

Hydrometeorological Service under the Ministry of Emergency Situations of the Kyrgyz Republic

STAKEHOLDER ENGAGEMENT PLAN

Kyrgyz Republic Hydrometeorological Modernization and Early Warning Project

September 2026

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Abbreviations

AO	Aiyl Okmotu (Local-self-government body)
DED	Design and Estimate Documentation
ESS	Environmental and Social Standard
ESF	Environmental and Social Framework
ESA	Environmental and Social Assessment
ESMP	Environmental and Social Management Plan
ESMF	Environmental and Social Management Framework
ESCP	Environmental and Social Commitment Plan
KHMET	Kyrgyz Republic Hydrometeorological Modernization and Early Warning Project
GRM	Grievance Redress Mechanism
KR	Kyrgyz Republic
LMP	Labor Management Procedures
LSG	Local Self-Government
M&E	Monitoring and Evaluation
MNRETS KR	Ministry of Natural Resources, Ecology and Technical Supervision
MWRAPI KR	Ministry of Water Resources, Agriculture and Processing Industry of the KR
MES	Ministry of Emergency Situations
MF	Ministry of Finance
MEC	Ministry of Economy and Commerce
OHS	Occupational Health and Safety
PAP	Project Affected Parties
PIU	Project Implementation Unit
RPF	Resettlement Policy Framework
RAP	Resettlement Action Plan
SEP	Stakeholder Engagement Plan
DEMPES	Department of Emergency Monitoring and Prediction of the Ministry of Emergency Situations
CAIER	Central Asian Institute of Earth Research
TA	Technical Assistance
WB	World Bank
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment

INTRODUCTION/PROJECT DESCRIPTION

1.1.INTRODUCTION

This document presents the Stakeholder Engagement Plan which has been prepared and will be implemented by Project Implementation Unit (PIU) of the Ministry of Emergency Situations (MoES) for the Kyrgyz Republic Hydrometeorological Modernization and Early Warning Project (KHMET or the Project). The project is financed by the International Development Association (IDA) in accordance with the World Bank's Environmental and Social Standard 10 (ESS 10), "Stakeholder Engagement and Information Disclosure".

The proposed project builds on the Central Asia Hydrometeorology Modernization Project (CAHMP I), which closed in March 2023 with a Satisfactory outcome rating. In the Kyrgyz Republic, CAHMP I automated meteorological and hydrological stations; established a data collection center, calibration laboratory, hydrometeorological database, and high-performance computing capacity; digitized historical records; and modernized avalanche monitoring. At the regional level, it supported flood early warning, numerical weather prediction, data exchange, and professional training. These investments established an important foundation but modernized only selected parts of the national system. Significant gaps remain across observation coverage, radar and upper-air monitoring, hydrological and meteorological forecasting, digital integration, laboratories, maintenance, early warning, and user-oriented service delivery.

KHMET will address these constraints across the full hydrometeorological service chain. It will expand and modernize hydrological, meteorological, snow, glacier, and other observation systems, with particular attention to high-risk and economically important areas; establish a national Doppler weather radar system; and strengthen laboratories, digital infrastructure, data management, and weather and hydrological forecasting. These investments will be complemented by improved climate and hydrometeorological services for water resources management, hydropower, agriculture, aviation, and disaster risk management; stronger end-to-end early warning systems and last-mile dissemination; and sustained institutional and human capacity development. Together, these investments will enable Kyrgyzhydromet to move from partially modernized individual systems toward an integrated, user-oriented national hydrometeorological service. The project directly responds to growing climate-related hazards and increasing hydrological variability by strengthening the country's capacity to monitor, forecast, and prepare for climate and weather extremes and to support climate-resilient decision-making. The project is aligned with the Kyrgyz Republic's National Development Program to 2030 and the National Water Strategy to 2040. The Kyrgyz Republic's Third Nationally Determined Contribution identifies water resources, energy, agriculture, and disaster risk reduction as priority sectors for climate adaptation and highlights gaps in climate-risk monitoring and forecasting technologies.

Regional cooperation is particularly important for hydrometeorological services in Central Asia given the region's interconnected water systems, shared river basins, and transboundary weather and hydrological hazards. However, the exchange and operational use of hydrometeorological data and forecasting products across countries remain limited, reducing the potential benefits of national investments in observation and forecasting. KHMET will strengthen Kyrgyzhydromet's integration with regional and global hydrometeorological systems, including participation in World Meteorological Organization (WMO) systems and standards, operational use of regional forecasting tools such as the Central Asia Flash Flood Guidance System, and improved interoperability and exchange of hydrometeorological data with neighboring countries, including weather radar data where mutually

agreed. These measures will improve access to cross-border information and strengthen forecasting and early warning for shared weather- and water-related risks.

1.2.PROJECT DESCRIPTION

The Project has four components:

Component 1 – Modernizing Hydrometeorological Observation Networks (US\$29 million)

This component will reduce the identified climate vulnerabilities by strengthening Kyrgyzhydromet's capacity to generate reliable and timely hydrometeorological, water, climate, and environmental information through modernized observation networks, forecasting and digital systems, and laboratory infrastructure. These investments will improve the quality, coverage, and accessibility of data and forecasts, support climate-informed decision-making, and build the foundational climate-information infrastructure on which the country's adaptation to intensifying floods, mudflows, glacial retreat, and hydrological variability depends.

Subcomponent 1.1: Strengthening Water Resources Monitoring, Forecasting, and Information Systems (US\$6 million): This subcomponent strengthens the monitoring and forecasting of the glacier- and snowmelt-driven flows that are increasingly variable under climate change, enabling adaptive water resources, and drought management, through (i) rehabilitating and expanding the national hydrological observation network on rivers, lakes, reservoirs, and priority streams, including automated monitoring and telemetry systems and modernization of hydrological gauging equipment and facilities; (ii) strengthening high-altitude monitoring of snow cover, glaciers, and other cryosphere variables relevant to water resources assessment; (iii) improving hydrological measurements, data quality control, and river discharge monitoring and estimation; and (iv) strengthening hydrological forecasting through the development and application of hydrological and water accounting models to support water resources assessment, seasonal forecasting, reservoir operations, irrigation management, drought response, and other water and climate management decisions.

Subcomponent 1.2: Modernizing the Meteorological Observation Networks (US\$4 million): This subcomponent fills critical observation gaps in climate-sensitive and high-hazard areas, strengthening the observational foundation for climate-change monitoring, hazard forecasting, and early warning, through (i) assessing, optimizing, rehabilitating, and expanding the national meteorological observation network, including WMO-compliant automatic weather stations and stations in data-sparse areas, with priority coverage of catchments identified as high-hazard zones or as of economic importance; (ii) modernizing upper-air and specialized meteorological observations; (iii) rehabilitating priority observation infrastructure, including station facilities, power supply, communications, and data transmission systems, to improve operational reliability; (iv) strengthening calibration, verification, and quality control; and (v) strengthening technical capacity for operation and sustainable maintenance of the modernized observation network.

