disclosure will be carried out in accordance with World Bank ESS10 and national legislation. Key disclosure approaches include:

- National and Agency Level: Information will be shared via official letters, published on the websites of the Ministry of Finance, the Ministry of Emergency Situations, and/or other authorized bodies, and disseminated directly to relevant government agencies and international partners.
- District Level: Project materials (ESMP, SEP, GRM) will be delivered to district state administrations and the local branches of the pertinent ministries. Where necessary, presentations or explanatory meetings will be organized.
- Community Level: Once the Project is activated, information will be communicated to rural communities through:
 - Community meetings involving local self-government bodies (ayil okmotu) local leaders, women’s groups, youth, the elderly, and persons with disabilities
 - Visual and accessible materials (posters, banners, information stands)
 - Broadcasts via local radio and public address systems
 - Mobile outreach teams and volunteers
 - Trusted communication channels such as schools, health posts, and religious institutions.

Formats & Channels

- Written and electronic circulars
- Official websites
- Local radio / megaphones
- Village notice boards
- Messaging apps (Telegram, WhatsApp) and social media where accessible
- Home visits and social-worker outreach for hard-to-reach or low-literacy groups

Information will be provided in both the official and local languages, and, where necessary, in oral and visual formats to reach low-literacy groups. Special care will be taken to ensure that vulnerable and marginalized populations receive the same level of information, with opportunities to ask questions, seek clarifications, and express their views.

Draft versions of all key documents including SEP, ESCP, ESMP—will be uploaded to the World Bank’s external Documents & Reports repository shortly after CERP approval, even before activation, to enable early stakeholder feedback. Once the project is activated, final versions of these documents, will be disclosed promptly on the external site and maintained throughout the implementation period.

4.4 Proposed Strategy for Engaging Vulnerable and Potentially Excluded Groups

Engaging vulnerable or potentially excluded groups is a top priority for the CERP project. To achieve this, the stakeholder engagement activities will employ tailored approaches that ensure information is accessible and participation is facilitated for groups such as women, older persons, people with disabilities, internally displaced persons, and others. In line with the overall disclosure strategy (see Section 3.3), the project will use targeted engagement methods: small-group meetings, scheduling events around domestic responsibilities, visual and audio materials, support from volunteers, and where needed—accompaniment, translation into local languages, and the use of sign language. During the preparation phase, barriers and needs of each group will be identified in advance to guarantee their full and safe participation.

Table 4. Mapping of Vulnerable / Potentially Excluded Groups

#	Vulnerable / Excluded Groups	Proposed Engagement & Adaptation Measures	Responsible Agency/Ministry	Timing	Frequency
1	All categories of vulnerable groups as a whole	• Ensure early engagement; integrate their feedback into design, implementation and monitoring	MoES	All phases	Continuous throughout project cycle
2	People with limited access to information	• Hold outreach meetings via local administrations (ayil okmotu) • Provide transport support to meeting venues • Distribute materials in accessible language and visual formats	MoES, local self-government bodies	Months 3–6 (after activation)	As needed per region
3	Female household heads, widows, elderly women	• Organize dedicated meetings and small-group discussions • Use visual materials and posters • Offer individual consultations when needed • Capture their perspectives during monitoring	MoES, local self-government bodies	During implementation and monitoring	At least once per project phase
4	Elderly, chronically ill, physically	• Use fully accessible venues (ramps, open-air spaces) • Broadcast information via radio/TV and digital platforms	MoES, Ministry of Health	Months 3–6 and project closure	As required

