

THE REPUBLIC OF TAJIKISTAN

FINAL

Stakeholder Engagement Plan

Dushanbe to Uzbek Border Road Improvement Project:
M41 Road from Avicenna Monument to West Gate

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For
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European Bank
for Reconstruction and Development



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Abbreviations
Glossary
Units of Measurement

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CCTV	Closed Circuit Television
CAREC	Central Asia Regional Economic Cooperation
EIA	Environmental Impact Assessment
EBRD	European Bank for Reconstruction and development
GHG	Green House Gas
GOST	State standards, which regulate requirements to almost all kinds of products and activities
MoT	Ministry of Transport of the Republic of Tajikistan
NGO	Non Government Organization
PIU	Project Implementation Unit
PR	Performance Requirement
RT	Republic of Tajikistan
SNiP	Construction Norms and Rules of Tajikistan

1. INTRODUCTION

The Project has been developed considering Transport Sector Master Plan of Tajikistan 2011 for construction, reconstruction, rehabilitation, maintenance and protection of the State Roads. The proposed Project aims enhancing intra-regional and international freight and passenger movements on Tajikistan's key export route to Uzbekistan. This is an international road of strategic importance and is part of two international corridors, European corridor 60 and Asian Highway 65. It is the missing link in the rehabilitation of the Tajik section of the CAREC Corridor III.

The Project has been developed by Ministry of Transport in response to the country's spatial planning and legislative requirements and those of the European Bank for Reconstruction and Development (EBRD). EBRD considered the provision of a loan to finance the Project.

As such, the present Stakeholder Engagement Plan (SEP) has been developed by SAI Consulting Engineers Pvt Ltd in order to enhance public information and stakeholders¹ engagement procedures, especially in relationship with the modernization of the Proposed "Project". The project actions are in line with Tajikistan *GOST* legislation and *SNiP* Guidelines, and have been developed taking into account the previous relevant experience of best international practices. The requirements of the European Bank for Reconstruction and Development (EBRD) for stakeholders' consultation and engagement have also been considered as a guideline for the development of the SEP.

This document describes the planned stakeholder consultation and engagement process for the reconstruction and operation of the Dushanbe to Uzbek Border Road Improvement Project. The Project follows the existing M41 Road between Avicenna Monument and West Gate which is 4.9km

. This modernization work is a part of broader road improvement program in Tajikistan.

However, this document is referred to as the Project's 'Stakeholder Engagement Plan' (SEP). The purpose of this SEP is to define and describe the local requirements for consultation and disclosure, identifies key stakeholder groups, provides a strategy and time table for sharing information and the consultation with each of these groups; describes resources and responsibilities for implementation the SEP and details reporting / documentation of the consultation and disclosure activities. This SEP is designed to ensure that all stakeholders with an interest in the Project are identified, and are meaningfully consulted with during the development and life of the Project.

1 "Stakeholder" is a person, group or organization that is affected or can be affected by the environmental and/or social consequences of the proposed project activity of Dushanbe to Uzbek Border Road Improvement Project; this includes individuals/groups/organisations that express interest in the project/activity and in the participation to round tables and discussion meetings, and/or are able to influence the project's implementation and/or operations

Further, this Stakeholder Engagement Plan was prepared in compliance with EBRD's Performance Requirements, EBRD's Public Information Policy (2008), and includes the following:

- Local legal framework of consultation activities and Project disclosure requirements, particularly in respect of those public consultation activities that are directly required under the local permitting process,
- Identification of potential stakeholders, who are affected or likely to be affected or may have interest in the Project,
- Records of consultation activities undertaken up to date
- Description of how any concerns or grievances will be handled (Grievance Mechanism),
- Action plan for further consultation during preparation, construction and operational phases of the Project,
- Information disclosure plan, including the identification of any locations where relevant Project documentation will be available locally and elsewhere as well as languages to be used.

The SEP will be reviewed and updated on a regular basis. If activities change or new activities relating to stakeholder engagement commence, the SEP will be brought up to date. The SEP will also be reviewed periodically during project implementation and updated as necessary.

2. DESCRIPTION OF THE PROJECT

Upgrading this part of the route will provide improved transport links, additional capacity, a safer travel environment, and will bring economic benefits for the local and wider community. The Project represents a rehabilitation and improvement of existing road M41 between Avicenna Monument and West Gate at the outskirts of the city of Dushanbe. The Project will support regional trade and economic development by reducing travel time and operating costs for international freight and passenger movements on Tajikistan's key export route.

The designed road lies in the north-western part of the city of Dushanbe, between the Avicenna Monument and the West Gate, within the city limits (Ismail Somoni avenue and Nasratullo Makhsum avenue) is presented in Figure-2.1.