Subcomponent 1.3: Establishing a National Weather Radar System (US\$15 million): This subcomponent addresses the country's most critical technological gap for warning of hazardous weather events, whose frequency and intensity are projected to increase under climate change, through (i) preparing detailed radar system design; (ii) installing Doppler weather radars and associated civil, ICT, power, communications, and data-processing infrastructure; (iii) integrating radar data with other observation, forecasting, and early warning systems and developing quality control, visualization, and automated severe-weather detection; (iv) developing operational radar products for nowcasting, short-term and impact-based forecasting, with priority application in high-risk and economically important catchments; with particular focus on the high-hazard river catchments

where glacier and snowmelt dynamics amplify flash flood risk and where timely warnings have the highest potential to reduce climate-related losses, and (v) strengthening capacity for radar operation, calibration, maintenance, quality assurance, and operational use.

Subcomponent 1.4: Modernizing Laboratory and Quality Management Systems (US\$4 million): This subcomponent ensures that environmental and hydrometeorological monitoring data meet the quality and reliability standards required for climate-change impact assessments, long-term climate monitoring, and adaptation planning, through (i) modernizing and equipping hydrochemical and environmental monitoring laboratories; (ii) modernizing the verification and metrological laboratory, including calibration and verification equipment for hydrometeorological instruments; (iii) introducing laboratory information management systems, analytical methods, standard operating procedures, and quality assurance and quality control systems; (iv) supporting accreditation of relevant laboratories in accordance with applicable international standards; and (v) strengthening technical capacity, equipment maintenance, calibration systems, and sustainable laboratory operations.

Component 2 – Strengthening Hydrometeorological Forecasting Services and Early Warning Systems (US\$9 million)

This component is designed primarily to reduce the Kyrgyz Republic's climate vulnerabilities (see paras. 3–8) by translating improved climate and hydrometeorological observations into better forecasts, early warnings with increased lead times for floods and mudflows, and actionable information for government, economic sectors, and communities, including rural and hazard-exposed populations, while strengthening Kyrgyzhydromet's institutional capacity to sustain and expand these adaptation-relevant services as climate risks

Subcomponent 2.1: Advancing Digital Information and Forecasting Systems (US\$2.5 million). This subcomponent builds the digital backbone required to convert observations into timely climate-hazard warnings and climate-informed forecasts, and to keep those services operating during the extreme-weather events when they are most needed, through (i) establishing integrated systems for the automated collection, transmission, quality control, processing, storage, and management of hydrometeorological data; (ii) modernizing computing, data storage, telecommunications, cybersecurity, backup, and related information technology infrastructure; (iii) strengthening weather and hydrological forecasting systems and related tools, including the integration of observation, satellite, remote sensing, and modeling data; (iv) establishing centralized databases and digital archives for hydrometeorological records, including systems for data management and long-term preservation; (v) developing digital tools and platforms for the analysis, visualization, exchange, and dissemination of hydrometeorological information; and (vi) strengthening the interoperability, sustainability, and operation of digital information and forecasting systems.

Subcomponent 2.2: Developing Fit-for-Purpose Climate Services (US\$1.5 million): This subcomponent develops decision-ready services tailored to the climate risks facing priority sectors, including drought and seasonal-flow outlooks for water and hydropower and impact-based warnings for disaster risk management, through (i) conducting user needs assessments and strengthening engagement between Kyrgyzhydromet and priority users; (ii) developing user-oriented hydrometeorological, water, and climate information products and services for priority sectors, including water resources management, hydropower, agriculture, aviation, and disaster risk management; (iii) strengthening partnerships and data-sharing arrangements with sector institutions and supporting the integration of hydrometeorological information into sectoral decision-support systems and operational processes; and (iv) strengthening the capacity of users to interpret and apply weather, water, and climate information in planning and operational decision-making.

Subcomponent 2.3: Strengthening End-to-End Early Warning Systems (US\$3 million): This subcomponent strengthens the full early warning chain for hazards whose frequency and intensity are projected to increase under climate change, ensuring warnings reach the most climate-vulnerable communities, through (i) strengthening impact-based forecasting and warning services for priority hydrometeorological hazards, including standard operating procedures and institutional coordination arrangements for warning generation, dissemination, and response; (ii) developing a unified digital early warning platform with MoES, integrating hydrometeorological observations, forecasts, radar and satellite information, risk information, and decision-support tools; (iii) strengthening multi-channel warning dissemination, including implementation of the Common Alerting Protocol (CAP) and last-mile communication technologies; (iv) developing feedback mechanisms, operational dashboards, hazard and exposure visualization, and post-event review procedures; and (v) conducting training, simulation exercises, and operational testing to strengthen coordination and preparedness across the end-to-end early warning system.

Subcomponent 2.4: Strengthening Institutional Capacity and Human Resource Development (US\$1 million): This subcomponent builds the technical and institutional capacity Kyrgyzhydromet requires to sustain adaptation-relevant hydrometeorological and early warning services under intensifying climate risks, through (i) assessing workforce competencies and developing human resource and professional development frameworks; (ii) strengthening technical and managerial competencies required to operate and sustain meteorological, hydrological, cryosphere, laboratory, forecasting, digital, climate service, and early warning systems; (iii) establishing continuous professional development, knowledge management, competency assessment, and staff development mechanisms; (iv) developing and implementing an organization-wide quality management framework aligned with WMO standards and strengthening operational procedures and performance management; and (v) supporting technical exchanges and partnerships with universities, research institutions, national meteorological and hydrological services, WMO, and other relevant technical institutions.

Subcomponent 2.5: Integrating Regional and Global Hydrometeorological Systems and Services (US\$1 million): This subcomponent extends the country's capacity to monitor and respond to climate-driven and transboundary hydrological hazards beyond what domestic infrastructure alone can provide, through (i) strengthening Kyrgyzhydromet's integration with and expanding access to regional and global hydrometeorological systems to better monitor and respond to climate-driven hazards; (ii) integrating international and regional forecasting products, including the Central Asia Flash Flood Guidance System (FFGS), into national forecasting operations; (iii) establishing and operationalizing Kyrgyzhydromet's WMO Information System 2.0 (WIS 2.0) node and strengthening participation in the Global Basic Observing Network (GBON); (iv) developing interoperable data exchange mechanisms consistent with WMO standards; and (v) supporting the exchange and interoperability of weather radar and other hydrometeorological data with neighboring countries, where appropriate.

Component 3 – Project Management (US\$2.0 million): supporting the day-to-day management, coordination, and implementation of the Project, including financial management, procurement and contract management, environmental and social risk management, monitoring and evaluation, reporting, audits, communication, stakeholder engagement, technical coordination, operating costs, and capacity strengthening required for effective Project implementation.

Component 4 – Contingent Emergency Response Component (CERC) (US\$0): Zero-allocation component that allows for the rapid reallocation of uncommitted project proceeds to provide immediate response to an eligible crisis or emergency, as needed, in accordance with applicable World Bank requirements and procedures.

2. Objective/Description of SEP

2.1 Purpose and Objectives of the SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

The consultation and engagement with the local population is essential to the success of the Project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed Project.