	disabled persons	• Allow accompaniment by family or community volunteers			
5	People with hearing or visual impairments	• Engage sign-language interpreters • Provide audio materials and tactile/visual aids • Add subtitles to videos and voice-over narrations	MoES, Ministry of Culture and Information	Throughout implementation	At all public sessions
6	Low-literacy groups	• Use simple models, diagrams and videos • Rely on oral presentations by trained local facilitators • Employ pictorial aids and role-plays	MoES, local self-government bodies	Months 3–6	As needed
7	Women and girls	• Form women-only focus groups • Promote female leadership roles in meetings • Offer flexible participation (online/offline, child-friendly scheduling) • Cover topics relevant to women and girls	MoES, gender focal points	Project implementation	At least twice per region
8	Female heads of households with young children	• Provide transport plus on-site childcare support • Schedule sessions at convenient times • Ensure at least 25% of participants are women heads of households	MoES, local authorities	During community engagement	Per session
9	Vulnerable groups in remote or hard-to-access areas	• Deploy mobile outreach teams using project vehicles • Hold district-level mini-consultations closer to their locations	MoES, district outreach teams	Upon activation and implementation	Monthly during field visits
10	Vulnerable groups without reliable connectivity	• Set up community access points (radio broadcast, TV, hotline, information kiosks) • Use group-based notice boards and messengers	MoES, MoES Communications Unit	Throughout the project	Continuously

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING THE SEP

The CERP will be implemented through the organizational and coordination structure established under the Ministry of Emergency Situations of the Kyrgyz Republic (MoES KR), via the Project Implementation Unit (PIU). The PIU has prior experience managing World Bank–supported projects and will be responsible for overall project management as well as fulfilling the environmental and social commitments, including executing the SEP, the Environmental and Social Management Plan (ESMP), and the Grievance Redress Mechanism (GRM).

Within the PIU, dedicated Environmental and Social Specialists will have primary responsibility for:

- Implementing stakeholder engagement activities, with particular attention to vulnerable groups;

- Organizing, conducting, and documenting consultations and information-sharing events;
- Administering and monitoring the operation of the GRM;
- Preparing regular reports on stakeholder engagement;
- Coordinating environmental and social activities with relevant line ministries.

As needed and depending on the nature of the emergency, the PIU may coordinate with staff from regional and territorial branches of relevant ministries (e.g., health, agriculture, labor, environment) and local self-government bodies (ayil okmotu). These colleagues will operate within their existing mandates and in provide support for local consultations, information, dissemination and feedback collection in coordination with the PIU.

Stakeholder engagement will be tracked through:

- Qualitative monitoring: based on quarterly and semi-annual reports detailing SEP activities;
- Quantitative indicators: measuring event coverage, number and types of grievances received, and participant satisfaction;
- Field mission documentation: including minutes, summary reports, and consolidated participant registers.

Responsibility for the implementation of the SEP lies with the PIU. Upon project activation, and depending on the nature and scope of the emergency, Environmental and Social Specialists will be hired by the PIU (as consultants or seconded staff) to lead stakeholder engagement activities. They will be supported, as needed, by local administration staff and mobile outreach teams as needed.

To ensure immediate availability upon activation, the PIU will prepare a shortlist of pre-identified, qualified E&S consultants during the readiness phase. These individuals or firms will be mobilized under fast-track procedures to avoid delays in implementing the SEP and ESMP from the first day of activation.

The SEP implementation is fully financed from the CERP budget provided by the World Bank. The allocated budget covers personnel, travel, consultation events, visual and accessible materials, translation and interpretation services, and GRM operation.

While there is no standalone budget line dedicated exclusively to SEP implementation, these activities are planned under component «Emergency Response Coordination and Management». Drawing on the Ministry of Emergency Situations' experience managing donor-funded projects, it is estimated that approximately 5% of this component's budget will be sufficient to support stakeholder engagement activities and grievance redress mechanisms.

Once the CERP is activated, the SEP will be updated to reflect the context-specific needs, including a detailed engagement budget. The revised SEP will be submitted to the World Bank for review and clearance prior to implementation.

The PIU will also be responsible for updating the SEP in response to evolving emergency contexts or stakeholder feedback and ensuring continuous engagement as part of the project's institutional framework.

The PIU will submit these engagement reports to the World Bank as part of the project's overall environmental and social reporting, and will use the findings to adjust engagement approaches in response to stakeholder feedback.

