



Ministry of Transport of the Republic of Tajikistan

STAKEHOLDER ENGAGEMENT PLAN (SEP)

For the Central Asia Regional Links Project - Phase 4

**Dushanbe
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ABBREVIATIONS AND ACRONYMS

CARs-4	Central Asia Road Links Program-Phase 4
CPF	Country Partnership Framework
CRC	Conflict Resolution Commission
ECA	Europe & Central Asia
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social Impact Assessment
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
GBAO	Gorno-Badakhshan Autonomous Region
GRM	Grievance Redress Mechanism
M&E	Monitoring & Evaluation
MOF	Ministry of Finance
MOT	Ministry of Transport
NGO	Non-Governmental Organization
PAP	Project Affected Person
PDO	Project Development Objective
PIG	Project Implementation Group
RAMS	Road asset management system
RAP	Resettlement Action Plan
SEP	Stakeholder Engagement Plan
TA	Technical Assistance
TOR	Terms of Reference
WB	World Bank

1. INTRODUCTION

This Stakeholder Engagement Plan (SEP) for the Central Asia Road Links -Phase 4 (CARs-4) project has been prepared and will be implemented by the Project Implementation Group (PIG) of the Ministry of Transport (MOT). The SEP is a requirement under the World Bank Environment and Social Standards to ensure systematic participation of all the stakeholders in the planning and implementation of the project.

1.1. Project Background

Republic of Tajikistan has applied for credit/grant from the (World Bank/IDA) to cover the costs of the proposed Fourth Phase of the Central Asia Regional Links Program (CARs-4) and intends to apply part of the proceeds to payments for consulting services towards the preparation of the CARs Program (Phase 4).

The Central Asia Regional Links Program (CARs) consists of a series of projects (SOP), of which Phase 1 and Phase 2 are under implementation. They have evolved from having a single focus on cross-border transport connectivity towards comprehensive integrated regional development, improving regional connectivity and creating market opportunities. The objectives of Phase 1 (CARs-1 Project in Kyrgyzstan) and Phase 2 (CARs-2 Project in Tajikistan) are to increase transport connectivity between Tajikistan and Kyrgyz Republic along priority cross-border road links in the populated Fergana Valley, and to support harmonization and improvements in road operations and asset management practices in the countries. Phases 1 and 2 are scheduled for completion in the next two months.

The new generation of this series of projects, namely Phase 3 (CARs-3) and the proposed Phase 4, strive to address regional integration in a more comprehensive approach encompassing both physical and economic connectivity among neighboring countries, while also unlocking economic opportunities by promoting local integrated development in a spatially identified area. As such, Phase 3 and Phase 4 aims to increase the physical cross-border links of regional importance in the region, while reducing operational constraints and creating market opportunities for the development of trade and tourism at the regional (oblast) level to reap the benefits of the full development potential of the oblast. This is expected to revitalize the historically active economic exchanges in Central Asia and beyond along the Silk Route.

The proposed CARs-4 Project will contribute to the achievement of key priorities of Tajikistan's National Development Strategy until 2030, including its ambitious public-infrastructure investments to (i) ensure highest-possible development impact; (ii) allow the country to take full advantage of emerging commercial opportunities; and (iii) avoid potential risks of macro-fiscal sustainability. Taking advantage of the country's strategic location is at the forefront of its development endeavor and the government of Tajikistan sees the proposed CARs-4 project as a multi-phase program to address long-term development challenges through an adaptive and programmatic approach within the existing regional connectivity program.

1.2. PROJECT DESCRIPTION

1.2.1 Project Objective

The development objective of the proposed Fourth Phase of the Central Asia Regional Links Program (CARs-4 Project) is to increase regional connectivity in Sughd Oblast, Khatlon Oblast and Gorno-Badakhshan Autonomous Region (GBO) and improve opportunities for trade and travel.

1.2.2. Project Components

The CARs-4 Project is structured around the following four components:

Component 1. Improve regional connections in Sughd Oblast and GBAO Region. This component's objective is to increase connectivity along regional priority trade and travel routes and provide access to markets and opportunities. Activities to be financed in the CARs-4 Project include: (i) rehabilitation of Spitamen/ Bekobad - Dehmoi-Gafurov road section (Sughd), construction of Khorog bridge towards Murgab and Ishkashim as well as tunnels/ galleries and bridges around Barsem (GBAO); (ii) construction supervision services; and (iii) the feasibility studies and other preparation documentation covering improvements to regional connections in Khatlon and GBAO Oblasts, a potential future operation. The proposed civil works are as follows:

Oblast	Section	Length	Category of the road
Sughd	Spitamen/Bekobad – Dehmoi	12 km	III
Sughd	Dehmoi – Gafurov	26 km	III
GBAO	Khorog (bridge) towards Murgab and Ishkashim	300 meter	New construction
GBAO	Barsem (Tunnel/ Galleries and Bridge)	3.5 km	III
Khatlon	Guliston – Kulob	35 km	II

Component 2. Improve road assets preservation and transport resilience. To enhance preservation of road assets and its sustainability, the ongoing CARs2 operation has supported various elements of road asset management system, (RAMS), including development of strategic plan on weight and axle load control, design and installation of a high-speed dynamic weigh-in-motion (WIM) system, supply of roughness profiler, and development of software for RAMS. While MOT has created a foundation for a RAMS in Tajikistan through these activities, there are remaining gaps to achieve full functionality and sustainable operation of the RAMS. This component will support scaling of WIM systems to preserve road assets and streamline transport operations in line with international practice, and other small goods or consultants' services to build MOT's capacity to fully operationalize RAMS. This component will also finance climate change vulnerability assessment and hazard mapping (with GIS references) along the Dushanbe-Kalaikhum-Khorog-Murghab corridor focused on GBAO region.

Component 3. Facilitate cross-border movement of goods and people. This component has the objective to facilitate the process of cross-border movement of goods and people, including support towards the implementation of policy and institutional reforms, financing of equipment and facilities (e.g. terminals) as well as capacity building. This will build on and complement support by development partners to align Tajikistan's standards with international practice and modernize procedures of cross-border movement of goods and people. The component will include the development of a diagnostic and comprehensive reform program and implementation plan on addressing regulatory and procedural trade barriers. Subject to priorities identified under the reform program this component would support upgrading of the existing customs IT system to increase automation and may include goods, small-scale works or consultants' services, including Technical Assistance to support institutional reform.

Component 4. Support project implementation, coordination and management. This component includes support towards project implementation, coordination and management including provision of goods, consultants' services and training, operating costs and financial audit.

Component 5: Contingent Emergency Response. This zero-dollar component is designed to provide swift response in the event of an eligible crisis or emergency, by enabling Tajikistan to request the World Bank to reallocate project funds to support emergency response, and reconstruction, where

needed. A Contingent Emergency Response Component (CERC) annex will be included in the Project Operations Manual (POM), specifying the implementation arrangements for the component, including its activation process, roles and responsibilities of implementing agencies, positive list of activities that may be financed, environmental and social aspects, and fiduciary arrangements.

1.3. Purpose and objectives of SEP

The purpose of the SEP is to provide a framework for stakeholder consultation and information disclosure in the context of the Republic of Tajikistan Project which meets both the Tajikistan legislation and World Bank ESF requirements. The goal of the SEP is to facilitate project decision-making by involving project-affected people and other stakeholders in a timely manner so that these groups are provided enough opportunity to voice their opinions and concerns to shape both the design and implementation of the project to incorporate those concerns.

The overall objectives of SEP as stated in the ESS-10 are to:

- To identify the roles and responsibility of all stakeholders and ensure their participation in the complete project cycle;
- Establish a systematic approach to stakeholder engagements that will help MOT/PIG identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties;
- Assess the level of stakeholders' interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social safeguards;
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them;
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups;
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow MOT to respond to and manage such grievances.

1.4 Description of Stakeholder Engagement

Stakeholder engagement is the continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It takes into account the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges.

Stakeholder consultations provide input for, as appropriate, environmental and social assessment, project design, mitigation plans, monitoring reports, and further evaluation of the project, including the Environmental and Social Commitment Plan (ESCP), summaries of the assessment of all or part of Borrowers' environmental and social frameworks, and any other project plans that may be prepared. The level and frequency of stakeholder engagement conducted is proportionate to the risks and impacts of the project.

While the project is not expected to cause any physical resettlement, and only limited permanent land acquisition, the involvement of the local population is essential to the success of the project, to ensure smooth collaboration between project staff and local communities and minimize and mitigate environmental and social risks related to the project.

Engagement under the project begins as early as possible in project preparation, because early

identification of and consultation with affected and interested parties allows stakeholders' views and concerns to be considered in the project design, implementation, and operation.

1.5. Principles of Effective Stakeholder Engagement

The project's Stakeholder Engagement Plan (SEP) shall be informed by a set of principles defining its core values underpinning interactions with identified stakeholders. Common principles based on "International Best Practice" include the following:

- Commitment is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process;
- Integrity occurs when engagement is conducted in a manner that fosters mutual respect and trust;
- Respect is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognized;
- Transparency is demonstrated when community concerns are responded to in a timely, open and effective manner;
- Inclusiveness is achieved when broad participation is encouraged and supported by appropriate participation opportunities;
- Trust is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions.