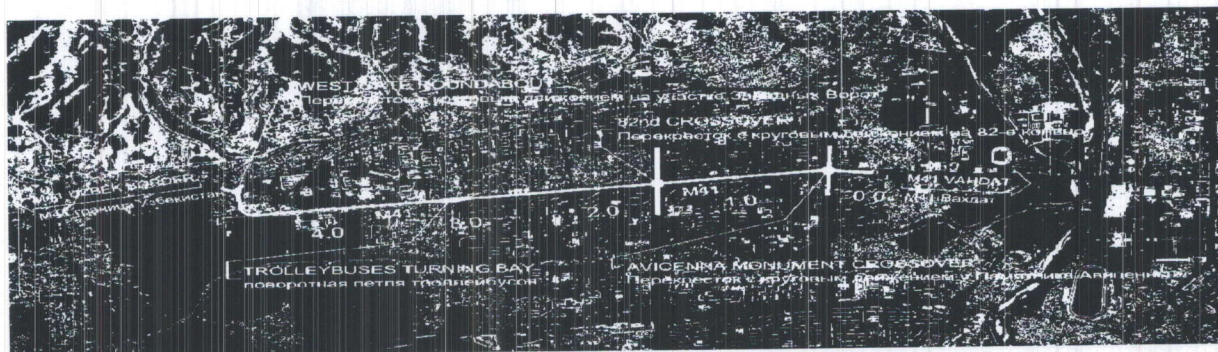


Figure-2.1: Location of the Project

2.1 Current Situation

As described, the M41 highway is one of the most important urban roads of the capital city Dushanbe. In the city it represents the expressway thoroughfare running from the east to the west up to the Uzbek border. In the present configuration the M41 road is a dual carriageway 6-lane (2x3 lanes) urban road (highway). The traffic lanes are physically separated by means of central reserve (median) with vegetal landscaping, with raised kerbs. Parallel to the main route, along the inter-junction links, runs the service (collector) road, which serves for the trolleybus traffic, for servicing the area and for parking of vehicles. It should be noted that unrestrained parking of vehicles and minibuses takes place even on the main route. At and after junction the service road route always connects to the main route by means of subsidiary (turning and merging) lanes. The street area, except the main street and the service road, is filled with footways which are situated in follow up to adjacent buildings. The main route, service roads and footways are separated from each other by means of separating strips (separators), planted with abundant vegetation. At the same time the area of lateral separators is used for surface longitudinal drainage of paved areas (carriageways and footways).

The pavement consists of concrete panels. Most panels appear to be stable, but they have a variety of defects which contribute to a poor ride quality. Inspection has shown failure of the joints, transverse and longitudinal cracking, peeled and irregular surface overlays and areas of broken panels where these have been disturbed for the repair or installation of services. The kerbing, road side features and drainage are damaged and reflect a lack of maintenance.

2.2 Main Technical Characteristics of the Designed Route

The M41 highway is designed in 4-lane cross-sectional profile in each traffic direction. In km 0.100 – 4.450 with the median strip, in km 4.450 up to the roundabout at the West gate without median strip. The highway route runs through the urban area of Dushanbe at the level of the existing built-up area, only within the areas of roundabouts at the Avicenna Monument and the 82nd residential area it will be situated on grade-separated structures - flyovers.

2.3 Realignments of Main Intersecting Roads

- Realignment of the Sino Avenue

At present this avenue is situated at the level of the existing built-up area, when it intersects the M41 highway at the roundabout at the Avicenna Monument. Within the scope of this project this avenue is proposed to be realigned to the intent that from the vertical alignment point of view its route would be situated below the existing ground level, passing through an open underpass. This will provide for collision-free intersecting with the M41 highway, as well as the possibility of collision-free location of new roundabout at the existing ground level.

The realignment of the Sino Avenue is designed to be implemented as 4-lane (2x2 lanes) dual carriageway road divided in two directions.

- Realignment of the Gafurov Avenue

At present this avenue is situated at the level of the existing built-up area, when it intersects the M41 highway at the 82nd roundabout. In fact the existing roundabout splits this route into two avenues: in the southern part it is the Gafurov Avenue, in the northern part the Karamov Avenue. Within the scope of this project these avenues are proposed to be realigned (as a single route) to the intent that from the vertical alignment point of view the road route would be situated below the existing ground level, passing through an open underpass. This will provide for collision-free intersecting with the M41 highway, as well as the possibility of collision-free location of new roundabout at the existing ground level. The realignment of the Gafurov Avenue is designed to be implemented as 4-lane (2x2 lanes) dual carriageway road divided in two directions.

2.4 Junctions

- Roundabout at the Avicenna Monument (OK1)

At present there is a large signal-controlled roundabout situated at this place, which, due to its capacity, no longer meets the current traffic demand. In addition to public passenger and freight traffic it is used also by the urban mass transport – the trolleybuses and minibuses. The current capacity problems of at-grade roundabout, in which the interconnection of all traffic directions of the M41 highway and the Sino Avenue is taking place, will be resolved by the construction of a grade-separated junction (interchange) at three grade-line levels. There is a four lane road – the Sino Avenue – situated at the three-level junction at the Avicenna Monument in the underpass, protected by revetment walls. There is a three-lane ring-road (roundabout - OK1) situated at the ground level, which is routed over the underpass on two single-span overpasses.

The third level represents the M41 highway situated on seven-span flyover. The crossing of all traffic directions will be resolved by connecting the parallel local roads to roundabout and by providing bypasses on roundabout perimeter. The new design of junction (underpass of the Sino Avenue) will require the demolition of the whole area at the Avicenna Monument. It is assumed, that the structures adjacent to the monument will be removed and the monument itself will be relocated to other locality defined by the City Authority.