6. GRIEVANCE REDRESS MECHANISM (GRM)

6.1 Procedure Description

The grievance redress mechanism (GRM) under the CERP will build on existing institutional and administrative channels, supplemented by the provisions of this SEP. The core principle is to use the simplest, most accessible, and most transparent approach, enabling any interested or affected party to submit a complaint, inquiry, or suggestion related to the project. Implementation of the GRM will be coordinated by the PIU within the Ministry of Emergency Situations, with support from sectoral agencies and local government representatives; contractors engaged in project activities will be required to establish their own worker- and community-friendly grievance systems, aligned with the PIU-managed GRM.

Phased Approach:

– **Pre-activation phase (preventive readiness):** Until the formal activation of the CERP, all grievances, complaints, or inquiries related to the project will be received through the Ministry of Emergency Situations' existing systems, including the official MoES website and the E-112 Unified Emergency Service. These channels are already functional nationwide and ensure that potential concerns are not overlooked during the preparatory stage.

– **Post-activation phase:** Once the CERP is formally activated, a project-specific GRM will be established in line with this SEP. This GRM will supplement national systems and provide a dedicated, transparent, and accessible channel for communities, workers, and other stakeholders. The PIU within the MoES will coordinate its implementation, supported by sectoral agencies and local government representatives. Contractors engaged in project activities will also be required to establish their own worker- and community-friendly grievance systems, aligned with the PIU-managed GRM.

The GRM's objective is to provide a sustainable feedback channel for addressing claims and resolving conflicts arising from project implementation, including complaints from employees, suppliers, residents, vulnerable groups, and other stakeholders.

General grievance submission and handling procedure:

1. Initial submission at the local level:

- Complaints may be submitted orally or in writing via the ayil okmotu (rural council), the designated PIU focal point, the project "hotline" (if established), complaint boxes, or by email.
- Complainants may be accompanied by a trusted person (family member, neighbor, or community leader).
- Each complaint is logged in the Grievance Register, assigned a unique reference number, and the date of receipt is recorded.

2. Review and response:

- The PIU (or its designated officer) reviews the complaint and, within 10 working days, proposes possible resolutions.
- The agreed solution is documented, including implementation deadlines and the responsible party.
- If needed, a follow-up meeting with the complainant is held to clarify the resolution.

3. Appeal:

- If the complainant is dissatisfied with the decision, they may escalate the grievance to the next level within the PIU or the Ministry of Emergency Situations.
- A response to the appeal is provided within 15 working days.

4. Independent recourse (if unresolved):

- Should internal mechanisms fail to resolve the grievance, the complainant may seek redress through external or judicial channels as per national law.

Principles Governing the GRM:

- Confidentiality: Protect complainants from retaliation or discrimination.
- No-cost Submission: Filing a grievance is free of charge.
- Inclusivity: Ensure complaints from vulnerable groups—women, the elderly, persons with disabilities, internally displaced persons—are recorded and addressed.
- Anonymity: Complainants may submit grievances anonymously.
- Full Documentation: Record every step—registration, review process, outcome, and closure.

Contractor Responsibilities:

- Contractors must establish their own worker grievance mechanism (per the Labor Management Procedures, Annex 2) and maintain a complaint register.
- All grievances related to health & safety, working conditions, wages, or discrimination must be escalated through the project's GRM for independent review.

Escalation Structure:

- First Instance: Ayil okmotu (local council) or Project Coordinator at the PIU
- Second Instance: Project Implementation Unit (PIU) at the Ministry of Emergency Situations
- Third Instance: Relevant line ministry or national working group (as needed).

At any point in the process, affected parties retain the right to seek redress through the Courts of the Kyrgyz Republic, in accordance with national legislation.

6.2 Handling of GBV/SEA Complaints

In the event of complaints related to Gender-Based Violence (GBV), Sexual Exploitation, Abuse or Harassment (SEA), the Project will apply a specialized survivor-centered protocol that complements the overall Grievance Redress Mechanism (see Section 6.1), while ensuring that GBV/SEA/SH complaints are addressed through a separate, confidential process. Such complaints will be immediately and confidentially registered and referred to specialized survivor-centered support services, ensuring that any action is taken only with the survivor's voluntary and informed agreement. GBV/SEA /SH complaints will not be processed through the regular project grievance channels. All information will remain strictly confidential, and complainants will be protected from any form of retaliation or adverse consequences. Response protocols will prioritize the survivor's safety and well-being, prevent secondary victimization, and guarantee access to essential services (e.g., psychosocial counseling, medical care, legal assistance).