2. REGULATORY CONTEXT

2.1. Tajikistan Legislation

The following sections provides a description/excerpts from the current legislation pertaining to citizens' access to information and participation:

Law on Freedom of Information is underpinned by Article 25 of the Constitution, which states that governmental agencies, social associations and officials are required 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. The law applies to relations related to access to information contained in official documents and not classified as restricted information in the interests of ensuring national security in accordance with the legislation on state secrets and other regulatory legal acts regulating relations in the area of protection of state secrets.

Per the *Law on Public Associations*, a public association may be formed in one of the following organizational and legal forms: public organization, public movement, or a body of public initiative. Article 4 of this law establishes the right of citizens to establish associations for the protection of common interests and the achievement of common goals. It outlines the voluntary nature of associations and defines citizens' rights to restrain from joining and withdrawing from an organization. August 2015 amendments to this legislation require NGOs to notify the Ministry of Justice about all funds received from international sources prior to using the funds.

The 2014 *Law on Public Meetings, Demonstrations and Rallies* (Article 10) bans persons with a record of administrative offenses (i.e. non-criminal infractions) under Articles 106, 460, 479 and 480 of the Code for Administrative Offences from organizing gatherings¹. Article 12 of the Law establishes that the gathering organizers must obtain permission from local administration fifteen days prior to organizing a mass gathering.

Law on Local Governments (2004) assigns a district or city chairman the authority to control over the natural resource management, construction and reconstruction of natural protection areas, to oversee the local structures in sanitary epidemiological surveillance, waste management, health and social

protection of population within the administrative territory. No public gathering is implemented without official notification of local government (district Khukumat).

Law on Appeals of Individuals and Legal Entities (from July 23, 2016, № 1339), contains legal provisions on established information channels for citizens to file their complaints, requests and grievances. Article 14 of the Law sets the timeframes for handling grievances, which is 15 days from the date of receipt that do not require additional study and research, and 30 days for the appeals that need additional study. These legal provisions will be considered by the project-based Grievance Redress Mechanism.

Article 12 of the *Law on Environmental Protection* proclaims the right of citizens to live in a favorable environment and to be protected from negative environmental impacts. Citizens also have the right to environmental information (Article 13), as well as to participate in developing, adopting, and implementing decisions related to environmental impacts (Article 13). The latter is assured by public discussion of drafts of environmentally important decisions and public ecological reviews. Public representative bodies have an obligation to take into consideration citizens' comments and suggestions.

Land Code contains basic provisions on land acquisition for public and state purposes. The Code allows the state to seize the land from land users for the needs of projects implemented in the interests of state and at the state scale, and describes methods, system and order of protection of rights and interests of persons whose land is subject for withdrawal for the purposes of the project, and provides for the complex of compensatory measures to cover the land users' losses. The Regulation about an order of compensation of the land users' losses and losses of agricultural production, approved by the Resolution of the Government of the Republic of Tajikistan # 641, dd. 30 December 2011, establishes concrete and detailed order of reimbursement of the land users' losses.

Civil Code determines the procedures for exercise of property rights and other property rights, rights to the results of intellectual activity, regulates contractual and other obligations, as well as other property and related personal non-property relations based on equality, autonomy of will and property independence of their participants. Family, labor relations, relations on the use of natural resources and environmental protection are regulated by civil law, unless otherwise provided in the laws on family, labor, land and other special legislation.

2.2. World Bank Requirements

The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10 "Stakeholder Engagement and Information Disclosure", recognizes 'the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice'. Specifically, 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 this 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 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 considered, or the reasons why it was not.

- A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It must be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower must disclose the updated SEP. According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

2.3 Gap Analysis between National Legislation and World Bank Requirements

The table below provides a brief analysis of the gaps and differences between the Tajikistan national legislation and World Bank requirements and details how these gaps will be addressed under the project.

Table 1 Gap Analysis

Tajikistan legislation	World Bank	Project
The Tajikistan legislation does not provide for the development of a specific stakeholder engagement plan for public consultations.	Consultations with stakeholders and public involvement are an integral part in the development and implementation of the SEP	The project will carry out a comprehensive consultative process with Project Affected Persons, local and state authorities, other stakeholders as being required through public disclosure meetings, individual consultations and public consultations
The Tajikistan legislation has provisions that allow citizens to make complaints and grievances, but these provisions do not allow anonymity.	The World Bank ESF10 allows the option of anonymous provision of grievances	The project will apply the WB standard and allow anonymous submission of grievances and complaints
The Tajikistan legislation does not have special provisions to address the concerns of the vulnerable groups during the consultation process	The ESF10 specifically provides for the identification and engagement with the vulnerable groups that might be affected by the project to ensure that these groups also benefit from the project activities.	The SEP under the project will identify affected vulnerable persons and engagement mechanisms to ensure that their voice is heard, and the concerns are addressed to the extent possible by the project.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1. Identification of Stakeholders

Being a very important project, the project will somehow affect all users who lived along the project roads. But in accordance with ESF10, this SEP divides stakeholders into three groups to ensure more effective and efficient interaction with stakeholders: affected parties, other parties, and vulnerable and disadvantaged groups.

- **Affected Parties**

The table below represents a summary of the individuals, social groups and organizations who will be directly or indirectly affected by the project.

Table 2 Affected Parties

Group	Stakeholder	Name
Groups of road users	Pedestrians	GBAO: Jamoat Suchon Shugnan district, Jamoat Somoni and Shotemur. Sughd; Jamoat Kurush, Dehmoi, Sarzamin, Istisol and Gafurova.
	Transport users	
	Vehicle Users	
	Long-distance travelers	
	Local residents near the project road	
	Individual transport users	
	Near road traders	
	Local residents of the road project	
	Road project location	
	Taxi drivers	
	Private passenger carriers	
	Local governments (Jamoats)	
Businesses located in the project area who may be positively or negatively affected by the project	Restaurants and public catering Shops Paid parking Car wash Private Products Seasonal Merchants Souvenir sellers for tourists Small private hotels for tourists	It will be identified after feasibility study
	Markets (both formal and informal traders)	
	Other services	
Businesses located in the target districts who may be positively or negatively affected by the project	Residents and community members	
	Markets (both formal and informal traders)	
	Restaurants	
	Other services	

- **Other Parties**

People, social groups and organizations who may have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project. This group includes governmental entities, NGOs and private businesses, who may benefit from the project.

Table 3 Other Stakeholders

Group	Stakeholder
Ministries and government agencies	Ministry of Transport of the Republic of Tajikistan

	Central Environmental Agency Local Hukumats State Enterprise on Transport Management of GBAO and Sughd Local Jamoats
Civil society organizations	Local NGOs, Mahallas
Other project developers	International NGOs, and implementation agencies involved in development of the region

- **Vulnerable and Disadvantaged Groups**

Disadvantaged/vulnerable individuals and groups are those who may do not have voice to express their concerns or understand the impacts of project, are sometimes excluded from stakeholder engagement. Vulnerable groups include persons with disabilities, large families with more than five dependent children below 18 years, single women-heads of households, households registered as poor, elderly households with no means of living and households with disabled members, if affected by the project are entitled to the vulnerability allowance. After conducting focus groups with women and men in Sughd Oblast and GBAO their worries and concerns will be included in current report.

3.2. Stakeholder Interest and Influence

Stakeholders were analyzed in terms of their interest and project impact in order to better understand and manage them. Individual consultations and discussions will take place with those, who have high level of interest and project impact; any changes occurring during the project implementation will be communicated to them individually. Individual consultations will also take place with the group of medium project impact and a high interest in the project. The group with a low project impact and a high project interest will be involved in workshops.

Table 4 Analysis and prioritization of Stakeholder groups based on the level of interest and influence over the project

	High ability or likelihood to influence or impact the project	Medium ability or likelihood to influence or impact the project	Low ability or likelihood to influence or impact the project
High level of interest in the project	Tenants in the project area State Special Communication Enterprise	Markets (both formal and informal traders) A restaurant Other services Advertising companies Youth groups	Pedestrians Public transport users Private car users People using bikes People using taxis. People Using Private Transport People using parking People living near or along the project roads People living in villages along the project Disabled Elderly Children

Medium level of interest in the project	Civil Society Organizations, including ecological groups Press and Media	Police	General public Tourists Jobseekers
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3.3. Summary of Stakeholder Needs

The table below represents a summary of needs of various stakeholders. Table shall be revised after the analysis of focus group discussion is completed.