- 82nd roundabout (OK2)

At present there is a large non-signal-controlled roundabout situated at this place, with large inner radius $R=50$ m. In spite of generous junction parameters and number of traffic lanes in it, at present it no longer meets due to its capacity and the traffic demand. In addition to public passenger and freight traffic it is used also by the urban mass transport – the trolleybuses and minibuses.

The current capacity problems of at-grade roundabout, in which the interconnection of all traffic directions of the M41 highway and the Gafurov (Karamov) Avenue is taking place, will be resolved by the construction of a grade-separated junction (interchange) at three grade-line levels. There is a four lane road – the Gafurov Avenue – situated at the three-level junction at the first level in underpass, protected by revetment walls. There is a three-lane ring-road (roundabout

– OK2) situated at the ground level, which is routed over the underpass on two single-span overpasses. The third level represents the M41 highway situated on seven-span flyover. The crossing of all traffic directions will be resolved by connecting the parallel local roads to roundabout and by providing bypasses on roundabout perimeter.

2.5 Parallel Local Roads

- Local Roads along the M41 Highway

At present nearly the whole section of the M41 highway from the roundabout at the Avicenna Monument up to km 4.4 is flanked with local collector streets, which, along the links between junctions, disconnect and then again connect to the main route. The local roads serve for lines and stops of trolleybus traffic, for serving the transportation needs of the area and parking of vehicles. The width of these roads between kerbs is about 7.5 m.

The Draft Preliminary Design reckons with maintaining the original function of parallel local roads. They will be situated along the whole section of the M41 highway from km 0.100 to km 4.400 along its both sides. Along the whole length of local roads the trolleybus line will be situated on this road structure. The local roads will be connected to roundabout at the Avicenna Monument and the 82nd roundabout, by means of which they will provide for the interconnection of particular traffic directions. Along the links between junctions they will be interconnected with the M41 highway. The way of routing the traffic within the area of these two, as well as within the area of the remaining junctions, is obvious from the Site plan (part Drawings).

- Local Roads along the Sino and Gafurov Avenues

Similarly as along the M41 highway, there are two-lane local roads proposed to be situated on both sides also along the realignment of these two avenues. Their function will be the same: serving the transportation needs of the area, urban mass transport, eventually parking of vehicles. Within the area of junctions the local roads will be connected to the roundabout ring road, by means of which they will provide for the interconnection of particular traffic directions. The connections of local roads with the main route (the Sino and Gafurov Avenues) will be proposed to be provided at the beginning and the end of the main road realignment.

2.6 Trolleybus Line

At present there is a trolleybus line situated along the M41 highway. This line alternately uses the roadways of local roads and the M41 highway. It ends approximately in km 3.100, where the trolleybuses turning bay is located. The new draft Design assumes the extension of trolleybus line up to the roundabout at the West Gate, where the turning of trolleybuses is being considered at present till the final resolution of trolleybus transport concept and other transport correlations. The trolleybus line will be situated along the whole length on roadways of the parallel (with the M41 highway) local roads, from km 4.400 on the outermost traffic lane of the M41 highway.

2.7 Pavement Reconstruction

The options of reconstruction of the existing pavement of the M41 highway and parallel local roads have been assessed within the scope of the Options Assessment Report. From the options assessed the variant that has been found to be the most was the variant with removal of concrete slabs and with the construction of flexible (or semi-rigid) pavement. This type of structure can be applied to the reconstruction of the existing (old) pavement and at the same time to be applied also on parts of pavement where a completely new pavement will be constructed.

2.8 Drainage

The present mode of pavement drainage is based on crosswise drainage of rainwater from the pavement surface into open longitudinal gutters. These are situated beyond the edge of the M41 highway and the local roads pavement. Gutters are interconnected under the pavement and covered with concrete slabs. The rainwater is collected in gutters flanking the intersecting roads (streets and avenues Sino, Mayakovski, Gafurov, Gissar and other transversal routes) and then along them brought in gutters and discharged into the Gissar channel.

The same road drainage system is proposed also in the preliminary design, with a view to the fact that the gutters and their transversal interconnections observe the roads new routes and widths. A specific case is the drainage of underpasses on realignments of Sino and Gafurov avenues. Concrete slotted drainage gutters are proposed to be provided along kerbs at these places. By means of these gutters the water is brought to the lowermost place of underpasses and from there it will be discharged by means of pumping station into the adjacent surface channel.

2.9 Utilities and Services

The construction will affect the following types of overhead and underground utilities and services:

- CCTV Stations adjacent to road intersection
- water-main pipelines
- sewage disposal systems
- very high voltage lines
- heavy current lines
- telecommunication lines
- medium-pressure and high-pressure gas line pipes
- warm-water pipelines

In addition to the above specified lines there will be new road lighting constructed along the planned roads and a radical reconstruction will be performed on the trolleybus overhead contact line, the line of which will be extended up to the roundabout at the West Gate.

2.10 Demolitions

The routes of the planned roads run through densely developed urban area of Dushanbe. In spite of that the construction is designed so that the requirements on related demolitions of existing structures are minimized. The demolition of structures will be executed only in the following cases:

- The Avicenna Monument and adjacent structures in its area. It was not possible to avoid this demolition because of the selected junction variant, in case of which there is the underpass of the Sino Avenue running through the monument area. It is assumed that the Avicenna Monument will be relocated to other suitable locality determined by the City Authority.
- Small structures in km 3.300 of the M41 highway. It concerns the small premises of private shops, which obstruct the construction of footways on the left side of the M41 highway
- The West Gate. In spite of an effort to save this unique monument situated at the approach to Dushanbe City, it was not possible to save it from the demolition because it is a major obstacle to resolution of the situation in traffic flows within the project area.