A qualified GBV/SEA/SH Focal Point will be engaged during project activation, either as an individual consultant or through a partnership with an experienced local NGO. This specialist will oversee case handling and coordination with survivor-centered support services.

To ensure that survivors are aware of their rights and options, information about available GBV/SEA/SH reporting channels and referral services will be disseminated through trusted actors, including social workers from territorial Departments of Social Protection, fieldsher-midwife station (FAP) staff, and trained community volunteers. Materials will be distributed via posters, leaflets, mobile outreach teams, and oral briefings, especially in rural areas. Messaging will be adapted to local languages, formats, and literacy levels to ensure accessibility for women, children, and other vulnerable groups.

6.3 World Bank-Level Grievance Channels

Individuals or communities who feel adversely impacted by CERP activities funded by the World Bank may use both the project's GRM and the Bank's independent mechanisms:

1. World Bank Grievance Redress Service (GRS)
 - o Scope: Complaints about environmental or social harms, labor or procedural breaches, or non-compliance with Bank policies.
 - o How to File:
 - Email: grievances@worldbank.org
 - Online: www.worldbank.org/grievance
 - o What to Include:
 - Project name and country
 - Description of the harm and how it affects you
 - Contact information (optional for anonymous submissions)
2. World Bank Inspection Panel
 - o Scope: Independent, confidential review of alleged failures by the Bank to follow its policies and procedures, resulting in harm.
 - o How to File:
 - Online or mail via www.inspectionpanel.org
 - Must be submitted on behalf of one or more affected individuals or communities.
 - o Prerequisite: Complainants are encouraged to first seek resolution through the Bank's management channels before approaching the Panel.

These Bank-level mechanisms supplement the national GRM and may be used if:

- The national GRM fails to address the complaint satisfactorily.
- The issue involves procedural or policy non-compliance by the Bank or project implementers.

7. MONITORING AND REPORTING

7.1 Overview of Stakeholder Engagement Monitoring

The implementation of the Stakeholder Engagement Plan (SEP) will be accompanied by regular monitoring and evaluation of its effectiveness. Monitoring will be integrated into the PIU's existing reporting system and will draw on both qualitative and quantitative indicators related to stakeholder engagement, grievance handling, and overall project transparency.

The PIU will produce periodic SEP reports (quarterly, semi-annual, and final) for submission to the World Bank as part of its broader Environmental and Social reporting package.

Key elements of SEP reporting include:

1. Progress Against ESS10 Commitments

Tracking the fulfillment of engagement commitments set out in the Environmental and Social Commitment Plan (ESCP), including:

- o Establishment and operation of the Grievance Redress Mechanism;
- o Delivery of information sessions and consultations;
- o Inclusion of feedback from vulnerable groups;
- o Contractors' compliance with SEP requirements.

2. Qualitative Summary of Feedback

A consolidated overview of the main questions, concerns, and suggestions received during engagement activities, categorized as:

- o Issues that can inform adjustments to project design or documentation;
- o Actions to be addressed during project implementation;
- o Matters outside the project's scope requiring inter-agency coordination;
- o Requests that cannot be accommodated due to technical, financial, or jurisdictional constraints.

Minutes and summaries of community meetings will be attached to SEP reports to document participants' views.

3. Quantitative SEP Indicators

To gauge engagement effectiveness, the PIU will track indicators such as:

- o Number of meetings and consultations held (including with vulnerable groups);
- o Geographic and stakeholder-group coverage;
- o Number of grievances submitted, processed, and closed (including GBV/SEA-related cases);
- o Percentage of grievances resolved within the prescribed time frame;
- o Proportion of suggestions adopted versus formally declined with justification.