2.2 SEP structure and scope

The SEP is developed in accordance with the recommendations and requirements of the World Bank Environmental and Social Standard (ESS) 10 and is part of the environmental and social assessment.

Project stakeholders include individuals or groups who:

- a) affected or likely to be affected by the Project (parties affected by the Project);
- b) may be interested in the Project (other interested parties).

Assessment and stakeholder engagement are focused on the following Project activities:

- Modernization of hydrometeorological observation systems;
- Modernization and development of meteorological and hydrological stations;
- Installation and operation of weather radars;
- Improvement of hydrometeorological forecasting;
- Development of early warning systems for natural hazards;
- Ensuring the dissemination of warnings to the population, including remote and vulnerable communities;
- Engagement with communities exposed to floods, mudflows, avalanches, droughts, and other hydrometeorological hazards;
- Engagement with farmers, water users, the energy sector, aviation, and other users of hydrometeorological information;
- Consideration of the needs of vulnerable and socially disadvantaged groups;
- Grievance redress and feedback mechanisms;
- Disclosure of information to stakeholders on potential environmental and social risks; and
- Institutional strengthening and capacity building of relevant government agencies.

The SEP contains 8 chapters and is structured as follows:

- Chapter I - a brief overview of the Project and SEP context.
- Chapter II - information on SEP and its structure.
- Chapter III - legal and regulatory framework of the Kyrgyz Republic, ensuring the participation of all stakeholders in implementation of the Project and SEP legitimacy.
- Chapter IV - an institutional stakeholder analysis and institutional analysis applied to the Project.
- Chapter V – stakeholders identification and prioritization

- Chapter VI - detailed information on planned stakeholder engagement activities, implementation mechanisms and engagement methods, and budget.
- Chapter VII - Project Grievance Mechanism.
- Chapter VIII - Mechanisms for monitoring, documenting and reporting.

In general, the SEP describes the ways in which the Project team will interact with stakeholders, including a mechanism through which people can express concerns, provide feedback, or apply complaints about the project and any activities related to the project.

2.3 Beneficiaries

The Project will benefit a broad range of users of hydrometeorological information in the Kyrgyz Republic and, through improved regional data exchange and forecasting, neighboring countries. Recipients of benefits from the implementation of this Project, according to the level of benefit received, are divided into the following categories, as direct and indirect:

Direct beneficiaries:

- Hydrometeorological Service under the Ministry of Emergency Situations of the Kyrgyz Republic, whose capacity to provide reliable and timely hydrometeorological, climate, and early warning services will be strengthened.
- The Department of Emergency Monitoring and Prediction of the Ministry of Emergency Situations (DEMPES);
- The Crisis Management Center under the Ministry of Emergency Situations of the Kyrgyz Republic.
- Communities exposed to floods, mudflows, avalanches and severe weather in remote areas
- Farmers and agricultural producers will benefit from improved forecasts, early warnings, and decision-support services.
- Hydropower operators, farmers and other water users, the aviation sector, and residents of rural and hazard-exposed communities.
- Residents of rural and hazard-exposed communities are direct beneficiaries of improved early warning services.

Indirect beneficiaries:

Beneficiaries of the Project will also be government bodies at the republican and local levels, namely:

- Ministry of Emergency Situations of the Kyrgyz Republic
- Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic
- Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic
- Ministry of Energy of the Kyrgyz Republic
- Water Resources Service under the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic;
- State Civil Aviation Agency of the Kyrgyz Republic
- Local authorities (Aiyl Okmotu) in the participating project areas.
- Central Asian Institute for Earth Research;
- Institute of Water Problems and Hydropower of the National Academy of Sciences of the Kyrgyz

Republic;

- The project will indirectly benefit the entire population from reduced vulnerability to hydrometeorological hazards, lower risks to lives and property, and reduced economic losses from weather-, water-, and climate-related disasters.

3. REGULATIONS AND REQUIREMENTS

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

3.1. Key relevant legal provisions of the Kyrgyz Republic

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

- The Law of the Kyrgyz Republic "On the Right to Access Information" №217 (29.12.2023)
- Law of the Kyrgyz Republic "On the Procedure for Considering Citizens' Appeals" №67 (04.05.2007).
- Law of the Kyrgyz Republic "On the accession of the Kyrgyz Republic to the UNECE Convention on Access to Information, Public Participation in Decision-Making, and Access to Justice in Matters Relating to the Environment" №5 (12.01.2001).
- Law of the Kyrgyz Republic "On protection of the Environment" №53 (16.06.1999).
- Law of the Kyrgyz Republic "On Local Self-Government" №101 (15.07.2011).
- Law of the Kyrgyz Republic "On Non-Profit Organizations" №111 (15.10.1999).
- Law of the Kyrgyz Republic "On the rights and guarantees of persons with disabilities" №38 (03.04.2008).
- Law of the Kyrgyz Republic "On State Guarantees of Equal Rights and Equal Opportunities for Men and Women" №184 (04.08.2008).

The Constitution of the Kyrgyz Republic guarantees freedom of speech and expression of opinion, establishing that every citizen of the country has the right to free expression and dissemination of thoughts, ideas and opinions, to freedom of literary, artistic, scientific and technical creativity, press freedom, transfer and dissemination of information, adoption of laws restricting freedom of speech and press is not allowed. No one may be discriminated against on the basis of gender, race, language, disability, ethnicity, religion, age, political or other opinion, education, origin, property or other status, or other circumstances. In the Kyrgyz Republic, men and women have equal rights and freedoms and equal opportunities for their realization.

The Law of the Kyrgyz Republic "On the Right to Access Information" contains provisions for the implementation and protection of everyone's right to access information held by information holders, including government bodies and local self-government bodies. It aims to achieve maximum informational openness, transparency, and accountability in their activities, including through the form of open data (access to information via the Internet, Open Government). The Law provides for the disclosure of the activities of state bodies, current decisions, and official events, ensuring access to documents, etc.

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

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

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

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

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

The Law of the Kyrgyz Republic "On the rights and guarantees of persons with disabilities" establishes guarantees of protection and assistance provided to people with disabilities, measures aimed at protecting public health, preventing disability and creating conditions for the integration of people with disabilities into society.

Provides for: social rights and guarantees; political rights and guarantees; health protection and medical and sanitary assistance; labor protection and employment; cultural and educational integration into society; right of access to infrastructure facilities; rehabilitation of persons with disabilities.

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

3.2. World Bank Environmental and Social Standard on stakeholder engagement

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

According to the World Bank's ESF, the requirements set out by ESS10 are the following:

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

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:** Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships.

The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

- **Flexibility:** If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

4.2. Categories of Stakeholders

1. **ESS10** identifies two broad categories of stakeholders: "project affected parties" and "other interested parties". ESS10 also indicates that the Borrower will identify those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable.
2. **Project affected parties (PAPs)** are individuals, groups and other parties in the project area who are directly or indirectly, positively or negatively (actually or potentially) affected by the project and/or who have been identified as the most susceptible to project-related changes and who should be actively involved in identifying impacts and their significance, as well as in deciding on mitigation and management measures.
3. **Other interested parties** are individuals/groups/organizations who believe or feel that their interests are affected by the project and/or who have the potential to affect the project outcomes and its implementation process in some way.