2.11 Felling of Trees, Landscaping

At present the existing roads, above all the M41 highway itself, the parallel local roads, the Sino Avenue, the Gafurov Avenue, are flanked by extensive development. It concerns mainly the fully grown trees of local species, of which a substantial part will have to be removed due to the construction of planned roads. There will be approximately 3,000 pieces of trees removed in total within the whole construction area. After completion of roads and junctions the inter-junction areas and median strips will be created. After the terrain levelling these areas will be graded by top-soiling and grassed and in suitable localities the landscaping will be finished by planting of shrubs.

3. PROJECT BENEFITS

3.1 Main Expected Benefits

The main benefits are provided below:

- It is expected that, the reduced idling times at intersections, resulting from the installation of the intelligent traffic system, the replacement of old model cars and trolleybuses with new ones as well as the anticipated transport modal shift resulting from the overall implementation of the Project, will lead to reduced air pollution and Green House Gas (GHG) emissions from the vehicle traffic in Dushanbe;
- The modernization of the grade separated intersections is expected to result in reduced noise and vibration emissions, as well as to improved traffic safety;
- It is expected that the installation of the new intelligent traffic system will result in reduced traffic congestions, hence to time savings for both public and private transport passengers;

- All project components are all expected to improve the passenger comfort and convenience, and to draw more passengers to the public transport system.

3.2 Main Expected Impacts

Following are the main expected impacts of the Project:

- Some dust emissions are expected to be generated during the reconstruction works of the new road line to West Gate;
- Some noise and vibration emissions, as well as short-term worsening of the traffic are expected during the reconstruction works associated with the works at the 2 intersections
- It is expected that significant amounts of construction waste will be generated during the demolition and reconstruction works for the new road line to West Gate;
- No economic and/or physical displacement associated with the construction of the 4.9 km new road to West Gate is detected.

An Environmental and Social Impact Assessment has been developed to define additional mitigation and monitoring measures which have to be adopted by the Ministry of Transport, DEP and City Authority in order to address the identified risks and impacts. Some of the main mitigation and monitoring measures associated with construction/installation and operation of the proposed project components are listed below:

- Inclusion of clauses in the construction companies' contracts to assess the anticipated impact from noise and vibration on nearby buildings and if necessary to implement specific measure and/or work regimes during the reconstruction works (construction works at intersections; underpass construction/reconstruction activities);
- Inclusion of clauses in the construction companies' contracts to adopt measures to reduce generation of dust emissions from construction activities, such as provision of construction truck washing facilities, watering of the construction site, etc. (construction works at intersections; underpass construction/reconstruction activities);
- Inclusion of clauses in the construction companies' contracts to manage construction waste in accordance with the legislative requirements and reuse the materials resulting from reconstruction and demolition activities, whenever feasible;
- Need not to conduct of a census as no physically and economically displaced stakeholders are identified.

A Project Implementation Unit (PIU) has been formed for the implementation and management of this Project and the exact responsibilities of concerned staff has also been determined and communicated to stakeholders.

4. LEGAL AND POLICY FRAMEWORK

Implementation of the Project will follow the framework laws and regulations of the Republic of Tajikistan (RT) as well as applicable EBRD policies and standards.

4.1. Tajikistan Legal Framework

The Government of the Republic of Tajikistan in 2001 ratified the *Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters* of 1998. The Aarhus Convention grants the public rights and imposes obligations on public authorities regarding access to information and public participation and access to justice. The Constitution of the Republic of Tajikistan states:

Article 25: Governmental organs, social associations, and officials are obligated to provide each person with the possibility of receiving and becoming acquainted with documents that affect her or his rights and interests, except in cases anticipated by law.

Article 30: Each person is guaranteed the freedoms of speech and the press, as well as the right to use information media. Governmental censorship and prosecution for criticism are forbidden. A list of information considered secrets of the state is determined by law.

The Law of the Republic of Tajikistan on Information signed on May 2002 provides for a right of access to official documents by citizens to state bodies. Citizens, state bodies, organizations and associations can ask for access to information on the activities of legislative, executive and judicial authorities and their officials. The request must be in writing and bodies have thirty days to respond. The requestor must pay the costs for the searching, collection, preparation and providing of requests.

The Law on Environmental Protection (2011), which is together with the Law on Ecological Expertise (2003) the basis for the environmental impact assessment process in Tajikistan, includes basic elements of public involvement. Tajikistan EIA legislation does not contain requirement to identify all stakeholders and to ensure that they are included in the consultation process. It asks that the general public and those parties that expressed interest in the project should be included. The consultation process is confined to two public meetings: one during a feasibility study approval stage (if such study is performed) and the other during the state ecological expertise stage. No information disclosure and consultations according to this act were provided to date.