Table 5 Stakeholder Needs

Stakeholder groups	Risks and impacts by the project	Major activities	Communication channels	Special needs <i>To be supplemented/confirmed after the focus groups</i>
Pedestrians	Traffic in the project road during construction	Pass through the road	Notices in transport vehicles Notifications in social media Posters at transport stops Workshops	Location close to meeting place of the road location; Childcare during meetings; Exhibition of informative topics preferably in large letters and non-technical terms; Preferred day meeting: Weekends Preferred meeting time: after working hours (late afternoon)
Transport users	Transport stops may be repositioned Traffic jams due to the machinery operation or closures of public transit lanes Have a new type of public transport Afraid that Buses may be at traffic jams	Change to other transport; wait for their transport	Notices in transport vehicles Notifications in social media Posters at stops Workshops	Location close to meeting place; Exhibition of informative topics preferably in large letters and non-technical terms; Preferred day meeting: Weekends or after 18 PM for another day Preferred meeting time: after working hours (late afternoon)
Vehicle Users	Travel with the luggage may be difficult during construction	Wait for suburban bus	Notices in vehicles Posters and public notices Notifications in social media	Location close to meeting place; Childcare during meetings; Exhibition of informative topics preferably in large letters and non-technical terms;

				Preferred day meeting: Weekends Preferred meeting time: after working hours (late afternoon) (however, it should still be possible to get home) Extra transport vehicles?
Long-distance travelers	Travel with the luggage may be difficult during construction	Wait for bus	Notices in vehicles Announcements	Project road location close to meeting place; Childcare during meetings; Exhibition of informative topics preferably in large letters and non-technical terms; Preferred day meeting: Weekends Preferred meeting time: after working hours (late afternoon)
Local residents near the project road	Noise from construction Afraid of their courtyards becoming dirty due to the construction Potential loss of or damage to lands and non-lands assets	Pass through the project road Use transport Use retail outlets close by Daily life and livelihoods activities	Notices in vehicles Notifications in social media Posters at stops Workshops	Project road location close to meeting place; Childcare during meetings; Exhibition of informative topics preferably in large letters and non-technical terms; Preferred day meeting: Weekends Preferred meeting time: after working hours (late afternoon)
Individual transport users	Transit traffic	Moving on the road	Notifications in social media Workshops Notifications in radio	Location close to meeting place of residence; Preferred day meeting: Weekends Preferred meeting time: after working hours (late afternoon)
Near road traders	Loss of business Loss of the customers Potential loss of or damage to lands and non-lands assets	Sell goods to the public	Radio announcements Individual consultations Posters and public notices Participation in public consultations Workshops	Location close to meeting place of residence; Childcare during meetings; Exhibition of informative topics preferably in large letters and non-technical terms; Preferred meeting time: after working hours (late afternoon)

Local residents of the road project	<p>Building noise</p> <p>Dust and dirt</p> <p>Construction is dangerous for children</p> <p>Change the image of the streets</p> <p>Vehicle noise</p> <p>Potential loss of or damage to lands and non-lands assets</p>	<p>Passing by</p> <p>Use shops nearby</p> <p>Rest</p> <p>Daily life and livelihoods activities</p>	<p>Public hearings</p> <p>Workshops on construction rules</p> <p>Posts on social networks and the project's online page</p> <p>Billboards near their homes</p>	<p>Location close to meeting place of residence;</p> <p>Exhibition of informative topics preferably in large letters and non-technical terms;</p> <p>Preferred day meeting: weekends</p> <p>Preferred meeting time: after working hours (late afternoon)</p>
Restaurants and public catering facilities	<p>Potential economic impact or damage to lands and non-lands assets</p>	<p>Sell their services to the public</p>	<p>Radio announcements</p> <p>Individual consultations</p> <p>Posters and public notices</p> <p>Participation in public consultations</p> <p>Workshops</p>	<p>Preferred meeting time: after working hours (late afternoon)</p> <p>Location close to meeting place of residence</p>
Taxi	<p>Parking areas</p>	<p>Transport passengers</p>	<p>Radio announcements</p> <p>Posters</p> <p>Public notices</p> <p>Public consultation</p>	<p>Location close to meeting place of the project;</p> <p>Exhibition of informative topics preferably in large letters and non-technical terms</p>
Private passenger carriers	<p>Repositioning of stops at the project period</p>	<p>Transport passengers</p>	<p>Announcements: posters and navigation</p>	<p>Location close to meeting place;</p> <p>Childcare during meetings</p>
Local governments (Jamoats)	<p>Interviews are required to understand this group</p>	<p>Implementation of projects in the district</p>	<p>Individual conversations</p>	<p>Location close to their offices;</p> <p>Business hours</p>

4. STAKEHOLDER ENGAGEMENT PLAN

The Stakeholder Engagement Plan is an important component of the document expected to help to engage all stakeholders in the project and, by doing so, help the project become sustainable. Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. The table below presents the stakeholder engagement activities envisaged under the project. The Plan will also provide for the engagement of vulnerable population groups that are unable to take part in the engagement directly for social, economic, or political reasons. The activity types and their frequency are adapted to the three main project stages (ESF instruments preparation, implementation and project design; construction; post-construction and operation phase).

In case on the Covid-19 wide-spread and dissemination continues during 2021, the project will practice more virtual and social distancing methods to consult and engage with stakeholders to minimize COVID19 transmission risks during stakeholder engagement processes. The below Stakeholder Engagement Action Plan will be updated respectively during the project implementation to reflect the social distancing practices.

Table 6 Stakeholder engagement action plan

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
<i>ESF instruments preparation and implementation; Detailed Design</i>	Project Affected Parties - People affected by land acquisition; People residing in project area; Vulnerable households	Land acquisition process; Assistance in gathering official documents for early land registration; Compensation rates and methodology; Project scope and rationale; Project E&S principles; Resettlement and livelihood restoration options; Grievance mechanism process	Public meetings, trainings/workshops, separate meetings specifically for women and vulnerable; Mass/Social Media Communication - phone calls Disclosure of written information - Brochures, posters, flyers, website Information board – at the beginning and at the end of project sites; Grievance mechanism PAP survey - Upon completion of resettlement	Project launch meetings in municipalities; Monthly meetings in affected municipalities and villages; Survey of PAPs in affected villages; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	(Environment & Social Team, land acquisition department); RAP consultant; Municipal grievance committee

	Other Interested Parties (External) National Agency of Public Registry; Municipalities (including Mayor's representatives in villages)	Land acquisition process; Registration of land plots; Resettlement and livelihood restoration options; Project scope, rationale and E&S principles; Grievance mechanism process	Face-to-face meetings; Joint public/community meetings with PAPs	Weekly (as needed)	(E&S team, land acquisition department); RAP consultant
	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers	Land acquisition process; Grievance mechanism process; Project scope, rationale and E&S principles	Public meetings, trainings/workshops; Mass/Social Media Communication Disclosure of written information - Brochures, posters, flyers, public relations kits, MOT website; Information boards – at the beginning and at the end of project sites; Grievance mechanism; Project tours for media, local representatives	Project launch meetings; Monthly meetings in affected municipalities and villages; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	(E&S team, land acquisition department)
	Other Interested Parties (External) Other Government Departments from which permissions/clearances are required; Other project developers reliant on or in the vicinity of the Project and their financiers	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Grievance mechanism process	Face-to-face meetings; Invitations to public/community meetings	As needed	(E&S team, land acquisition department)

	Other Interested Parties (Internal) Other Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope and rationale and E&S principles; Training on ESIA and other sub-management plans; Grievance mechanism process	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	(E&S team, land acquisition department)
<i>Construction (mobilization, construction, demobilization)</i>	Project Affected Parties - People affected by land acquisition; People residing in project area; Vulnerable households Surrounding communities and district authorities where the new bridge will be constructed	Land acquisition process (land registration; compensation rates and methodology; livelihood restoration) Grievance mechanism process; Health and safety impacts (Construction-related safety measures); Employment opportunities; Environmental concerns; awareness-raising Blasting works (risks, timing, mitigations to be taken etc.)	Public meetings, trainings/workshops, separate meetings specifically for women and vulnerable; individual outreach to PAPs Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, website Information board – On the beginning and at the end of project side; Grievance mechanism Citizen/PAP survey - Upon completion of resettlement and/or construction Notification/communication to the community and general public on the blasting works	Monthly/quarterly meetings in all affected municipalities and villages with ongoing construction; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous) Information on Blasting Works shared with Community leaders Warning notices/signs on upcoming blasting works	(E&S team, land acquisition department); Supervision and RAP consultants; Contractor/sub-contractors; NGOs/trainers; Municipal grievance Committee Contractor
	Other Interested Parties (External) National Agency of Public Registry; Municipalities (including Mayor's representatives in villages)	Land acquisition process; Registration of land plots; Resettlement and livelihood restoration options; Project scope, rationale and E&S principles; Grievance mechanism process	Face-to-face meetings; Joint public/community meetings with PAPs; Phone consultations	Weekly (as needed)	(E&S team, land acquisition department); Supervision and RAP consultants; Contractor/sub-contractors;

	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries;	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Health and safety impacts; Employment opportunities; Environmental concerns; Grievance mechanism process	Public meetings, trainings/workshops; Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, public relations kits, website; Information board – On the beginning and at the end of project site; Grievance mechanism;	Monthly/quarterly meetings in all affected municipalities with ongoing construction and headquarters; Communication through mass/social media (as needed); Information desks with	(E&S team, land acquisition department)
	Local Government Departments; General public, tourists, jobseekers		Project tours for media, local representatives	brochures/posters in affected municipalities (continuous)	
	Other Interested Parties (Internal) Other Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope, rationale and E&S Principles; Training on ESIA and other sub-management plans; Grievance mechanism process	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	(E&S team, land acquisition department); Supervision and RAP consultants; Contractor/sub-contractors;
<i>Post-construction and Operation phase (within life of the Project and defect liability period)</i>	Project Affected Parties - People affected by land acquisition; People residing in project area; Vulnerable households Vulnerable groups (including school children, elderly, persons with disabilities) <u>Road users and roadside residents</u>	Satisfaction with engagement activities; Grievance mechanism process; Community health and safety measures during operation; Assessing resettlement compensation and completing land transfer (for PAPs who have not yet received it, if any) Information traffic safety measures (traffic signs, lights, traffic calming measures, etc.)	Public meetings, trainings/workshops, individual outreach to PAPs Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, website Information board – On the beginning and at the end of project side; Grievance mechanism PAP survey - Upon completion of resettlement Awareness raising activities on traffic safety	Meetings in affected municipalities and villages (semi-annual); Survey of citizens/PAPs in affected villages; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous) Community meetings, traffic safety leaflets disseminated at schools, communities	(E&S team, land acquisition department)