Based on monitoring results—especially if project locations shift, new vulnerable groups emerge, or risks intensify—the PIU may recommend updates to the SEP to ensure continued responsiveness and effectiveness.

7.2 Reporting Back to Vulnerable Groups

Information on the progress of the SEP, complaint handling, and engagement outcomes will be tailored to the needs of vulnerable groups. In addition to the standard monitoring and reporting system (see Section 7.1), materials for these groups will be adapted in both format and content.

Oral formats (community meetings, briefing sessions), visual media (posters, infographics, leaflets), and support from volunteers and social workers will be used. Information will be delivered in accessible languages, at convenient locations, and with assistance if needed, taking into account literacy levels, age, and other factors. The primary goal is to ensure equal access to project information and enable these groups to respond or lodge complaints.

ATTACHMENTS

Attachment A. GRIEVANCE SUBMISSION FORM

Number of the appeal and the date of filing (to be filled in by the responsible person who received the complaint):

Surname, first name:

Note: You can remain anonymous if you wish, or you can ask to keep your personally identifiable information private.

I request not to disclose information that would allow my identification

I would like to make an appeal ANONYMOUSLY.

Contact info

Address:

Tel:

E-mail:

How would you like us to contact you? Please check the box

By mail

By phone

By email

Complaint content: (Please describe the complaint, indicate: who it happened to, when, where, and with what frequency). Make sure you include information that is important for a fuller understanding of the situation.

What solution, if any, would you suggest to the complaint?

Signature:

Attachment B. FORM OF GRM PROTOCOL

[grievance number:]

Date: _____

Place: _____

Agenda:

1. _____
2. _____
3. _____

Decision on Issue No:

1. _____
2. _____
3. _____

Note: A short report on the results of the meeting is attached

Chairman: _____ (signature)

Secretary: _____ (signature)

Attachment C. GRIEVANCE REGISTRATION LOG

No	Brief Description of the Grievance	Full Name of the Complainant	Date of Grievance Registration	Date when the Grievance was Resolved	Signature of the Complainant
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Attachment D. Report on Stakeholder Consultations (22 August 2025)

1. General Information

- Date: 22 August 2025
- Time: 15:00 – 16:30
- Venue: Ministry of Emergency Situations of the Kyrgyz Republic, 101/1 Jumabek Street, Bishkek
- Format: Presentation of the draft ESMP, discussion, and Q&A session
- Organizer: Project Implementation Unit (PIU) under the Ministry of Emergency Situations (MoES)

2. Objectives of the Consultation

- Present the draft Environmental and Social Management Plan (ESMP) under the CERP to key stakeholders.
- Introduce the scope of the project, the Positive List of activities, and operational procedures.
- Familiarize participants with the World Bank's Environmental and Social Standards (ESS) applicable in the Kyrgyz Republic.
- Discuss potential environmental and social risks and mitigation approaches.
- Collect initial feedback from relevant ministries, agencies, and MoES structural divisions.

3. Consultation Process

Opening remarks:

Delivered by Ms. Jyldyz Toktorbaeva, Director of the PIU under MoES, who emphasized the objectives of the CERP, the importance of preventive readiness, and the role of MoES in coordinating emergency response.

Presentation:

Ms. Nazira Abdylasova, PIU Safeguard Specialist, presented the draft ESMP, highlighting:

- CERP components and Positive List of activities and expenditures;
- Overview of 10 Environmental and Social Standards (ESS), focusing on those applicable in the Kyrgyz Republic;
- Preliminary assessment of potential environmental and social risks;
- Mitigation and management tools (screening, updated ESMP, risk mitigation and monitoring plan);
- Grievance Redress Mechanism (GRM), Labor Management Procedures (LMP), and Code of Conduct.

Discussion:

Participants actively asked questions regarding financing mechanisms, project implementation timelines, and lessons from past emergency response operations.

4. Q&A Session

- Q1: *Is there an estimate for emergency expenses, and has a similar project been implemented before?*

A: The mechanism is new. Expenditure amounts will depend on the emergency type. Up to 10% of the undisbursed World Bank project portfolio

may be reallocated. Similar mechanisms were applied during the COVID-19 pandemic (\$9 million reallocated to MoH).