4.2. EBRD Policy Framework

The Project has been screened as a Category A project under EBRD's Environmental & Social Policy 2008, and has been assessed against the EBRD Performance Requirements (PRs) contained within the policy. The Project needs to meet the requirements for stakeholder engagement and public consultation as specified in the EBRD Environmental and Social Policy of 2008, its Public Information Policy and Performance Requirements (PRs). This Stakeholder Engagement Plan has been further revised in accordance with PR 10 (*Information Disclosure*

and Stakeholder Engagement) of the Policy. EBRD considers community engagement as being central to the successful management of risks and impacts on communities affected by projects, as well as central to achieving enhanced community benefits.

It is necessary to mention that, the EBRD is committed to promote environmentally sound projects and sustainable development within the full range of its activities, applying sound banking principles to all its operations. Consequently, the Bank formulated its environmental policy and requirements aimed at achieving the following two main objectives:

- Ensuring that potential environmental consequences of each Bank-financed investment project are identified and evaluated at a very early stage in the project planning/decision making process, i.e. integrate environmental considerations into the project cycle, including project preparation, approval and implementation.
- Developing/applying techniques designed to improve environmental aspects of all Bank-financed projects by identifying environmental opportunities and incorporating environmental improvements/benefits into these projects.

The present project is governed by the EBRD Environmental Policy and the applicable Performance Requirements (PR) adopted in 2008. Specific stakeholder engagement requirements are set out in the following documents:

- EBRD Environmental and Social Policy (2008)
- EBRD Public Information Policy (2008)
- PR 10 Information Disclosures and Stakeholder Engagement (2008).

In addition the EBRD requires that the projects it supports conform to the spirit, purpose and goals of the United Nations Economic Commission for Europe (UNECE) Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (the Aarhus Convention). The Aarhus Convention requires meaningful consultation prior to final decision being taken on a project that is subject to an EIA. EBRD considers public consultation and stakeholder engagement as an on-going process, to be started at the earliest stage of the environmental assessment process, and to be continued throughout the entire life of the EBRD-financed project.

An essential element in the stakeholder engagement process, in order to ensure meaningful and effective consultation process, is the careful identification of all involved stakeholders and the examination of their concerns, expectations and preferences. Special attention should be paid to the identification of vulnerable stakeholders whose life and well-being is directly dependant by the Developer's activities. The consultation and dialogue with these stakeholder groups need to be planned and managed with special care.

Furthermore, the EBRD requires that the project developer establish and maintain an effective grievance mechanism, ensuring that any stakeholder complaints and concerns are received, handled and resolved effectively, in a prompt and timely manner.

Maintaining close interaction with the local community and promoting its development should be an essential element of corporate policies and activities of all companies borrowing through the EBRD. Even if there is no explicit requirement for social investment activities, they are encouraged and appreciated.

5. IDENTIFICATION OF PROJECT STAKEHOLDERS

5.1 Project Stakeholders Group

The primary and secondary stakeholders that have been identified for the Project to date are listed below. During planned consultation activities the Project will identify legitimate representatives of primary stakeholder groups who will be targeted with Project information and consulted on the preferences and opinions of their stakeholder group.

Primary Stakeholders

- Residents of dwellings in proximity of the proposed road improvement;
- Business owners with premises in proximity of the proposed road improvement;
- Users of existing road.

Secondary Stakeholders

- Committee on Environment Protection under the Government of RT
- Department of Environmental Protection of Dushanbe city
- Ministry of Health of the Republic of Tajikistan
- Government of Dushanbe city
- Executive Government of Sino rayon of Dushanbe city
- Other secondary stakeholders include administrators and operators of road, engineering networks, traffic police, etc.
- NGO's.

However, over the course of the Project development to date, attempt has been made to identify the following groups of stakeholders:

- Those directly affected by the Project, i.e. through physical relocation or direct land take;
- Those indirectly affected by the Project, i.e. through economic displacement, disturbance or impacts to assets and services etc; and
- Other interested parties.

However, none of these groups were identified as project is following the existing RoW where the road corridor continues up to West Gate.

6. ACTIVITIES TO DATE

In November 2014 follow up activities were carried out by the team of six enumerators engaged by SAI Consulting Engineers Pvt Ltd. The enumerators conducted socio-economic survey and focus group consultation on the project route corridor. In addition, Stakeholder identification was also undertaken to determine organizations, groups and individuals who may be or indirectly affected by the reconstruction, have interests in the project and who have the potential to influence project outcomes due to their expert knowledge of and local experience. Identification was conducted with involvement of International Environment & Social Specialist. Each focus group meeting started with brief description of Somoni Avenue reconstruction project core. Then the residents were asked to assess the value of living in the area and to speak on shared problems. Finally possible positive and negative impacts of the project on the residents were discussed.

Almost everybody said that they will support the project and advised the Consultant to take precautions in the environmental and social mitigation of construction impacts. These are air quality, noise and vibration, contamination of soil due to solid and liquid waste disposal at construction site, avoid roadside plants (Orchids and, poplar and other species) and business sensitive locations.

The existing road side establishments are provided in **Appendix-4**. These establishments are not affected by the Project.