<p>Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic institutions; National Government Ministries; Local Government Departments; General public, tourists, jobseekers</p>	<p>Grievance mechanism process; Community health and safety measures during operation;</p>	<p>Public meetings, trainings/workshops; Mass/Social Media Communication - Facebook, WhatsApp; Disclosure of written information - Brochures, posters, flyers, public relations kits, website; Information board – On the beginning and at the end of project side; Grievance mechanism; Project tours for media, local representatives</p>	<p>Meetings in affected municipalities (six-monthly); Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)</p>	<p>(E&S team, land acquisition department)</p>
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5. SUMMARY OF STAKEHOLDER ENGAGEMENTS HELD

5.1 Consultations with Stakeholders during this SEP preparation

To develop a better understanding of the transportation conditions and challenges faced by project-affected parties, conducted public meetings, focus group discussions and interviews with women, public transportation users, business owners. The consultations were held in the project districts:

- (a) Spitamen;
- (b) Gafurov;
- (c) Khorog city;
- (d) Barsem village of Shughnon;
- (e) Guliston Kulob

Some of the preliminary findings of consultations indicate that there is an overall expectation that the project will address the problems identified by the stakeholders to make the road condition more resident-friendly. These problems include, among others, lack of road facility, lack of infrastructure to address the needs of the people. The formal/informal traders and restaurant owners that are located along the proposed rehabilitation routes are likely would improve their businesses. Hence, they expressed a high interest in being involved in the project planning and implementation. The project team will use the findings from the focus groups and interviews in finalizing the details of the project design.

Table 7 Focus Groups Discussions

Location	Date	Group 1, # of people	Group 2	Focus group topics
Spitamen/Bekabad-Dehmoi road Jamoat Kurush	14.06.2019 - 20.06.2019 10.10.2019	20 Community residents - 43 people	People that are employed in the area	Possible impact of the project. What actions can reduce negative impact? How will they react to changes? Possible ways of their engagement.
Dehmoi-Gafurov road Jamoats; Dehmoi, Sarzamin, Istisol, Gafurov	14.06.2019 - 20.06.2019 15.10.2019	Community residents - 76 people	People that are employed in the area	Possible impact of the project. What actions can reduce negative impact? How will they react to changes? Possible ways of their engagement.
Khorog city with the length of 300m Jamoat Somoni and Shotemur.	26.08.2019 – 04.09.2019	Community residents - 250 people	People that are employed in the area	Possible impact of the project. What actions can reduce negative impact? How will they react to changes? Possible ways of their engagement.
Barsem village Jamoat Suchon Shughnan district	26.08.2019 – 04.09.2019	Community residents - 134 people	People that are employed in the area	Possible impact of the project. What actions can reduce negative impact? How will they react to changes? Possible ways of their engagement.

Guliston-Kulob	15-25 July 2019 10 December 2019	Community residents 112 people	People that are employed in the area	Possible impact of the project. What actions can reduce negative impact? How will they react to changes? Possible ways of their engagement.
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Table 8 In - depth interviews

Group of stakeholders	Date	Stakeholders	Number of people	Interview Topics
Spitamen/Bekabad-Dehmoi road	14-20/06/2019 10.10.2019	Pedestrians; public transport, bicycle and individual transport users, people using parking, business owners, sellers	43 people, the number of women will be identified after conducting gender focus group	What tasks do they perform on the rehabilitation road? What do they like or don't like in the area? What problems do they encounter here? What impact do they expect as a result of the project? What changes they are afraid of? How are they willing to engage with the project?
Dehmoi-Gafurov road	14-20/06/2019 15.10.2019	Pedestrians; public transport, bicycle and individual transport users, people using parking, business owners, sellers	76 people, the number of women will be identified after conducting gender focus group	Possible impact from the project. What can reduce negative impact? How will they react to change brought about by the project? Possible ways of their engagement.
Khorog city with the length of 300m	26/08/2020-04/09/2020 28.08.2019	Pedestrians; aactivists, public transport, bicycle and individual transport users, people using parking, business owners, sellers	250 people, the number of women will be identified after conducting gender focus group	Possible impact from the project. What can reduce negative impact? How will they react to change brought about by the project? Possible ways of their engagement.
Barsem village	26/08/2020-04/09/2020 27.08.2019	Pedestrians; public transport, bicycle and individual transport users, people using parking, business owners, sellers	138 people, the number of women will be identified after conducting gender focus group	Possible impact from the project. What can reduce negative impact? How will they react to change brought about by the project? Possible ways of their engagement.

Guliston - Kulob	15-25 July 2019 10 December 2019	Pedestrians; public transport, bicycle and individual transport users, people using parking, business owners, sellers	112 people, the number of women will be identified after conducting gender focus group	Possible impact from the project. What can reduce negative impact? How will they react to change brought about by the project? Possible ways of their engagement.
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5.2 Focus Groups and Interviews with Vulnerable Groups

The focus groups included up to 10 people to discuss these issues through semi-structured discussions. Each focus group session lasted about 1.5 hours. Group selection ensured a balanced representation according to the age and sex of the participant as well as stakeholder representation (students, parents of young children, older participants, etc.). In total, 6 focus groups were held in the project areas. The PIG consultants also conducted in-depth stakeholder interviews and activity mapping in key areas likely to be affected by the project. These could prove useful to understand the patterns of behavior and activity characteristics.

In addition, focus group has been conducted with vulnerable people such as: housewives, single mothers, people with disabilities, and families living below the poverty line. However, exact number of vulnerable groups is not recorded it will be considered in second round of focus groups.

The consultants, by face-to-face interviews, identified the needs and issues faced by the vulnerable groups which reside in the project area. These are mainly the representatives of the population, the homeless, women with small children, people with motoric and visual disabilities as well as the elderly, schoolboys. The findings of the gender focus groups conducted with women and men in Sughd Oblast and GBAO their worries and concerns are included in current report as Annex 5.

5.3 Engagement plan during project implementation.

The PIG staff will consult in the areas affected by the project. Their activities are aimed at public awareness campaign with participation of the local population during implementation of the project. The importance of the project is for the development of the region for the local population as well as for transit passengers.

People affected by land acquisition

Within the framework of the project, the key category of PAPs will be people who are losing assets and/or private land and / or access to shared resources due to the project's land requirements.

Indeed, since a section of the road strip will cross forests and agricultural land, land will have to be allocated for road construction. In addition, the contractor will have to establish work areas near each construction site.

Within the corridor, the site under construction must be cleared of vegetation, so the trees must be cut down within the project area.

People owning or using land in the corridor will thus be a high-priority stakeholder groups which will require active and regular engagement as well as the provision of accurate information, in particular around compensation and livelihood restoration schemes.

People reallocating in the project areas

In the framework of the project, second key category of PAPs will be people living along the road line route, the access tracks and in the vicinity of the proposed construction area. These PAPs are likely to be affected by disturbances caused by the Project's heavy vehicles traffic, construction impacts, etc., but may also benefit from project-related employment opportunities.

Municipality and village representatives

Third category of important PAPs will be municipality and village representatives. Each municipality has a mayor, city council with a chairman, and in each village, there are the trustees of a mayor and governors. Every village has a village representation building, where people are employed (funded from the state budget); these are: village governor, village trustee, deputy, culture specialist, librarian, agricultural specialist, manager.

While social distancing measures remain in effect due to Covid-19 pandemic, the project will practice more virtual methods of stakeholder consultation and engagement maintaining social distancing to minimize COVID19 transmission risks during stakeholder engagement processes. In case on the Covid-19 wide spread and dissemination continues during 2021, the project will practice more virtual and social distancing methods to consult and engage with stakeholders to minimize COVID19 transmission risks during stakeholder engagement processes. The SEP will be updated respectively during the project implementation to reflect the social distancing practices.

5. SEP IMPLEMENTATION ARRANGEMENTS

The Stakeholder Engagement Plan is an important component of the document expected to help to engage all stakeholders in the project and, by doing so, help the project become sustainable. The activity types and their frequency are adapted to the three main project stages (preparation and planning; construction; post-construction/operation phase).

5.1 Roles, Responsibilities and Resources for Stakeholder Engagement

MOT will mobilize human and material resources to implement the SEP and manage the Grievance Redress Mechanism (GRM). PIG will include two local social development consultants, who will be located in Sughd (1) and GBAO (1) take responsibility for leading all the aspects of the stakeholder engagement plan. The specialists will be supported by part-time and full-time consultants, as needed. Furthermore, a number of land acquisition and resettlement experts from the Governmental Agency Narhguzor will be engaged to value properties of people affected by the project. Environmental and Social experts of PIG will be responsible for the environmental and social impact assessment and performance of the Project. Specific personnel will be established for these roles as the project progresses. The material resources that PIG will mobilize are:

- (i) Project specific area information boards and grievance boxes;
- (ii) The MOT website;
- (iii) Electronic grievance information database (will be prepared by PIG based on paper grievances from boxes);
- (iv) Prepare report once a quarter;
- (v) Printed documents (manuals, brochures, posters, etc.) that will be used, based on the needs of the SEP.