4. **Vulnerable groups** are individuals who may be disproportionately affected or further disadvantaged by the project(s) compared to any other groups due to their vulnerable status, and for whom special measures may be required to ensure their equal representation in consultation and decision-making processes related to the project(s).

5. STAKEHOLDERS IDENTIFICATION AND PRIORITIZATION

5. Stakeholder identification aims to identify and prioritize Project stakeholders for consultation. Stakeholder identification is an ongoing process. Stakeholders have also been classified as per their interest and influence on the Project. Interest/influence has been classified into 3 categories: i) high; ii) medium; and iii) low. This categorization aims to assess the power relationship, impact, support, and attitude of the various identified stakeholders. The stakeholders are described in details in the Table 1 below.

Vulnerable groups

6. Disadvantaged/vulnerable individuals and groups may be affected disproportionately, either adversely or positively, by the project. Because of low socioeconomic profile, their voices may not be heard in the formal decision-making process, or included in consultation process but their feedback are not solicited in a manner that offers sufficient understanding of how they are affected, how they would respond, and what support they may need to avoid or mitigate such impact from their own perspective.

7. Identification of vulnerable individuals and groups, is an important step to effectively engaging them in the consultation process throughout the project cycle. This enables project implementing agency (PCU) to work out measures to avoid adverse impacts, or minimize or mitigate such impacts to vulnerable groups, if avoidance is not possible. Inclusion of disadvantaged/vulnerable individuals and groups, at the early stage of project `planning, can also assist in project design that provide them opportunities to restore and improve their livelihoods.

8. Vulnerable groups under the project may include the following categories, among others: 1) Low-income households and individuals; 2) The elderly in ; 3) People with disabilities;

5.1.1. Project Affected Parties

This category includes “those who may be affected by the Project due to actual impacts or potential risks to their physical environment, health, safety, cultural practices, well-being or livelihoods. These are the people or households most likely to see changes related to the environmental and social impacts of the Project. Analysis of affected parties by Project activities, see Table 3.

Table 3. Description of parties affected by the project

Affected Party	Description	Involvement	Importance
Hydrometeorological Service under the MoES KR	Main recipients of aid and technical support	Involved in data exchange, training, and application of new technologies	High
DEMPES MoES KR	Ensures the efficiency of monitoring, data collection, and analysis needed for emergency forecasting	Monitoring, forecasting, warning of emergencies to protect the population and territory from dangerous natural and man-made processes	High
Crisis Management Center under the MoES KR	An operational management body of the unified information-management system in emergency and crisis situations in the Kyrgyz Republic	Creation of unified data banks on dangerous natural processes, as well as maintaining statistical data on emergencies and crises for further generalization and forecasting of developments	High
Ministry of Emergency Situations of the KR	Executes functions in developing and implementing state policy, regulatory regulation, as well as supervision and control in civil defense, protection of the population, and territories from natural and man-made emergencies	Ensuring administrative control and coordination of the project; leading the process of interaction and consultation with stakeholders; managing grievance redress	

Communities exposed to floods, mudflows, avalanches and severe weather in remote areas	Access to forecasts and warnings; communication coverage	Participation in planning and decision-making processes	High
Farmers and agricultural producers will benefit from improved forecasts, early warnings, and decision-support services.	Weather forecasts, drought information, seasonal forecasts	Participation in planning and decision-making processes	High
Hydropower operators, farmers and other water users, the aviation sector, and residents of rural and hazard-exposed communities.	Hydrological information, seasonal flow information	Participation in planning and decision-making processes	High
Residents of rural and hazard-exposed communities are direct beneficiaries of improved early warning services.	Hydrological information, seasonal flow information	Participation in planning and decision-making processes	High

5.1.2. Other Interested Parties

Other interested parties include individuals/groups/organizations that may not be directly affected by the Project, but who consider or perceive their interests as affected by the Project, and/or who may in any way affect the Project and its implementation process. Other stakeholders include, but are not limited to, regional and rayon administrations, local businesses, government institutions that may be involved in various ways in the project as well as civil society, international organizations, the media, and general public. Details on other stakeholders are in Table 4.

Table 4. Description of other stakeholders

Interested party	Level	Description	Role in Project related issues	Importance
Ministry of Finance (MF)	National	MF is the central state executive body that provides functions for	The main MF objective is to formulate state policy on public finance management and non-tax payments, improvement of legal	High

		development and implementation of state policy in the field of public financial management, as well as policy in the field of internal audit and public procurement.	regulation in the field of internal audit, accounting and financial reporting of the general government sector, public procurement and management of external and internal public debt of the Kyrgyz Republic.	
Ministry of Economy and Commerce of the KR	National	Develops and implements state economic policy aimed at sustainable economic development of the country	Supporting and creating favorable conditions for private sector participation in project implementation; attracting investments; developing and testing an appropriate business model for the provision of meteorological, climatic, and hydrological services on a commercial basis in the Kyrgyz Republic	High
WRS MWRAPI	National	WRS MWRAPI is the administrative department performing functions of an executive authority in the field of irrigation	The WRS MWRAPI objective includes the development and implementation of a unified state policy in the field of irrigation system; implement measures for (re)construction and rehabilitation of social objects and irrigation systems/ structures, financed from the republican budget, international projects and other sources that are not in contradiction to the legislation of the KR.	High
Ministry of Natural Resources, Ecology and Technical Supervision (MNRETS)	National	MNRETS KR carries out the development and implementation of state policy and coordination in the areas of environmental protection, ecology and climate, geology and subsoil use, use and protection of natural	MNRETS implements state policy in monitoring and forecasting climatic and environmental risks; conducts state environmental assessment of projects; supervision of compliance with environmental requirements.	Medium

		resources, including biological resources, subsoil and water resources, with the exception of irrigation and reclamation infrastructure, exercising state control and supervision for compliance with the requirements of environmental, industrial safety, mining safety, subsoil protection, quality of coal and fuel.		
Ministry of Water Resources, Agriculture, and Processing Industry of the KR	National	Ensures the sustainable development of the agricultural sector and effective management of water resources	More effective water resource management and agricultural planning with improved meteorological data; enhancing the agricultural sector's resilience to climate change	Medium
Other relevant ministries and agencies	National	State bodies exercising state control and supervision of compliance with requirements in the field of drinking water supply and sanitation.	The functions of the relevant government agencies include registration and issuance of documents; control over civil works of WSS, social and environmental safety; drinking water quality control, etc.	High
Local self-governments (LSG)	Local	An executive body ensuring coordinated activities of territorial subdivisions of state executive bodies,	The functions of LSG include control over the activities of enterprises, organizations and institutions, other business entities for implementation of environmental protection legislation, the use of lands and natural resources, compliance with	High

		their interaction with local self-government bodies within the respective territory	the rules and regulations of urban planning and architecture, sanitary standards, environmental measures in the manner prescribed by law.	
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5.1.3. Vulnerable individuals or groups

As a special category of stakeholders, SEP also identifies vulnerable groups, that is individuals or groups that may need a special approach while interacting with them, due to their vulnerable status, in order to ensure their equal representation under a consultation process, and decision-making related to the Project. Under the Project, these may be groups that, due to various reasons (for example, disability), find it especially difficult to access information and convey their opinion about the Project and its impact. As described in the Table 3 above, a vulnerable group includes following category of individuals:

- low-income households;
- rural population living in remote areas;
- people with disabilities;
- elderly people;
- female headed households.