7. DISCLOSURE AND CONSULTATION PLAN

7.1 Proposed Initial Disclosure

The Ministry of Transport (MoT) intends to be shown as organization of good practice in roads developments, with the aim to involve stakeholders and to keep good communication practices during the lifetime of the project. Disclosure of relevant project information helps stakeholders to understand the Project environmental and social risks, impacts and opportunities. Although people are not affected by the project, but the objectives of the information disclosure and communication are provided below to assist temporarily affected people if any:

- to provide a schedule and information on activities that will be arranged to local communities, together with the mechanisms for gathering the feedback.
- to improve the knowledge about road modernization and development,
- to make available to the public a grievance procedure, in order to collect the feedback and to undertake corrective actions in cases that may lead to unnecessary risks or a negative opinion about road modernization,
- to ensure the best practices in terms of environment protection and health and safety for workers.

To ensure transparency and availability of information regarding road improvement project in preparation, construction and operation phases, MoT in first stage will inform the general public via:

- Newspapers advertisement / information announcements,

- Radio announcements,
- TV announcements.

These announcements will contain:

- Description of the scope of improvement works on the road,
- The period of the construction,
- Project information point.

Annually MoT will organise a press conference to present a progress report on Project implementation. Public consultation will take place at various stages of the project particularly during implementation. Consultations will be designed to share information on issues related to construction works, protective measures on environment and ecology, infrastructure, impact on individuals, legal entities, organizations and other associations. Consultations would involve all stakeholders, media and government relevant institutions. Place of organizing public consultations is preferred at the conference hall of the executing government building of Sino rayon of Dushanbe city at address 1/13 Mayakovsky street, Dushanbe.

7.2 Consultation During Construction

During construction the MoT will:

- Inform temporarily affected communities about any construction activities that may affect them;
- Inform temporarily affected communities on the progress of construction if any;
- Solicit feedback from community members on the effectiveness of any mitigation measures for construction nuisance, and;
- Implement a Grievance Procedure

Provision of information to general public and affected communities will be ensured every six month via:

- Newspapers information announcements,
- TV announcements.

These announcements will contain:

- Description of the construction works on their progress,
- The type and duration of anticipated impacts in each area (e.g. in terms of noise, dust, interference with traffic and access to private properties),
- Mitigation measures for each type of impact;
- Progress photos and videos of the worksite.
- Information on means of communications and communications channels.

In addition the following communication media may be used:

- Information leaflets
- Information meetings
- Press releases in the local media

The public will also be able to use the grievance procedure (see Section 9) with suggestions or comments at any time using the contact details provided in Section 10 of this SEP.

Affected groups or individual have right to appeal with their complaints and or queries on any aspects of the project to Executive Government of Sino rayon of Dushanbe to first deputy of the chairman and head of communal services of Sino rayon of Dushanbe city. All grievance cases will be analyzed within the authority of executive government of Sino rayon, which will send relevant government department representative to verify allegations, investigate the causes and assess the damages. Appropriate solutions and response to the grievances will be provided within appropriate solutions and response to the grievances will be provided within 30 days.

All individuals, legal entities, entrepreneurs and other associations may experience some adverse impact during the construction period such as damages or losses to property, land acquisition caused by employer's design or other activities related to the construction of the road. In such cases grievance application of the affected people will be forwarded to the MoT (who has authority to propose appropriate solutions and compensations) through designated representative of the MoT who works closely with the executive government of Sino Rayon.

8 RESOURCES AND RESPONSIBILITIES

Stakeholder engagement activities will be coordinated by

Resettlement specialist

Ministry of Transport

Project Implementation Unit

Telephone No: +992 372222073

FAX: + 992 372222076

E-mail: piurr@tojikiston.com

Address: 14 Ayni Street, Dushanbe, Republic of Tajikistan

Above mentioned person will be responsible for the disclosure of Project information, public consultation activities and the management of the Public Grievance Procedure (see Section 8, below).

9 GRIEVANCE MECHANISM

The following process is foreseen by which people affected by the project can bring their comments, concerns, and grievances to the MoT, for consideration and redress.

MoT will designate a staff member who will be responsible for grievance response during construction and operation. This person will take the role of a community liaison officer and be responsible for recording and responding to comments and grievances.

The Public can lodge a grievance/request for information via:

- The website piurr@tojikiston.com;
- A Public Grievance Leaflet with accompanying grievance form (see Annex 1 and 2).

The leaflet will be posted on the website www.mintranscom.tj and will be available at:

- Executive government building of Sino rayon of Dushanbe city building 1/13, Mayakovski street, Dushanbe
- Ministry of Transport, PIU RR, 14, Ayni street, Dushanbe

When any public grievances are received, these will be managed through a series of steps:

- Requests for information will be acknowledged and where possible the information provided within five business days for a verbal request and ten business days for a written request.
- A complaint will be acknowledged within five business days.
- Investigations will be completed within twenty business days from the grievance being acknowledged. Once investigations have been completed contact will be made with the person making the grievance to discuss and agree the resolution.
- After resolution has been agreed and implemented MoT will undertake follow-up monitoring to check that the problem does not recur (if appropriate).

Management and resolution of any grievances will be subject to EBRD monitoring of the Project.

Persons lodging grievances will have the opportunity of maintaining confidentiality, and MoT will ensure that the name and contact details of the person are not disclosed without their consent and only the MoT team directly working on the investigation of the grievance will be aware of them. If it is not possible for the team to fully investigate the grievance without revealing the person's identity the investigation team will discuss with the complainant how they wish to proceed. The procedure also allows for anonymous complaints to be lodged. In this case the grievance will still be investigated, but MoT will not be able to give feedback to the complainant.