5.2 Roles and Responsibilities

The PIG Social Development Specialists to be based in GBAO and Sughd each will be responsible for and lead all aspects of the stakeholder engagement plan. However, to implement the various activities envisaged in the SEP, the Social Development Specialists will need to closely coordinate with other key stakeholders - other national and local government departments/agencies, MOT

departments, the Supervision and ESIA/RAP consultants, the Contractor along with sub-contractors, affected municipalities and PAP. The roles and responsibilities of these actors/stakeholders are summarized in the Table below.

Responsibilities of key actors/stakeholders in SEP Implementation.

Table 9 Responsibilities of key actors/stakeholders

Actor/Stakeholder	Responsibilities
Social Development Specialists	<ul style="list-style-type: none"> • Planning and implementation of the SEP; • Leading stakeholder engagement activities; • Management and resolution of grievances; • Coordination/supervision of contractors on SEP activities; • Supervision/monitoring of RAP and Implementation Consultants; • Monitoring of and reporting on environmental and social performance to PIG management and the World Bank
Implementation Consultants	<ul style="list-style-type: none"> • Supervision/monitoring of Contractor; • Management of engagement activities during the construction phase
Contractors/sub-contractors	<ul style="list-style-type: none"> • Inform PIG MOT of any issues related to their engagement with stakeholders;
Local Jamoat, MOT, PIG	<ul style="list-style-type: none"> • Transmit and resolve complaints caused by the construction activities in close collaboration with and as directed by MOT/Implementation Consultant and by participating in the local Grievance Resolution Committee; • Prepare, disclose and implement various plans (e.g. C-ESMP, Labor Management Plan, etc.); • Inform local communities of any environmental monitoring e.g. noise, vibration, water quality monitoring; • Announce important construction activities (such as road closures and available alternatives); • Collection of all the Grievances will be through the complaint boxes
National Government Departments - <ul style="list-style-type: none"> • Ministry of Transport RT • Ministry of Economic Development and Trade, • Committee for Environmental Protection • Land Cadaster Agency • Traffic police • Customs service 	<ul style="list-style-type: none"> • Monitor Project compliance with Tajikistan legislation; • Participate in the implementation of some activities in the ESMP and SEP; • Participate in the implementation of the Land Acquisition process; • Make available and engage with the public on the Scoping and EIA Reports.
Affected municipalities and local communities	<ul style="list-style-type: none"> • Transfer all complaints to the PIG MOT GRM Focal Point; • Participate in the local Grievance Resolution Commission (see Chapter 6.0 Grievance Mechanism); • Make available the disclosed ESIA documents;
Project affected people	<ul style="list-style-type: none"> • Invited to engage and ask questions about the Project at Meetings and through discussions with Community Liaison Officers where it is of interest or of relevance to them; • Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP (Chapter 6.0 Grievance Mechanism); • Help the Project to define mitigation measures;

Other Project developers	<ul style="list-style-type: none"> • Engage with PIG MOT regarding project design; • Share ESIA information and documentation with PIG MOT to enable the assessment of cumulative impacts
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Table 10 Other interested parties

Other interested parties	Interest in the project
Ministries and Government agencies <ul style="list-style-type: none"> • Ministry of Transport RT • Customs service • Ministry of Economic Development and Trade, • Committee for Environmental Protection • Land Management Committee • Ministry of Culture 	Overall: To ensure project compliance with Tajikistan legislation (e.g. transport standards, environmental performance) during construction and operation <ul style="list-style-type: none"> • Promote economic development • Specific involvement in some project-related mitigation measures <ul style="list-style-type: none"> • Engage with the public and disclose the Local Tajikistan EIA Scoping Report, EIA Report and Environmental Decision • Register agricultural land plots as required under the project • Responsible for sites of potential archaeological interest that could be affected by the project, and monuments of national interest in the vicinity of the Project
Local Hukumats Villages and Jamoats	Protect the rights of inhabitants in the project area Represent the local communities/PAPs; receive and address any feedback and grievances from them
Non-governmental organizations (local, regional Jamoats)	Ensure the environmental and social performance of the Project is protecting the environment and affected people and complies with international E&S standards
Business and workers' organizations	Interest in procurement and supply chain, potential environmental and social impacts as well as community health and safety
Other project developers reliant on or in the vicinity of the Project (e.g. associated facilities) and their financiers (e.g. ADB, EBRD, KfW, IFC)	May require operation of the Project to enable the export of power Can help Identify interactions and cumulative impacts with other proposed developments
Press and media	Inform residents in the project area and the wider public about the Project implementation and planned activities
General public, tourists, jobseekers	Interest in the general socio-economic impacts of the project, both adverse and beneficial

6. GRIEVANCE REDRESS MECHANISM

6.1 Objective of the GRM Mechanism

The GRM in CARs-4 Project is incorporated into a broader beneficiary feedback mechanism to be established by MOT PIG at the central and local levels. The project based GRM is intended to serve as a mechanism to:

- Allow for the identification and impartial, timely and effective resolution of issues affecting the project;
- Strengthen accountability to beneficiaries, including project affected people, and provide channels for project stakeholders and citizens at all levels to provide feedback and raise concerns.

Having an effective GRM in place will also serve the objectives of: reducing conflicts and risks such as external interference, corruption, social exclusion or mismanagement; improving the quality of project activities and results; and serving as an important feedback and learning mechanism for project management regarding the strengths and weaknesses of project procedures and implementation processes.

GRM overview. The GRM will be accessible to a broad range of Project stakeholders who are likely to be affected directly or indirectly by the project. These will include beneficiaries, community members, project implementers/contractors, civil society, media—all of who will be encouraged to refer their grievances and feedback to the GRM.

The GRM can be used to submit complaints, feedback, queries, suggestions or compliments related to the overall project management and implementation, as well as issues pertaining to sub projects that are being financed and supported by the project, including:

- Violation of Project policies, guidelines, or procedures, including those related to procurement, labor procedures, child labor, health and safety of community/contract workers and gender violence;
- Disputes relating to resource use restrictions that may arise between or among targeted districts and communities;
- Grievances that may arise from members of communities who are dissatisfied with the project planning measures, or actual implementation of project investments;
- Issues with land donations, asset acquisition or resettlement specifically for project related activities.

GRM structure. PIG MOT will implement an effective GRM, with the objective of helping third parties to avoid resorting to the judicial system as far as possible. PIG MOT's GRM includes three successive tiers of extra-judicial grievance review and resolution:

- (i) the first tier is at local level of Jamoat and/or PIG Social Development Specialist based in the region;
- (ii) if for the first tier the local Jamoat cannot solve on the second tier PAP complaint will be sent to the local government/khukumat at the district level,
- (iii) finally, as the third tier, complainants can seek redress from the MOT/PIG at any time.

The project based GRM will be comprised of different channels. Consideration of applications received from beneficiaries begins with the contact of representatives of local government bodies (jamoat) and/or a Social Development Specialist of the Project. Social Development Specialist files the complaint in the Register of Complaints and Suggestions. If the problem cannot be resolved to the satisfaction of the complainant, **then** it is transferred to the next level. In the register of complaints and suggestions, a record is made about the status of resolving the problem or the decision to transfer it to the next level.

Further, the beneficiary addresses his written complaint to the local government at the district level. A statement of complaint is signed and dated by the affected party. The PIG Social Development Staff will facilitate the process with the local authority and may serve a direct channel of communication with the beneficiary. If the beneficiary is not able to file a written complaint, the social development

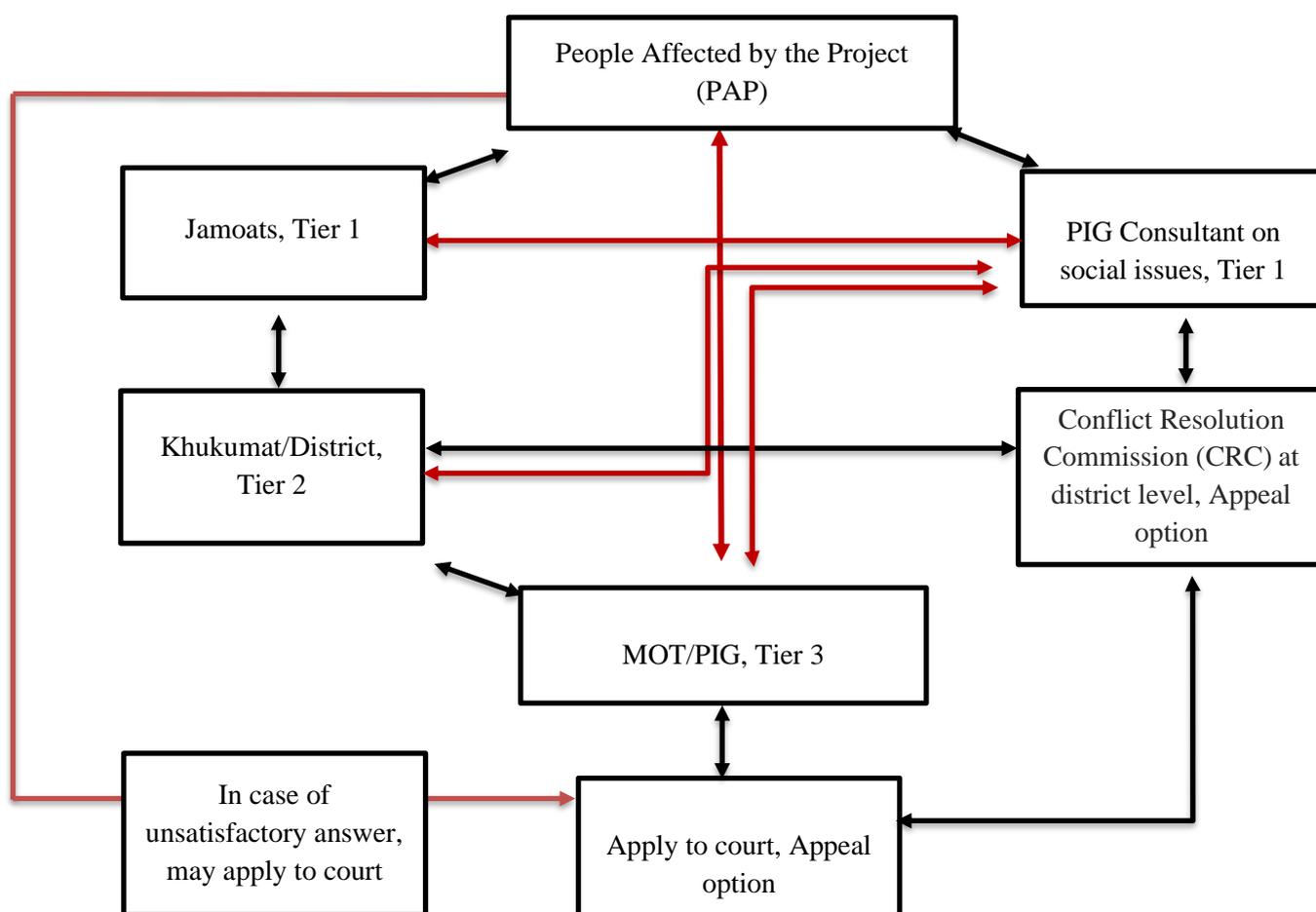
specialist will assist the affected party to prepare writing complaints, as well as will record informal complaints and suggestions. The affected party signs the statement. If the complaint is not resolved, the PIG SDS will escalate it to the MOT/PIG.