More detailed assessment for subprojects will be carried out at an early stage of the Project implementation and stakeholder engagement activities will be adapted to the needs of social groups who may be excluded on the basis of belief, ethnicity, gender, social status or any other issues. Discussions with vulnerable/disadvantaged groups affected by the project are aimed at providing opportunities for a baseline study, on the ground, of the potential social impacts of the Project activities in selected subprojects. Focus group discussions will be organized for vulnerable groups, taking into account their specific needs (if any) and suggestions received during consultations.

Project will ensure that consultations with local communities include vulnerable groups, presentations will be made in Kyrgyz language . municipalities.

6. STAKEHOLDER ENGAGEMENT PROGRAM

PIU of the MoES will consult with the public and all relevant stakeholders on key activities related to the Project. PIU will provide information on Project progress, feasibility studies, technical, environmental and social assessments, request feedback from stakeholders and the public on Project activities. The results of such consultations will be agreed with the participants and documented. Feedback, opinions, and proposals received from stakeholders will be duly considered. Planned activities are given in Tables No. 6 and No. 7.

6.1. Project implementation mechanism

Project Implementation Unit (PIU) of the Ministry of Emergency Situations (MoES) will manage the project. The PIU at the MoES has a proven track record of managing World Bank-financed projects since 2011, including the "Enhancing Resilience to Disaster Risks in Kyrgyzstan" project (ERIK P162635) and other projects. The PIU will carry out project management and coordination functions, appointing its core personnel and hiring additional experts as needed to support specific aspects of the project, with the aim of transferring knowledge to the staff of the Hydrometeorological Service.

PIU at MoES will be responsible for functions such as procurement, financial management, management of environmental and social risks, monitoring and evaluation (M&E), reporting, communication, and grievance redress. The PIU will also be responsible for preparing annual work plans and budgets, which will be approved by the MoES and the Ministry of Finance.

PIU's duties will also include coordinating the work with all stakeholders in the project and ensuring compliance with environmental and social standards (ESS) and the Grievance Redress Mechanism (GRM).

Key organizations and subordinate units of the Hydrometeorological Service in selected project zones will also perform advisory and informational organizational support functions.

Table 6. Key activities to inform/involve other Project stakeholders

Topic	Method	Schedule	Responsible
Environmental and social impacts of the Project.	Public consultations/hearings. Disclosure of information on the MoES website. Social media of PIU MoES. Village meetings. WhatsApp messenger-instant messaging and voice communication via smartphone. GRM.	According to the schedule for preparation and implementation of subprojects.	PIU MoES
Information about the Project implementation mechanism.	Information meetings. Information boards with Project information. Disclosure of information on the MoES website. PIU MoES social media. GRM	At the beginning of the Project implementation, then according to the schedule of preparation and implementation of subprojects.	PIU MoES
Grievances, suggestions, consideration of opinions.	GRM	Regularly	PIU MoES
Capacity building of project affected parties.	In accordance with the developed plan and program of information and educational activities.	Regularly according to the schedule in accordance with the Program of information and educational activities.	PIU MoES
Discussion of subprojects.	Information meetings/ consultations. MoES website. PIU MoES social media. Information disclosure.	According to the schedule of preparation and implementation of subprojects.	PIU MoES

Regular monitoring. Interim assessment. Final evaluation.	Questionnaire on the satisfaction of project beneficiaries/affected persons.	Regularly. Mid-project implementation and final evaluation	PIU MoES
General information about the Project implementation process.	Press tours for the Mass media. PIU social media PIU MoES website. Reports.	Regularly throughout the Project implementation.	PIU MoES

Table 7. Plan of activities for interaction with Project stakeholders

Responsibility	Stakeholders	Objective	Interaction methods	Communication channels	Venue	Periodicity
The World Bank	MF KR Hydromet Service, MoES PIU	Regularly monitoring the Project progress and provide project technical support.	Technical Missions Aide Memoirs	Emails, Technical support missions for implementation and project supervision.	Subprojects visits, Video conferences.	Semi-annual progress reports, Semi-annual ESCP implementation reports Semi-annual Missions, Regular monitoring visits to subprojects.
Ministry of Finance of the KR	MEC, WB, Hydromet Service, MoES PIU	Exchanging information, reviews, authorization and appeal for support to inform the KR government bodies of the financial guarantee.	Project progress, budget and funding. Official inquiries and letters.	Official internal, external communication, written official letters requests and mail.	Visits, Official meetings	Regularly.
Ministry of Emergency Situations, Hydrometeorological Service under the MoES KR	WB, Hydromet Service, MoES PIU	Implementation of the Project. Technical supervision of construction contractors. Social and environmental supervision.	Procurement. Coordination of activities of consulting companies to elaborate on design and estimate documentation, ESA, ESMP.	Official internal and external communication, written requests through official letters, email, and other channels	Subproject sites, MoES, PIU offices,	Regularly

			Public consultations. Monitoring the activities of (sub)contractors. Summarizing monthly reports on the ESMP implementation submitted by (sub)contractors. Preparation and submission of semi-annual reports to the WB.			
PIU	All stakeholders, including the beneficiaries and PAPs. Other interested parties.	Effectively implement project components. Increase interaction with the PAPs. Disclosure of information on the environmental and social aspects of the project. Get feedbacks.	Press conferences, seminars, face-to-face meetings with all (sub)project stakeholders. Mass media/social media. Information board. Stakeholders/beneficiaries' opinions of affected person's/perception surveys, communication materials. Public consultations and GRM	Official internal & external communication. Written official letters. Requests and email. Other communication channels.	(Sub)project locations, PIU office, offices	Regularly
Project affected parties	PIU Hydromet Service, MoES	Participation in project implementation, including subproject design, site-specific environmental and social assessments and environmental	Requests/grievances Proposals/ Suggestions	Channels of feedback: telephone, e-mail, website, and a designated office worker.	Subproject site Hydromet Service, MoES PIU	Throughout the project implementation

		and social impact mitigation measures.		Grievance mechanism. Public consultations.		
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6.2. Stakeholder engagement roles and responsibilities

A key stakeholder engagement team includes the PIU MoES staff members (chief engineer, environmental and social specialists, M&E specialists, fiduciary specialists) will be responsible for and lead all aspects of stakeholders' engagement. However, to implement the various SEP activities, the PIU will need to coordinate closely with other key stakeholders, other national and local government agencies, a (sub)contractor, and affected communities and people. The roles and responsibilities of these participants/stakeholders are described in Table 8 below.