All grievances will be logged in a grievance log, which will include:

- The reference number;
- The date the grievance was lodged;
- Content of the grievance;
- Date the acknowledgment was sent;
- Date the investigation was completed;
- Findings of the investigation;
- Proposed resolution; and
- Statement of satisfaction of the person who lodged the grievance, or reason for non-resolution of the grievance.

10 MONITORING AND REPORTING

Throughout the Project, MoT will maintain communication channels with relevant stakeholders. During construction, MoT will produce an annual environment and safety report, which will include a summary of the Project's performance on management of health, safety, environment and social issues. This will be posted on the MoT website and placed in ten information boards, established in each micro-rayon (sub-districts) by executive government of Sino rayon of Dushanbe city on an annual basis.

11 CONTACT DETAILS FOR THE PUBLIC

Ministry of Transport
Project Implementation Unit for Roads Rehabilitation
14 Ayni Street
Dushanbe 734042
Resettlement Specialist
E-mail: piurr@tojikiston.com
Website: www.mintranscom.tj

Appendix-1

Public Grievance Leaflet

Appendix-1: Public Grievance Leaflet

Public Grievance Leaflet

Ministry of Transport of the Republic of Tajikistan (MoT) is striving to ensure that the construction and operation of the Dushanbe to Uzbek Border Road Improvement Project, section from Avicenna Monument to West Gate will not cause any problems for those living near to its route. However, consultant and contractors would like to hear about any concerns or grievances that people have in relation to the Project's activities.

What kind of grievance can a person lodge?

Anyone can lodge a grievance if they feel that activities of MoT are negatively affecting them, their community or their local environment. Example of grievances could include, for example:

- Negative impacts to local residents (such as excessive dust, noise, odour or blocking of roads and access routes)
- Environmental damage resulting from Project activities
- Practices that endanger the health and safety of employees or residents
- Failure to meet the labour rights of employees working on the Project.

How to submit a grievance?

Anyone can submit a grievance to the MoT in the following ways:

- By e-mail on piurr@tojikiston.com
- Via the website at: www.mintranscom.tj
- PIU RR, 14 Ayni street, Dushanbe

To the executive government of *Rayon Sino* of Dushanbe city:

- By phone to First deputy of chairman of Sino rayon 2 35 75 53
- By phone to Head of communal services department of Sino rayon of Dushanbe city 2 35 09 11
- In person to Building of executing government of Sino rayon of Dushanbe, 1/13 Mayakovski street, Dushanbe
- In person to Building of executing government of Sino rayon of Dushanbe, 1/13 Mayakovski street, Dushanbe

By completing the attached grievance form and posting it to or dropping it at the locations specified on the form or any of the following addresses:

- Ministry of Transport, Project Implementation Unit Roads Rehabilitation, 14 Ayni street, Dushanbe 734042
- Executing government of Sino rayon, 1/13, Mayakovski street, Dushanbe 734020

How will MoT deal with my grievance?

MoT will go through the following steps to deal with your grievance:

Step 1: Acknowledgement: MoT will contact the person to acknowledge and where possible resolve within the following timescales:

- Five business days for a verbal request for information and ten business days for a written request for information.
- Immediately for a verbal complaint and within five business days for a written complaint.

This acknowledgment will include your grievance reference number, the person at MOT responsible for tracking your grievance and their contact details, and the expected date for completing the investigation into your grievance (where appropriate).

Step 2: Investigation: MoT will then set up an investigation into your grievance. We may need to contact you during this investigation. MoT will aim to complete the investigation within a further twenty working days.

Step 3 Resolution: When Project Authority (MoT) have investigated the grievance, will contact the person with findings and proposed response. If investigations find that the grievance does not relate to the Project's activities, or if Construction Contractor is working within the relevant Tajikistan's and International Standards in relation to the grievance (e.g. for grievances related to environmental impacts of the Project) than Consultant and MoT will explain this in writing to the person. Otherwise Project Authority will propose a response to address the grievance.

Step 4 Follow up: MoT may contact the affected person at a later stage to check that construction activities pose no further problems.

Confidentiality: MOT will ensure confidentiality of the person who raises any complain. As such, name and contact details will not be disclosed to anybody.

Anonymity: If someone wishes to lodge a grievance anonymously, can do so using the attached form without filling in the name and contact details. In this case the grievance will still be investigated, but it may be more difficult for MOT to conduct the investigation and MoT will not be able to give feedback on investigations.

Appendix-2

Public Grievance Form

Appendix-2: Public Grievance Form

Public Grievance Form			
Grievance Reference Number (to be filled in by MoT):			
Contact Details	Name:		
	Address:		
	Tel:		
	E-mail:		
How would you prefer to be contacted? Please tick box	By post	By phone	By e-mail
Preferred language for communication			
<input type="checkbox"/> Tajik <input type="checkbox"/> Russian <input type="checkbox"/> English			
Details of your grievance. Please describe the problems, who it happened to, when, where and how many times, as relevant			
What is your suggested resolution for the grievance?			
How to submit this form to MOT	By Post to: MoT		
	By hand: please drop this form at designated person of MoT		
	By e-mail: Please email your grievance, suggested resolution and preferred contact details to: MoT		
Signature		Date	