A social development specialist is responsible for ensuring the legitimacy of complaints and suggestions. If complaints or proposals fall within the jurisdiction of the Project, the PIG will inform the complainants of this and they will be assisted accordingly. The issues will be resolved within 14 days, during this period, meetings and discussions between the responsible agencies/ officials and with the affected party. All other complaints and grievances related to the assessment of the property or land acquisitions; such issues will be addressed through mitigations measures outlined in RAPs as per the requirements of the RPF.

This step-by-step process does not deter them from approaching the courts at any time, as an appeal option.

If, after receiving a response from the MOT/PIG, the complaint is not satisfied, the Project will use the Conflict Resolution Commission (CRC). CRC consists of at least 5 members, 2 of whom are members of the PIG. The other 3 members should be: generally recognized NGOs working in Tajikistan; respected persons with an appropriate reputation (for example, a respected lawyer or professor), if available; representatives of the participating city. The Conflict Resolution Commission is created at the request of the beneficiary, by the PIG or by the local authority (in the Project implementation area). Decisions made by the commission and agreed between all parties are legalized in the form of an order of participating local authorities/khukumats.

Structure of the Project-based GRM



6.2. Grievance Filing and Resolution Process

Receipt of Grievances

Anyone from the affected communities or anyone believing they are adversely affected by the Project can submit a grievance:

- By completing a written grievance registration form that will be available - (i) in the local municipalities and in the affected villages. An example of grievance registration form is provided below.
- By contacting the PIG and MOT specialists either by phone, or in person. Grievances received verbally will be written down by the Social Development Specialist on the grievance registration form and logged into the Grievance Register. A copy of the logged grievance will be forwarded to the complainant, giving them the opportunity to alert PIG and MOT if the grievance has not been noted down correctly.

All grievances related correspondence will be documented, and the grievance resolution process will be systematically tracked.

The public relations officers at the local governments and jamoats instructed by the Social Development Specialist will explain the possibilities and ways to file a complaint with the local communities or the head of the PIG and MOT during meetings organized in each affected area during the disclosure.

GRM procedures will be disclosed on the Project website and will also be displayed on billboards / posters in each community and project site. Information on GRM will also be available at information desks in each targeted municipality.

To ensure that all complaints are solved, the PIG and MOT manager will contact the municipal authorities, Committee for Environmental Protection and Land Management Committee to explain how complaints are handled. If these authorities receive complaints regarding the project, the complainants should be directed through the GRM of the project. Information about how to register a complaint on the spot, at the office of the Ministry of Transport in Dushanbe or through the project website, will be explained to these authorities, and the PIG and MOT manager will call them regularly to make sure that the complaints are not missed.

All grievances will be registered, reported and tracked by PIG and MOT in the Grievance Register by Grievance Focal Point who is responsible for receiving, logging, referring and following up on grievances. Once a grievance is logged, the related event(s) that caused the grievance will be tracked to prevent similar grievances. The status number and trends of grievances will be discussed between PIG and MOT, the Contractor and the Implementation Consultant during weekly E&S meetings during the construction phase.

Screening for 'Standing'

Once a grievance is received, PIG and MOT will determine whether the complaint has 'standing,' i.e., warrants further consideration as an acceptable grievance.

The resolution of grievances of all types will follow the same steps, but the stakeholders involved will depend on the nature of the grievance. All grievances will be handled through the system described hereafter, involving respectively the PIG and MOT, the Grievance Focal Point, the Contractor's grievance resolution representative, and the Implementation Consultant as representatives of the Project. Complaints related to resettlement (land take and its consequences) will also involve Resettlement Action Plan (RAP) consultant in the resolution of grievances related to land acquisition and resettlement.

All the grievances will be recorded in the grievance log by PIG MOT's Grievance Management Unit. The following information will be recorded: (i) Name and contact details, (ii) Details of the grievance and how and when it was submitted, acknowledged, responded to and closed out. Anonymous grievances will be also accepted. All grievances will be acknowledged within 7 days; and responded to no later than 30 days. Once a grievance is logged, the related event(s) that caused the grievance will be tracked to ensure proper close-out of the grievance and prevent similar grievances from recurring in the future.

Although anonymous complaints are accepted, such complaints will be checked to ensure reliability and the factual verifications. If the grievance is deemed as ineligible, the PIG and MOT will record the reason and document that the complainant has been informed of this decision and the basis for this is explained. Ineligible cases will generally be those that PIG and MOT are confident have not occurred as a result of the actions of PIG MOT, it's Contractor/Sub-Contractors or as a direct result of the project

in any way. If the complainant is not satisfied with this outcome, they can pursue further action by submitting their case to PIG's Grievance Redress Commission or the appropriate court of law (district court).

PIG and MOT will determine whether the resolution of the grievance is the responsibility of the Contractor (or their sub-contractors), PIG MOT, the Implementation Consultant, or whoever else. If the grievance is the responsibility of the Contractor or the Implementation Consultant, PIG and MOT shall review, comment and approve any corrective actions.

After logging the grievance, the PIG MOT and/or the Grievance Focal Point will inform the complainant in writing within 30 days, including those complaints that are not found to have standing.

6.3. GRM Monitoring and Reporting.

MOT/PIU Social Development Specialist will be responsible for:

- Collecting and analyzing the qualitative data from GFPs on the number, substance and status of complaints and uploading them into the single project database;
- Monitoring outstanding issues and proposing measures to resolve them; and
- Preparing quarterly reports on GRM mechanisms to be shared with the World Bank.

Quarterly reports to be submitted to the World Bank shall include Section related to GRM which provides updated information on the following:

- Status of GRM implementation (procedures, training, public awareness campaigns, budgeting etc.);
- Qualitative data on number of received grievances \ (applications, suggestions, complaints, requests, positive feedback), highlighting those grievances related to the involuntary resettlement and number of resolved grievances, if any;
- Quantitative data on the type of grievances and responses, issues provided and grievances that remain unresolved;
- Level of satisfaction by the measures (response) taken;
- Any correction measures taken.

6.4 Workers GRM

The project based GRM also include channels for the contracted workers to voice their concerns and to protect the workers against their employers. There are four options for the workers to file their complaints allowing anonymous grievances:

- 1) Contractor's grievance resolution representative at the civil works site;
- 2) Grievance Focal Point at the Supervising Consultant Office located in the region;
- 3) Workers can also contact the PIG Social Development Specialist based in the region;
- 4) At any time, the workers can contact the MOT/PIG Coordinator directly.

6.5 GRM for GBV Related Grievances

The project based GRM will be adapted allow for the uptake of SEA/SH claims or accusations. SEA/SH claims can be reported, like any other project-related grievance. The reporting platforms vary - in person, by phone call, online or SMS.

The GRM Focal Point of the respective level logs the SEA/SH related complaints, acknowledges their receipt, and may take two key actions: 1) Refers the person subject to such assault to relevant GBV service providers/local NGOs, identified in advance and according to preestablished and confidential referral procedures; and 2) If the assaulted person gives consent, the second action is to communicate

the allegation to the MOT/PIG staff responsible for grievance matters.

6.6 GRM MOT/PIG Point of Contact

The point of contact regarding grievance management and the local stakeholder engagement activities is the PIG Coordinator:

Description	Contact details
Organization:	Project Implementation Group
To:	PIG Coordinator
Address:	AYNI street 14, Dushanbe 734042, Tajikistan
E-mail:	gtl@mintrans.tj
Website:	www.mintrans.tj
Telephone:	+992 93 727 8979

Information on the Project GRM will be available on the Project's webpage at the MOT website site and will be posted on information boards in affected villages in the Project sites. Information can also be obtained from the target Jamoats, khukumats and regional PIG Social Development Specialist.