Table 8. Responsibilities of key participants/stakeholders in SEP implementation

Acting party	Responsibility
Hydromet Service, MoES	General coordination and supervision over a project progress;
PIU	- Planning and applying SEP; - Key Stakeholder Engagement Activities; - Grievance Redress Mechanism; - Coordination/control of a (sub)contractor activities under ESCP and ESS; - Monitoring and reporting on social and environmental indicators to the Cabinet of Ministers KR and World Bank.
(Sub)contractors	- Inform the PIU of any stakeholder engagement issues; - Transmit and resolve (re)construction work grievances in close coordination and direction of the PIU; - Prepare, disclose as needed and implement ESMPs; - Inform local communities about any environmental monitoring, for example, monitoring of noise, vibration, water quality; - Announce important (re)construction works
State bodies: - Ministry of Economy and Commerce; - Ministry of Natural Resources, Environment and Technical Supervision; - State Agency for Land Resources. - other relevant state ministries and agencies.	- Monitoring a (sub)project compliance with the KR legislation; - Participate in implementation of some activities according to ESMF/RPF and SEP; - Participate in the implementation of a land acquisition process; - Make available and engage with the public in analysis and environmental and social impact assessment reports.
Project affected municipalities.	- Provide assistance to the PIU in carrying out activities with the participation of local communities within the framework of the SEP implementation; - Refer all grievances to the PIU Social specialist and participate in a local grievance process; - Provide assistance to the PIU in executing activities with participation of local communities while implementing SEP; - Provide access to disclosed environmental and social documents.

Project affected people	• Invited to participate and raise an issue about a (sub)project at meetings, and in discussions with the PIU Monitoring and Surveillance team, where it is of interest or relevance; • Filing grievances using the GRM defined in SEP (section on grievance mechanism); • Assist a (sub)project identify mitigation measures.
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6.3. Stakeholder engagement methods

6.3.1. Public consultations

As part of the Project's launch, the MoES PIU organizes meetings to launch the Project in the Project areas. The MoES PIU environmental and social team will assist in organizing and conducting public meetings in accordance with the schedule of the Project activities throughout the life of the Project. In order to confirm the activities carried out, all information will be recorded in the minutes of public meetings, hearings and introductory meetings, and participant registration sheets and photographs will also be attached.

6.3.2. Public Relations and social media

The public relations specialist of the PIU will be involved in the Project to prepare and post information about the Project on the MoES website and social networks throughout the entire Project cycle in the state and official languages. Social media channels will be used to the maximum extent possible to disseminate information as social media usage rates (especially Facebook) are high among users of different ages and backgrounds affected by the Project.

6.3.3. Communication materials

Written information will be made available to the public through a variety of information materials including brochures, leaflets, posters, etc. A specially designed public relations tool will be developed and distributed in both print and online formats. The PIU will also regularly update the MoES website with major Project updates and reports on the Project's environmental and social performance in the state and official languages. The website will also provide information on the project's grievance mechanism.

6.3.4. Strengthening the capacity of Stakeholders

Training sessions on a variety of environmental and social issues will be provided to the stakeholders, including environmental and social management instruments, development and implementation, awareness raising, labor issues, SEA/SH risks, SEP and GRM.

6.3.5. Grievance mechanism

In accordance with the requirement of the World Bank ESS 10, a dedicated grievance mechanism will be established for the Project. Specific communication materials (GRM brochures, posters) will be created to help local residents become familiar with grievance channels and procedures. Internal GRM training will also be provided to PIU staff and contractors. The Project website will contain clear information on how any interested party can submit feedback, questions, comments, concerns and complaints, and will include the ability to submit complaints electronically.

6.3.6. Press tours for representatives of the Mass media and online publications at local and national levels

During and/or after completion of the construction and/or rehabilitation of the water supply system in the subprojects, press tours will be organized for representatives of the Mass media and online publications to the target subprojects in order to inform the population about the results and/or status of the subprojects. Also, as necessary, demonstration tours for selected stakeholders, from the media or local governments, to target subprojects in order to familiarize and inform about the results and/or status of water supply system facilities. These activities will be organized and conducted in accordance with the Project plan and schedule.

6.3.7. Information boards

Information boards about the Project will be organized in each subproject, where Project information on interaction with stakeholders, timing, construction progress and types of work, contact details of the local Project representative, etc. will be posted. Information stands will be located in the Hydromet service, MoES offices, where they will be easily accessible to persons affected by the project and other interested parties and who can familiarize with information about the Project, the mechanism for submitting and considering citizens' appeals. These information boards will be displayed brochures and leaflets on various social and environmental issues related to the (sub)project.

6.4. Strategy to consider the views of vulnerable groups

The Project will take measures to ensure that disadvantaged and vulnerable groups have equal opportunities to participate in project activities, have access to project information and benefits, provide feedback or lodge complaints/complaints. Project representatives in (sub)projects will help ensure comprehensive coverage of all groups of population. Awareness-raising activities will be conducted online and in person in subprojects sites covered by the Project to ensure wider participation of target population groups. All the abovementioned stakeholder engagement methods, specifically targeting vulnerable groups, will be used by the PIU as required.

6.5. Information disclosure

As part of the Project, the website of the MoES will be used to disclose project documentation, including environmental and social indicators in the state and official languages. All future environmental and social monitoring reports listed in the above sections will be published on this website. Project information (including construction news and related environmental and social data) will also be posted on this website. The site will also provide easy-to-understand guidance on terminology used in environmental and social reports or documents. All information brochures/leaflets will be posted on the website. An electronic complaint form will also be available on the website. Contact details for the PIU team and all environmental and social safety officers will also be posted on the website. The PIU will regularly update and maintain the website. Details of the Project information disclosure are given in Table 9.

Table 9. Information disclosure

Type of information	Responsibility	Target groups	Frequency	Channel \ Venue
General information about the project, including components, planned activities, all ESF instruments	PIU MoES	All stakeholders	During the project preparation and prior to commencement of the project implementation Any updates throughout the project implementation	MoES website Public consultations/hearings. Disclosure of information on the MoES website. Social media of PIU MoES. Village meetings. WhatsApp messenger-instant messaging and voice communication via smartphone. GRM.
Grievance Redress Mechanism (GRM), GRM channels GRM data	PIU MoES Relevant local authorities/ municipalities	All stakeholders	Throughout the project implementation	MoES website. Relevant local authorities'/ municipalities website, if any. Relevant information boards/offices PIU Facebook page WhatsApp Groups
Project progress reports	PIU MoES	All stakeholders	Semi-annual basis	MoES website
Semi-annual monitoring reports on environmental and social standards performance.	PIU MoES	All stakeholders	Semi-annual base	MoES website
Environmental and Social impacts and mitigation measures, including ESMPs and RAPS	PIU MoES Relevant local authorities/ municipalities	All stakeholders, including local communities.	Draft ESMP, RAP during environmental and social impact assessment before public consultations. Final ESMP, RAP – after approval	MoES website Relevant local authorities/ municipalities website, if any

		Project beneficiaries in relevant subproject area.	by EA/WB prior to start civil works.	Relevant AO/MWE information boards/ offices Public Consultations
News about the Project status in subprojects	PIU MoES Relevant local authorities/ municipalities	All stakeholders, including local communities Project beneficiaries in relevant subproject area.	According to the project's implementation plan and schedule to start civil works.	MoES website Relevant local authorities/ municipalities website, if any Relevant AO/MWE information boards/ offices. PIU Facebook page
Any brochures/leaflets about the project activities	PIU MoES Relevant local authorities/ municipalities	All stakeholders, including local communities Project beneficiaries in relevant subproject area.	Throughout the project implementation	MoES website. Relevant local authorities/ municipalities website, if any. Relevant AO/MWE information boards/ offices.