Appendix-3

List of Stakeholders

Appendix-3: List of Stakeholders

Stakeholder	Contact person	Address	Telephone:
Administrative Stakeholder			
Committee on Environment Protection under the Government of RT			
Department on Environmental Protection of Dushanbe city	Head of Department	48 a, Rudaki street, Dushanbe 734042, Republic of Tajikistan	221 01 63 221 00 23 221 27 02
Irrigation Administration Main department of municipal improvements of Dushanbe city	Head of Department	31, passage 1, Lomonosov street, Dushanbe, Republic of Tajikistan	250 09 38
State Unitary Enterprise 'Dushanbe Vodocanal' Emergency Maintenance Directorate	Director	14 a, Ayni street, Dushanbe 734042, e-mail: dvk@tajnet.tj	221 09 92 221 77 45 221 08 84 227 86 29
Municipality Authorities			
Government of Dushanbe city	Deputy of Chairman of Dushanbe city	48, Rudaki street, Dushanbe 734025 Republic of Tajikistan	
Executive Government of Sino rayon of Dushanbe city	First deputy of Chairman of Sino rayon	1/13, Mayakovski street, Dushanbe, Republic of Tajikistan	235 75 53
Road and utilities Administrators			
Ministry of Interior of the Republic of Tajikistan			
Department of Interior of Dushanbe city	Head of Department	1, Ayni street, Dushanbe 734042	221 00 57 221 15 42
State specialized planning and maintenance department under Republican traffic police	Head of Department	110/1, Sino street, Dushanbe 734020	235 83 16
State road maintenance enterprise of Sino rayon	Head of Enterprise	Luchobi poyon street, Dushanbe	37 88 01 328 37 88 18 912
State communal enterprise 'Troleibus'	Director	262, Rohi naw street, Dushanbe	233 95 19 233 96 58
Open Stockholding Company 'Barqi Tojik' 'Dushanbe teplo-electro sentral'	Director	39, Kakhorov street, Dushanbe 734054 e-mail: dushtes@rs.tj	221 92 12 223 38 85 227 68 39
Open joint-stock holding company 'Tojik gas'	Director	2, Karamov street, Dushanbe 734001	223 11 41
State Enterprise 'Dushanbe	Chief engineer	62, Karamov street,	224 51 02

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gorsvet'		Dushanbe 734017	224 51 63
Branch of Open Stock holding company 'Tojiktelecom' Dushanbe city telephone net	Chief engineer	47, Bukhoro street, Dushanbe 734025	221 12 22 227 12 22 221 22 33
Non-governmental Organizations			
NGO "Femida"	Director	93/1, Rudaki street, fl/106, Dushanbe e-mail: femida-tj@mail.ru	224 76 20 93 501 62 92
NGO "Avesto"	Director	1, Rahimi street, Dushanbe e-mail: avesto@tajik.net	236 31 46 918 48 90 80
Geo-ecological society of Tajikistan 'Geo-Eco'	Director	267, Ayni street, Dushanbe 734063 e-mail: geoeco@glas.apc.org	225 32 67 221 65 43 221 58 57
International Institute of human ecology engineering academy	Director	77-27, Somoni street, Dushanbe 734025, Republic of Tajikistan	236 08 09
NGO 'Society and Law'	Director	7, Azizbekova street, Dushanbe, e-mail: soclaw@rambler.ru	227 81 68 227 69 82

Appendix-4

Road-Side Establishments

Appendix-4: Road-Side Establishments

Sl. No	Type of Establishment	Number
1	Chemist	22
2	Bank	10
3	Baber shop	5
4	Beauty salon	11
5	Drycleaner shop	1
6	Furniture salon	4
7	Grocery shop	34
8	School	1
9	Energetic holding "BarqiTojik"	1
10	Dentist clinic	7
11	Baby entertaining center	1
12	Restaurant	8
13	Trees	3639
14	National cafe	10
15	Carwash	4
16	Samsung store	1
17	Traffic Police Department	1
18	Shoemaker	1
19	Volcano shop	4
20	Auto parts shop	7
21	Construction material shop	2
22	Dressmaker shop	3
23	Plumber	1
24	Snack bar	3
25	Supermarket "Somon"	1
26	Trading center "Rakhsh"	2
27	Trading center	1
28	Cafe bar	1
29	Bets "Formula Uspekha"	2
30	Gas station	2
31	Photo salon	
32	Bets	2
33	Service center "T-cell"	1
34	Notary office	1
35	Exchange office	5
36	Supermarket "Oriyo"	1
37	Baby shop	1
38	Baby furniture	1
39	Book shop	1
40	Dress shop	2
41	Pawnshop	1
42	Optics	1
43	Service center "Tk-mobile"	1

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44	Cafe	1
45	Bucher shop	2
46	Ice-cream shop	1
47	Diller center	2
48	Police station	1
49	Advocacy office	2
50	Maternity hospital	1
51	Receiving ads	1
52	Saturn store	1
53	Diller center "Payvand"	1
54	Internet cafe	2
55	Mobile repair shop	2
56	Realtor	1
57	Flower shop	1
58	Apart buildings	52
59	Private houses	47
60	US embassy	1

Source: Socio-economic Survey, SAI Consulting Engineers Pvt Ltd, DUBRIP, November 2014