6.7 Grievance Registration Form Template

The below template form can be used to register the complaints.

Position _____
(Director of department)

Name _____
(Name)

From _____
(Resident district)

Address _____
(Address of complainant)

Appeal

I'm _____
(The name and surname of complainant)

Purpose of the appeal _____
(Information on the existing problem and its causes)

Ways to fix the problem _____

(I ask ... about this or that action / inaction, I complain ..., I suggest)

(Name) _____ Date _____

Phone _____ Contacts off the PIG staff in regions: _____
 Email (if any) _____
 Applicant's signature _____

CARs 4 Project Implementation Group under the Ministry of Transport of the Republic of Tajikistan
 Address: Dushanbe city, 14 Aini Street, 734042, Contact Number/Fax: +(992 37) 222 22 21

7. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES.

7.1 Implementation Arrangements

The Ministry of Finance is the Executing Agency and the MOT is the Implementing Agency. The MOT is responsible for the management of all activities, including procurement, financial management, and reporting. During ESIA implementation, EIA law requires adequate public consultation. This requirement is incorporated into the stakeholder engagement programme for this stage. The main purpose for consultations at this stage is to provide feedback to stakeholder as to ESIA progress and preliminary results (which may include early identification of key risks/impact issues and mitigation measures). This is also a stage when it may be clear that certain risk/impact issues are more, or less, important than first thought and, indeed, that new risk/impact issues are identified that need investigation.

7.2 Timeframe

This SEP needs to be updated and refined throughout the lifecycle of the Project. During this process the focus and scope of the SEP will change to ensure that the MOT addresses external changes and adheres to its strategy (which itself may change over time).

The key life-cycle phases to be considered when implementing stakeholder engagement are briefly discussed below.

- Design/Plan: the process of assuring that systems and components of the Project are designed, installed, and maintained to prescribed / agreed requirements;
- Implementation: the process and activities are implemented as planned.

7.3 Roles and Responsibilities

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of Environmental and Social Development Consultants under PIG. Their roles and responsibilities are presented below:

- Approve the content of the draft SEP (and any further revisions);
- Approve prior to release, all materials used to provide information associated with the ESIA (such as introductory letters, question and answer sheets, PowerPoint materials, posters, leaflets and brochures explaining ESIA process);
- Approve and facilitate all stakeholder engagement events and disclosure of material to support stakeholder engagement events;
- Participate either themselves, or identify a suitable PIG MOT representative, during all face-to-face stakeholder meetings; and
- Review and sign-off minutes of all engagement events.

7.4 Budget

The overall responsibility with the project implementation lies with the PIG MOT. The PIG MOT is planning on setting a dedicated Project Implementation Group (PIG) to deliver complex transport projects. The project will provide technical assistance and support the establishment of this Project Implementation Group (PIG), as well as transfer of responsibility related to this project implementation. The project has a dedicated budget for communications activities to ensure the implementation of this SEP and the communications and outreach activities envisaged and the budget funds will come from Component 4.

8. MONITORING AND REPORTING

8.1 Monitoring

Monitoring and evaluation of the stakeholder process is considered vital to ensure MOT is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Specialist in charge of monitoring and reporting of SEP from PIG will be by Social Development Specialist and supported by the Environmental Specialist.

Monitoring of the stakeholder engagement process allows the efficacy of the process to be evaluated. Specifically, by identifying key performance indicators that reflect the objectives of the SEP and the specific actions and timings, it is possible to both monitor and evaluate the process undertaken.

Two distinct but related monitoring activities in terms of timing will be implemented:

- During the engagement activities: short-term monitoring to allow adjustments/improvements to be made during engagement; and
- Following completion of all engagement activities: review of outputs at the end of engagement to evaluate the effectiveness of the SEP as implemented.

A series of key performance indicators for each stakeholder engagement stage have been developed. The indicators, and performance against the indicators will show successful completion of engagement tasks.

8.2 Involvement of stakeholders

In this section, the proposed organizational structure and management functions for the stakeholder engagement function at MOT are described. While MOT may decide to adapt this structure according to the needs, it is emphasized that the various components listed and then described below should be represented in the organizational structure in order to successfully implement the SEP:

- Environmental and Social Specialists, who is responsible for overseeing and coordinating all activities associated with stakeholder engagement;
- Resettlement and Environmental Specialist will be responsible to manage all activities related to database, documents and logistics; and integration/support, which related to the interaction with other departments, initiatives or projects.

8.3 Reporting back to stakeholder groups

Reporting to stakeholder groups and evaluating the stakeholder process is considered vital to ensure that MOT can respond to identified issues and change the schedule and nature of engagement activities to make them more effective. Following the following characteristics / obligations / actions will help in achieving successful interaction. An important fact is the discussion of all issues and suggestions both at the stage of preparing feasibility study during the implementation and defects liability period. All issues must be resolved at all levels and professionally. For a clear and understandable review, everything should be used as informational and in the form of presentation. All interested parties should be informed of all stages and the solution of all problems.

Table 11. Monitoring and Reporting

Monitoring and reporting	The section contains information that can be reorganized in the presentation in accordance with the three listed areas. a. As part of the planned project, components will be prepared and included.
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<p>a. Monitoring reports during the implementation of the project (by components, as necessary)</p> <p>b. Stakeholder Engagement in Monitoring Activities</p> <p>c. Reporting to stakeholder groups</p>	<p>It will be necessary to develop and prepare indicators for project development goals to fill the matrix.</p> <p>b. Involvement of stakeholders: during the implementation of the project, it is necessary to involve independent, non-governmental research company. The goal is to conduct studies to assess the project beneficiaries of the results of construction and road works to rehabilitate priority road sections. The main objective of the study is to obtain feedback from the beneficiaries of the Project and persons exposed to the Project regarding the implementation of construction work under Component 1 of the Project and assess the effectiveness of the Contractor (s) for construction work, giving particular attention to the following issues:</p> <p>(c) Basic project awareness, including information on project costs, scope of work, duration and on-site implementation mechanisms of the Project;</p> <p>(d) Road safety during and after construction, as well as the frequency of the environmental impact of construction work.</p> <p>Road sections of the Republic of Tajikistan: An appropriate monitoring and evaluation system for project reporting purposes will allow you to effectively track results during project implementation. Proposed performance indicators tentatively include:</p> <p>a) an increase in the flow of passengers and goods through priority checkpoints across the state border in Sugd oblast, Khatlon oblast and GBAO.</p> <p>b) reduction of costs for business entities (reduction of time required for customs clearance, economic costs per one declaration, etc.).</p> <p>c) a survey of satisfaction with the simplification of trade and transportation procedures (a report based on the results of the survey, which will reflect the opinion of users, i.e., subjects of trading activity and road users, regarding improvements).</p> <p>Indicators are entered into the Project Implementation Results Matrix.</p> <p>Reporting to stakeholder groups. Monitoring and evaluation reports on the progress of the project will be prepared on a regular basis.</p>
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ANNEX 1. STAKEHOLDERS CONSULTATIONS IN GBAO

**MINISTRY OF TRANSPORT OF THE REPUBLIC OF TAJIKISTAN
STATE ENTERPRISE FOR TRANSPORT MANAGEMENT OF GBAO**

No.6/153 from December 9, 2019

Khorog

Information statement

State Enterprise for Transport Management of GBAO informs you that as of 1.12.2019 in Khorog city lives 29949 people, out of them 16153 women and 13796 men, including in Ismoili Somoni Jamoat lives 14690 women and 6776 men, in Sh.Shotemur Jamoat lives 15259 people, out of them 8239 women and 7020 men.

Information is from Statistic Department of Khorog city.

Head of SETM

G.Ramazonov

Minutes No.1

of Meeting of inhabitants of Barsem village of Suchon Jamoat of Shugnon district
dated 27.08.2019

Total 138 household

Attended 134 representatives out of 138 household

Chairing a meeting:

1. Head of SETM of GBAO – G. Ramazonov
2. Consultant on Environment – B. Avzalshoev
3. World Bank Representative – J.C.Briant
4. Head of SEHM of GBAO – N. Shoinbekov
5. Chairman of Barsem village – J. Ikbolshoev

Agenda:

Construction of bridge in Barsem village

Chairman of Barsem village Ikbolshoev Chinikhon had a speech on this topic and noted that in July 2015as a result of natural disaster, mudflow 82 houses of inhabitants of this village, 3 km of roads, 2 bridges, have been completely destroyed. By the Decree of the Government of the Republic of Tajikistan during 45 days by-pass roads and 2 bridges have been rehabilitated, but speaker mentioned that despite the fact that the bridge at the direction of Barsem village with carrying-capacity of 5 tones has been rehabilitated it does not meet the standard requirements, inhabitants cannot transport the necessary products, construction materials to their homes, which is the main difficulty of this village.

Therefore, speaker proposed that in order to solve the difficulties of inhabitants of the village it is necessary to construct bridge with carrying-capacity of 20 tones, asked the representative of the World Bank to support in the construction of bridge.

On the topic the inhabitants of the village: Nuronshoev S., Davlatov N., Rajabbekov M. – Head of Youth Organization, Ozodbekov G. – Head of Volunteers Organization of the village have speech and mentioned the necessity of the construction of bridge in Barsem village.