6.6. Estimated budget

The estimated budget for the implementation of this stakeholder engagement plan tentatively over a six-year period is shown in Table 10. Activities will be funded under the Project Management component. The following stakeholder engagement activities cover various environmental and social issues that may be part of other (sub)project instruments/activities, so it is possible that they are also included in other plans. However, Table 10 below reflects all stakeholder engagement activities in this document for better coordination and monitoring. The PIU MoES will review this plan once a year to determine if any changes are required in classification, or stakeholder engagement. If this happens, the plan will be updated, and the new version will be agreed upon and approved by the World Bank and disclosed.

Table 10. Stakeholders Engagement Plan - estimated budget (4-year)

Stakeholder Engagement Activities	Quantity	Price per unit (USD)	Timeline	Total cost (USD)	Note
Staff travel expenses (cost per year)		3000		18 000	
Information boards (in each target residential area)	10	150	1	1500	
Launching Project	1	2500	1	2 500	Rent of space, meal, printed materials
Meetings with local communities	10	100	6	6 000	
Information materials (brochures, posters, PR materials, including design)				5 000	different topics, community health/safety, environment and land acquisition, etc.
GRM activities:					
Information materials (brochures on GRM)	10	50	6	3 000	
Grand-total:				36 000	

7. GRIEVANCE REDRESS MECHANISM

In accordance with the requirements of the ESS10, the PIU MoES will apply its Grievance Redress Mechanism (GRM) to relevant component activities during the Project implementation. The GRM will streamline the process of receiving, considering and resolving complaints that may arise as a result of the implementation of the activities of this Project.

The GRM process is necessary to ensure that direct and indirect beneficiaries, stakeholders and Project staff have the opportunity, at all stages of Project implementation:

- access to information about the Project;
- at all stages of the Project, the direct and indirect affected people and beneficiaries of the Project can submit their complaints or wishes for improving the Project activities;
- in increasing transparency and publicity in the process of implementing Project activities;
- timely eliminating of issues/problems, preferably without any costs and with a guarantee of their timely solution.

Applications directly related to the Project implementation are subject to consideration. Appeals or complaints can be both individual and collective. This mechanism also allows to submit and review anonymous complaints. In accordance with the Law of the Kyrgyz Republic “On the procedure for considering citizens’ appeals” dated May 4, 2007 No. 67, citizens/residents of subprojects can send any appeals on issues related to the scope of the Project at all stages of its implementation. The GRM will be applied to the entire Project, however, mostly will be focused on the construction and/or rehabilitation component of the water supply and sanitation systems, since residents/population living in the selected areas and the Project area will be directly adversely affected by the Project activities, and social issues may arise, environmental, and other nature, during water supply and sanitation systems.

7.1. Key objectives of GRM

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

7.2. Grievance review and resolution process

The grievance redress mechanism (GRM) under the KHMET 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 Hydromet Service 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.

A mechanism for reviewing complaints/appeals of citizens affected during the Project implementation period and providing appropriate responses in all interested issues of the project activities including social and environmental safety measures and gender issues will be implemented according to the following two levels.

First Level - Local: The first step in the complaint review process will be an oral or written appeal by the project affected person (PAP) to the subordinate units of the Hydrometeorological Service of the MoES of the project site. The received written complaint will be registered in the GRM log. The period for reviewing complaints by the commission is 14 working days. If the complaint is not satisfied at the first level, then the complaint will be reviewed at the central level.

Second Level - Central: The complaint received will be registered in the complaints and appeals register by the social development and communications specialist with the participation of relevant specialists of the PIU and representatives of other agencies (if necessary). At this level, the social development and communications specialist will maintain direct communication with the affected person. The project will determine the validity of the claim, notify the complainant that he/she will be assisted. A response will be provided within 14 working days, during which time meetings and discussions will be held with the affected person.

In cases where the resolution of the appeal requires a special investigation (expertise) and the collection of additional materials or other measures, the timeline for grievance resolution may be extended, but not more than 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". The project will assist complainants at all stages to resolve the grievance and ensure that their grievance is addressed in the best possible way. The decision on this is made by the PIU Director and communicated to the complainant in writing (electronically).

The Project's GRM does not preclude judicial recourse in accordance with the legislation of the Kyrgyz Republic, and PAPs have the right to apply to the court at any stage of the grievance consideration.

Table 11 provides information on the levels, deadlines and responsibilities for considering appeals and complaints from citizens and stakeholders.

Table 11. Grievance management matrix

Step	Action level	Process	Consideration period
1	Local level Subordinate Units of Hydrometeorological Service	- PIU register complaint/proposal in the Log for registration of grievances and proposals; - Maintain and monitor the process of reviewing and responding to complaints; - Monthly informs PIU Social Development and Communications Specialist on the state of with grievances; - If complaint is not resolved satisfactorily, the complaint is forwarded to the Central Level.	14 days
2	Central level MoES PIU	- PIU Social Development and Communications Specialist registers a complaint in the Grievance Log; - Maintain and monitor the process of reviewing and meeting with complaints; - Consideration of the complaint may require an additional verification of the issue, including collection of additional documents;	14 days

		• Response is given to the complaint.	
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Source: SIDDWSWD

At all levels, the PIU Social development specialist will maintain direct communication with PAPs. The project will determine the validity of the complaint and notify the PAP that he/she will be assisted. The response will be provided within the above time frames specified in the matrix above, during which meetings and discussions will be held with the project affected person. In cases when the resolution of a complaint requires a special inspection (expertise), request for additional materials or the adoption of other measures, the deadline for resolving complaints 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." The project will help PAPs at all stages to resolve the complaint and ensure that their complaint is addressed in the best possible way.

The Project GRM is not an obstacle to apply to court, in accordance with the legislation of the Kyrgyz Republic, PAPs have the right to go to court at any stage of consideration of his/her complaint. The Project will consider anonymous complaints and take action on them.

All incoming complaints or appeals are subject to registration in the Grievance Log at the local and central levels, information from which is duplicated in the electronic database. The database must contain, at a minimum, relevant information about the date of submission, registration number, nature of the issue, responsible person, deadline for resolving the problem, result of review and feedback (positive/negative). It is important to note the process of feedback from the applicant of appeals/complaints regarding satisfaction with the resolution of his/her appeal/complaint.

Data from local level appeals/complaints are submitted to the PIU central office through a monthly report.