- Q2: *What is the project implementation period?*

A: The project will last for six years, with the possibility of multiple activations. Documents will be reviewed and updated annually.

- Q3: *Has Kyrgyzstan had similar experience before?*

A: Yes, during COVID-19 simplified procurement and reallocation procedures were applied, demonstrating feasibility of the CERP mechanism.

5. Participants

The consultation was attended by representatives of:

- Central ministries and agencies of the Kyrgyz Republic;
- Structural divisions of MoES;
- Technical specialists in environmental and social management;
- International development partners (as observers).

The full list of participants is provided in Annex D-1 (*List of Participants*).

6. Outcomes

- Information on the draft ESMP and related safeguard documents (SEP, LMP, GRM, Code of Conduct) was received and accepted by participants.
- The Positive List was noted as a key measure to limit environmental and social risks.
- The draft ESMP was considered acceptable for further processing and financing under the CERP.
- Participants expressed overall support for the project's objectives and wished success in its implementation.

7. Supporting Documents

- Annex D-1: List of Participants (22 August 2025)
- Annex D-2: Official Minutes of Consultation Meeting (signed protocol)
- Annex D-3: Summary of Q&A session
- Annex D-4: Photos
- Annex D-5: Public disclosure notices of the consultation on the official MoES website

Annex D-1: List of Participants (22 August 2025)

Список участников (офф-лайн)

Общественное обсуждение Плана управления окружающей и социальной средой Проекта экстренного реагирования на чрезвычайные ситуации

Дата: 22.08.2025 г.

Время: 15.00

Место: здание МЧС КР

Заинтересованные стороны:

№	Организация	ФИО	Должность	Контактные данные	Подпись
1	Министерство транспорта	Султанов Н.С.	вер. спец. СВ. МР	0553	
2	Аппаратный состав	Самбаев Д.А.	21. спец	0700	
3	Мин. водных рес. РК	Имменди у. К.	вед. спец	0700	
4	Мин. агро	Алимов Б.С.	вед. спец	0702	
5	Рек. по деп. безопасности	Турарбеков Б.И.	спец.	0704	
6	МУД	Имменди В.	инженер	0703	
7	ГИССИП при Минстрой	Абдугаева А.З.	вед. специалист	0507	

8	Мин. труда, соц. обеспечения и миграции	Мамалбаев К. М.	вед. спец.	0550	
9	ОАО "НЭС Казмонтаж"	Байтубетов Ф.Р.	зам. первого зуп.	0550	
10	Мин. культуры	Мамалбаев А. К.	зам. ректор	0502	
11	Мин. культуры	Алимуллин С. И.	вед. спец.	0555	
12	КЦСА	Имменди у. К.	вед. спец.	0557	
13	ОРП при МЧС КР	Алимов И. К.	координатор	0553	
14	ОРП при МЧС КР	Колонцов А. Э.	специалист по мерам безопасности	0550	
15	УПЗ МЧС КР	Имменди В. И.	НЧО	0550	
16	ОО УПЗ МЧС КР	Имменди И. П.	отв. оф. ОО	0550	
17					
18					
19					

Annex D-2: Official Minutes of Consultation Meeting (signed protocol)

Протокол общественного обсуждения Плана управления окружающей и социальной средой проекта Всемирного Банка «Экстренного реагирования на чрезвычайные ситуации»

Дата: 22.08.2025 года

Время: 15.00-16.30

Место: г. Бишкек, ул. Жумабека 101/1, здание МЧС КР

Повестка дня:

1. Информация о проекте
2. Презентация проекта ПУОСС
3. Сессия «вопросы-ответы»

Докладчики:

Токторбаева Ж. А. – директор ОРП МЧС КР

Абдыласова Н. – специалист по мерам безопасности ОРП при МЧС

С приветственным словом выступила директор ОРП МЧС КР Токторбаева Жылдыз Айтбековна. В своей речи директор рассказал о работе ОРП МЧС КР, о реализуемых ОРП проектах Всемирного Банка, о достижениях, рассказала предысторию нового проекта, о проведенной работе по согласованию целей и задач намечаемого проекта с заинтересованными сторонами, визитов миссии Всемирного Банка и их официальных встреч, о проведенных встречах в государственных органах власти, научных организациях, с населением, местных органах власти, международных организациях развития и др.

Также кратко рассказала о принципах, которыми придерживались вовлеченные в процесс разработки проекта специалисты при выборе «Положительного списка товаров, услуг, работ и операционных расходов» и попросила озвучить все пожелания и возможные замечания к проекту документа.

Далее слово было передано специалисту по мерам безопасности Абдыласовой Назире.

Абдыласова Н. представилась и начала презентацию ПУОСС, в котором рассказала о компонентах проекта, подробно остановилась на раскрытии информации, касающееся новых 10 экологических и социальных стандартов ВБ, а именно подробно остановилась на 8 из них, применимых в КР.

Далее Абдыласова перешла на освещение прогнозов потенциальных экологических рисков, связанных с возможными ЧС. Сложность прогнозирования на этапе разработке ПУОСС является неопределенность возможных ЧС, ее масштабов, локации и ущерба.

Именно из-за отсутствия четкого прогноза экологических и социальных воздействий проекта была предложены прогнозные значения влияния проекта исходя из «Положительного списка».

При этом в зависимости от возможного ЧС ПУОСС будет корректироваться специалистом по мерам безопасности, которого ОРП наймут по упрощенной системе из заранее подготовленного списка отобранных специалистов.

Далее Абдыласова рассказала о применимых инструментах по исключению рисков, их минимизации или смягчения – это эколого-социальные скрининги и уточненный ПУОСС с планом мероприятий по смягчению рисков и планом мониторинга.

Абдыласова также уделила внимание Механизму рассмотрения жалоб, ПУТР, ПВЗС, Кодексу поведения.

После презентации участники перешли к части «вопросы-ответы».

Участники активно участвовали и задавали вопросы относительно проектных работ. Специалисты ОРП постарались ответить на все вопросы.

Общественное обсуждение прошло с участием представителей ключевых министерств и представителей структурных подразделений МЧС. Общее количество участников - ____ чел.

Общественное обсуждение прошло в доброжелательной атмосфере. В конце обсуждения все участники выразили огромную благодарность Проекту, с пожеланием удачи в реализации проекта, а также вклад в решении вопросов по устранению опасных участков на местах.

В конце встречи специалисты поделились контактами, по которым можно задать вопросы или направить обращения относительно проводимых работ: 0312 32-38-69 или по электронной почте: erik.mes.kg@gmail.com.

По итогам обсуждения решили:

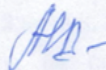
1. Принять к сведению представленную информацию.
2. Представленный ПОМ, ПУОСС, включая ПВСЗ считать приемлемым для финансирования проекта “Экстренного реагирования на чрезвычайные ситуации”

Председатель общественного обсуждения



Ж.Токторбаева

Секретарь совещания



Н.Абдыласова

**Minutes of
Public discussion of the Environmental and Social Management Plan of the World
Bank's Contingent Emergency Response Project**

Date: Aug 22, 2025

Time: 15.00-16.30

Venue: Bishkek, Jumabek st. 101/1, MoES KR building

Agenda:

1. Project information
2. ESMP project presentation
3. Question and answer session

Speakers:

Toktorbaeva Zh. A. – Director of the PIU MoES KR

Abdylasova N. – Safeguard specialist of the PIU MoES KR

The director of the PIU MoES KR, Zhyldyz Aitbekovna Toktorbaeva, delivered a welcoming speech. In her speech, the director spoke about the work of the PIU MoES KR, the World Bank projects being implemented by the PIU, its achievements, the background to the new project, the work done to agree on the goals and objectives of the planned project with stakeholders, the visits of the World Bank mission and their official meetings, the meetings held with government authorities, scientific organizations, the population, local authorities, international development organizations, etc.

She also briefly described the principles followed by the specialists involved in the project development process when selecting the “Positive List of Goods, Services, Works, and Operational Expenses” and asked for any wishes and possible comments on the draft document.