Within the framework of the current Project, the PIU MoES has established the following communication channels through which residents/beneficiaries can send appeals at different stages of the Project implementation:

- WhatsApp group - an instant messaging system for mobile devices with support for voice and video communication to the following GRM numbers + 996 [REDACTED]
- oral or written requests received during working meetings on site and by Project field specialists in the subproject;
- incoming correspondence of the PIU reception;
- incoming correspondence by email [REDACTED]
- by mail – MoES KR: 720033, Bishkek, 101/1 Manas St.
- by phone – +996 312 [REDACTED]

7.3. Handling sensitive grievances

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

- Gender sensitivity will be taken into account when hiring specialists to work in PIU and field specialists to work in subprojects;

- All project specialists will be informed about SEA/SH issues;
 - ✓ In addition to the socio-cultural characteristics and non-violent communication ways in the training of workers, SEA/SH will also be on the agenda. Worker training will include the SEA/SH aspects, including definitions, types of violence and legal sanctions.
- The grievance mechanism will be accessible and ensure confidentiality of personal information;
- Awareness raising activities will be carried out to inform about the mechanism. The following types of information are presented in these studies:
 - ✓ o Rights of parties;
 - ✓ o Self-protection in cases of violence;
 - ✓ o Emergency phone numbers;
 - ✓ o Contact information of the institutions and organizations they can apply to;
 - ✓ o Grievance mechanism and privacy policy;
- The confidentiality principle of the grievance mechanism will be repeated in all information materials.

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

7.4. World Bank Grievance Redress Service

Communities and individuals who believe that a World Bank-supported project is affecting them negatively can also file complaints directly with the Bank through the Bank's Grievance Redress Service (GRS) -

(<http://projects-beta.worldbank.org/en/projectsoperations/products-and-services/grievance-redress-service>). A complaint (grievance) can be filed in English, Kyrgyz or Russian, although consideration of complaints that are not in English will take additional time. A complaint can be filed with the Bank's GRS through the following channels:

- by email: grievances@worldbank.org
- by fax: +1.202.614.7313
- by mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA.

To the World Bank office in Kyrgyz Republic, at the address: 191, Abdrahmanov Str., Bishkek, Kyrgyz Republic, Hayatt Regency Bishkek, 720011, bishkek@worldbank.org, and by phone: +996 312 625262

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

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

8. MONITORING AND REPORTING

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

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

Monitoring the stakeholder engagement will allow to assess the effectiveness of this process. In particular, by identifying KPIs (key performance indicators) that reflect SEP objectives and specific actions and timelines, the process can be monitored and evaluated. In terms of time, two separate but interrelated monitoring activities will be implemented:

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

8.1. Reporting on stakeholder engagement activities

Interaction with stakeholders will be carried out in accordance with the WB policy and the requirement of the legislation of the Kyrgyz Republic on the need to inform all stakeholders about the implementation of the Project before the start of the Project. Subsequently, consultations with the public of the PIU MoE will be carried out in all selected (sub)projects with the involvement of all stakeholders. If necessary, during the implementation of the Project, additional meetings/consultations with local stakeholders will be held. In addition, the engagement team, together with environmental and social specialists, will have the opportunity to review and evaluate effectiveness between engagement sessions, depending on the level of feedback received from stakeholders during these periods.

Effectiveness will be assessed based on the extent to which engagement activities and outcomes are consistent with those specified in this SEP. The following will be taken into account when assessing effectiveness:

- Materials distributed: types, frequency and location;
- Location and timing of formal engagement events and level of participation, including specific stakeholder groups;
- Number of people attending public or formal meetings disaggregated by gender, vulnerable groups;
- Number of comments received on specific issues, type of stakeholder and details of feedback provided;
- The number and type of stakeholders who meet with the Project team by mail, telephone and any other means of communication;
- Minutes of meetings, attendance registers and photo evidence;
- Comments received by government agencies, community leaders and other parties and shared with the project;
- The number and types of feedback and/or complaints, as well as the nature and timing of their resolution, and the extent to which the feedback and comments were taken into account and led to the implementation of corrective actions.

Reporting on environmental and social activities carried out by the PIU SIDDWSWD during the Project implementation phase will be carried out in accordance with the requirements of the ESCP.

8.2. Semi-annual and annual reports of the PIU MoES

During the design and construction phase of the Project, the Environmental and Social team will prepare brief monthly reports on the effectiveness of environmental and social measures for the Project management of the PIU, which will include updates on the implementation of the stakeholder engagement plan. Monthly reports will be used to compile semi-annual and annual reports will be reviewed by the management of the PIU. Semi-annual and annual reports will be published on the MoES website.

8.3. Semi-Annual Environmental and Social Compliance Reports for the World Bank

Semi-annual reports on environmental and social standards will be prepared and submitted to the World Bank during the Project implementation period. These reports will include a stakeholder engagement section that will provide updates on the implementation of the stakeholder engagement plan, including GRM.

ANNEX 1. Sample grievance form

Complaint Form			
Complaint identification number (to be completed by the GRM responsible specialist):			
Contact details (a complaint can be submitted anonymously)	Name:		
	Address:		
	Telephone:		
	e-mail:		
Preferred method of communication (outline one)	By mail: ☐	By phone: ☐	By e-mail:
Preferred language	☐ Kyrgyz	☐ Russian	☐ Other _____
Explain your complaint in detail. Please describe the problem, why it happened to, when and where it happened, how many times, etc. Describe it in as much detail as possible.			
What is your proposed resolution to the complaint, if any? What are your or the other party's proposed actions to resolve the issue?			
How did you submit this form to the project?	Website ☐	e-mail ☐	Manually ☐
	Personally ☐	by phone ☐	Other ☐
Who completed this form (if different from the person listed above)?	Full name and contact details:		
Signature			
Full name of the contact person designated by the responsible employee.			
Has the complaint been resolved or has it been referred to Complaints Panel 1?	☐ regulated	☐ Transferred	If transferred, indicate the date:
Has the complaint been resolved or has it been referred to Complaints Panel 2?	☐ regulated	☐ Transferred	If transferred, indicate the date:
Completion			
Final decision (briefly describe)			

Draft Stakeholder Engagement Plan

	Short description	Accepted ? (yes/no)	Confirmation signature
Suggested solution 1			
Suggested Solution 2			
Suggested Solution 3			

ANNEX 2. 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)

ANNEX 3. GRIEVANCE REGISTRATION LOG

№	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					

ANNEX 4. Format for Reporting Minutes of Stakeholder Consultation

MINUTES OF THE STAKEHOLDER CONSULTATION		
A	Project Title:	
B	Stakeholder Title:	
Note: This document provides a working summary of the main facts captured during the consultation/ key informant interview held and should not be treated as formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to record significant information/ feedback and not intended for official review or approval.		
C	Basic details:	
	Location:	
	Date:	
D	Attended By (List attached):	
	Sr.	Name
E	Purpose of Consultation	
F	Key Points Discussed:	
	Key concern and suggestion expressed by Stakeholder:	

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