Next, the word was given to security specialist Nazira Abdylasova.

Abdylasova N. introduced herself and began her presentation of the ESMP, in which she described the components of the project and focused in detail on the disclosure of information concerning the 10 new environmental and social standards of the WB, specifically 8 of them that are applicable in KR.

Abdylasova then moved on to discussing the forecasts of potential environmental risks associated with possible emergency situations. The difficulty of forecasting at the ESMP development stage is the uncertainty of possible emergency situations, their scale, location, and damage.

It was precisely because of the lack of a clear forecast of the environmental and social impacts of the project that the forecast values of the project's impact were proposed based on the ‘Positive List.’

At the same time, depending on the possible emergency situation, the ESMP will be adjusted by a safety specialist, who will be hired by the PIU under a simplified system from a prearranged list of selected specialists.

Abdylasova then spoke about the applicable tools for eliminating, minimizing, or mitigating risks, namely environmental and social screenings and a refined ESMP with a risk mitigation action plan and a monitoring plan.

Abdylasova also focused on the GRM, LMP, SEP, and the Code of Conduct.

After the presentation, the participants moved on to the “questions and answers” section.

The participants actively participated and asked questions about the project work. The PIU specialists tried to answer all the questions.

The public discussion was attended by representatives of key ministries and representatives of structural divisions of the MoES. Total number of participants: ____ people.

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The public discussion took place in a friendly atmosphere. At the end of the discussion, all participants expressed their gratitude to the Project, wishing it success in its implementation and in its contribution to resolving issues related to the elimination of hazardous areas in the field.

At the end of the meeting, the experts shared their contact details for questions or comments regarding the work being carried out: 0312 32-38-69 or by email: erik.mes.kg@gmail.com.

Following the discussion, it was decided:

1. To take note of the information presented.
2. To consider the POM, ESMP, including SEP, presented as acceptable for financing the **Contingent emergency response project**

Chair of the public discussion:

Zh. Toktorbaeva

Secretary of the meeting:

N. Abdylasova

Annex D-3: Summary of Q&A session

Question and Answer Session

Question:

Do you have an estimate monitoring of emergency expenses? Where and in what amount are the funds going? Have similar projects been implemented before?

Answer:

At the moment, this mechanism is new to both us and the World Bank. We are relying on the country's existing experience in responding to emergencies.

Each emergency situation has its own characteristics. For example, in one case, it may be necessary to restore engineering networks, while in another, medical assistance may be required. In some cases, bridges need to be built, in others, power lines need to be restored or the population needs to be provided with life support.

Thus, the areas and amounts of expenditure will be determined depending on the type of emergency situation and the needs of the relevant services.

If the CERP is activated, the Government of KR will be able to use up to 10% of the total portfolio of WB projects in KR that have not been used at the time of activation. The specific projects to be included in the list will be discussed and determined by the MoF KR and the WB.

Question:

What is the project implementation period?

Answer:

The project will last for six years, during which the Government of the KR may activate it several times if necessary. All project documents will be reviewed annually and updated as necessary.

Question:

Have you had similar experience before?

Answer:

Yes, we had similar experience during the COVID-19 pandemic. At that time, US\$9 million was reallocated from the current PIU project to the Ministry of Health of KR. In emergency situations, the World Bank applies simplified mechanisms, including direct procurement. These procedures have already been tested during the pandemic.

Annex D-4: Photos





Annex D-5: Public disclosure notices of the consultation on the official MoES website

Details of the consultation were also disclosed on the official MoES website:

<https://www.mchs.gov.kg/ky/news/krizistik-kyrdaaldarga-dayardyk-koruu-dolboru-zharandyk-korgonuu-kyzmattary-tarabynan-koldoo-tapty/>

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<https://www.mchs.gov.kg/ru/news/mchs-kr-vynosit-na-obshestvennoe-obsuzhdenie-pervonachalnyj-draft-proekta-ekstrennogo-reagirovaniya-na-chrezvychajnye-situacii/>