Chairman of the meeting resolved the following:

1. To consider the construction of bridge in Barsem village as important and kindly ask SETM and the World Bank to plan and implement the construction of bridge.

Secretary of the meeting

N.Shoimbekov

Minutes No.2
of Meeting of inhabitants of Ismoili Somoni and Sh. Shotemur jamoats of Khorog city
dated 28.08.2019

Attended -250 representatives of jamoats
Jonmamadov A. – Head of I.Somoni Jamoat
Rajabbekov R. – Head of Sh. Shotemur Jamoat
Ramazonov G. – Head of SETM of GBAO
J.C.Briant – World Bank Representative
B. Avzalshoev – Consultant on Environment
Buribekov Z. – Deputy Chairman of Khorog city

Agenda:

Construction of bridge in Selkhoztechnic Street of Khorog city

Deputy Chairman of Khorog city Buribekov Z. had a speech on this topic and noted that during the Soviet period in the oblast have been registered 2600 truck and cars, currently their number exceeded 9850 units, half of which pass through the administrative center of Khorog every day and go to other districts of the Oblast, the People's Republic of China and Kyrgyzstan, which resulting in increased traffic and jams in Khorog city.

Therefore, speaker proposed that in order to solve the difficulties of inhabitants of the village it is necessary to construct bridge with carrying-capacity of 20 tones, asked the representative of the World Bank to support in the construction of bridge.

Therefore, speaker stressed that in order to ensure uninterrupted traffic in Khorog city, it is necessary to construct bridge in the area of Selkhoztechnic Street, which will reduce the volume, reduce traffic jams, speaker asked the representative of the World Bank to support in solving the problem.

On the topic the inhabitants of Khorog city: Vatanshoev M., Oshurov G., Jonmamadov N., Rajabbekov R., Shodiev B., Suhrobov D. and others have speech and mentioned the necessity of the construction of bridge.

Khorog inhabitants representatives resolved the following:

1. To consider the construction of bridge in Selkhoztechnic Street as important and kindly ask Local Government of Khorog and the World Bank to support in solving the problem.

Secretary of the meeting

D.Suhrobov

ANNEX 2. STAKEHOLDERS CONSULTATIONS IN SUGD

Report

On conducting of Meeting with the representatives of jamoats - Dehmoi, Isfisor, Yova, Goziyon, Zarzamin, Gafurov settlement, Gafurov city on Stakeholders Engagement Plan and Resettlement Plan Republic of Tajikistan, Sugd Oblast, Gafurov city

Date: 15.10.2019

Meeting place: Hukumat of Gafurov city

Attended:

Chairmen of jamoats of Gafurov city

Dehmoi Jamoat – Gaforova Abdurasul

Yova Jamoat – Sheraliev Hasan

Isfisor Jamoat – Dustmuhammad Anvar

Goziyon Jamoat – Shokirov Yuldosh

Zarzamin Jamoat – Abdullojonov Mukhtor

Chairman of Urban Jamoat Gafurov – Hakimov Huseyn

Head of SEHM of Gafurov – Ashurov Shuhrat

Chairman of Irrigation and Water Melioration of Gafurov city – Lakimzoda A.

PIG Consultant on Environment and PR MOT – Ikrom Akhmedov

Chairman of the Land Committee of Gafurov city – Rahmoni Azizzoda

Chairman of Urban Electric supply network of Gafurov city – Yunusov Iskandar

Chairmen of rural communities of villages: Dehmoi, Haftganj, Madamiyat, Dashti Amin, Kutarma, Istiklol, Dustii Khalqho

Agenda:

1. Consideration and discussion of Stakeholder Engagement Plan and Resettlement Plan for the implementation of CARs-4 Project, on Rehabilitation of Dehmoi-Gafurov road section with the length of 35 km.

Speakers: Chairman of Urban Jamoat Gafurov – Hakimov Huseyn

He explained to the attendants that in the oblast CARs-4 project will be implement, Rehabilitation of Khujand-Isfara road Dehmoi-Gafurov section with the length of 35 km.

The importance of the planned activities on Stakeholder Engagement Plan and the Resettlement Plan, and noted that local authorities will provide all practical assistance to this Stakeholder Engagement Plan and the Resettlement Plan and asked local community to assist with full responsibility for the implementation of this Plan.

Speakers: PIG Consultant on Environment and PR MOT – Ikrom Akhmedov:

He explained to the attendants that the World Bank supported the Republic of Tajikistan in the Construction and Rehabilitation of Khujand-Isfara road Dehmoi-Gafurov section with the length of 35 km.

Huge credit funds have been allocated by the World Bank and the Republic of Tajikistan. It is necessary to take seriously about the Rehabilitation of Rehabilitation of Khujand-Isfara road Dehmoi-Gafurov section with the length of 35 km, which will lead to the development of international transport links, and improve the infrastructure of the surrounding areas and help the population, dekhkan farms, reduce poverty, provide jobs to local builders. During the implementation of CARs-4 Project and Rehabilitation of Dehmoi-Gafurov road section population and communities can apply directly to chairmen of jamoats on suggestions, remarks and complaints and record them in the Grievance Redress logs and all grievances received or offer according to the procedures of Grievance Redress Mechanism (GRM) of the World Bank, will be reviewed and decisions will be made. Thanked the attendants, heads of Jamoats of Gafurov city and representatives of dekhkan farms, the population and local communities wished success in fruitful work.

Resolved:

1. To support the implementation of CARs-4, Rehabilitation of Khujand-Isfara road Dehmoi-Gafurov section with the length of 35 km

Chairman of meeting:

Chairman of Urban Jamoat Gafurov

Hakimov H.

Secretary of the meeting:

Chairman of Irrigation and Water
Melioration of Gafurov city

Lakimzoda A.

Report**On conducting of Meeting with the representatives of Kurush Jamoats of Spitamen city of Sugd Oblast on Stakeholders Engagement Plan and Resettlement Plan
Republic of Tajikistan, Sugd Oblast, Spitamen city**

Date: 10.10.2019

Meeting place: Kurush Jamoats of Spitamen city

Attended:

Chairmen of Kurush Jamoats of Spitamen city – Umarov Mukhtor

Head of SEHM of Spitamen city – Abdullaev Sherali

Chief Engineer of SEHM of Spitamen city – Abduloev Inom

Chairman of Irrigation and Water Melioration of Spitamen city – Nuraliev Sh.

PIG Consultant on Environment and PR MOT – Ikrom Akhmedov

Chairman of the Land Committee of Spitamen city – Sultoni Mamur

Chairman of Urban Electric supply network of Spitamen city – Ubaidullaev Firuz

Chairmen of rural communities of villages: Kurush, Shirin, Navbunyod

Agenda:

1. Consideration and discussion of Stakeholder Engagement Plan for the implementation of CARs-4 Project, on Rehabilitation of Spitamen-Dehmoi road section with the length of 12.2 km.

Speakers: Chairmen of Kurush Jamoats of Spitamen city – Umarov Mukhtor

He explained to the attendants that in the oblast CARs-4 project will be implement, Rehabilitation of Khujand-Isfara road Spitamen-Dehmoi road section with the length of 12.2 km.

The importance of the planned activities on Stakeholder Engagement Plan and the Resettlement Plan, and noted that local authorities will provide all practical assistance to this Stakeholder Engagement Plan and the Resettlement Plan and asked local community to assist with full responsibility for the implementation of this Plan.

Speakers: PIG Consultant on Environment and PR MOT – Ikrom Akhmedov:

He explained to the attendants that the World Bank supported the Republic of Tajikistan in the construction and rehabilitation of roads.

Huge credit funds have been allocated by the World Bank and the Republic of Tajikistan. It is necessary to take seriously about the Rehabilitation of Rehabilitation of Khujand-Isfara road Spitamen-Dehmoi road section with the length of 12.2 km, which will lead to the development of international transport links, and improve the infrastructure of the surrounding areas and help the population, dehkan farms, reduce poverty, provide jobs to local builders.

During the implementation of CARs-4 Project and Rehabilitation of Spitamen-Dehmoi road section population and communities can apply directly to chairmen of jamoats on suggestions, remarks and complaints and record them in the Grievance Redress logs and all grievances received or offer according to the procedures of Grievance Redress Mechanism (GRM) of the World Bank, will be reviewed and

decisions will be made. Thanked the attendants, heads of Kurush Jamoat, dekhkan farms, the population and local communities wished success in fruitful work.

Resolved:

To support the implementation of CARs-4, Rehabilitation of Khujand-Isfara road Spitamen-Dehmoi road section with the length of 12.2 km

Chairman of meeting:

Chairmen of Kurush Jamoats of Spitamen

Umarov Mukhtor

Secretary of the meeting:

Chairman of Irrigation and Water
Melioration of Spitamen city

Nuraliev Sh.

ANNEX 3. STAKEHOLDERS CONSULTATIONS IN KHATLON

Report

**On conducting of Meeting with the representatives of jamoats – Guliston, Abdu-Avaz, Hulbuk settlement, Tugarak, Zarbdor of Kulyab city
on Stakeholders Engagement Plan and Resettlement Framework Plan
Republic of Tajikistan, Khatlon Oblast, Kulyab city**

Date: 10.12.2019

Meeting place: Hukumat of Kulyab city

Attended:

Representatives of urban jamoats of Hulbuk, Vose, and Kulyab;
Guliston Jamoat of Vose district – Mirzoev Mahmad;
Abdu-Avaz Jamoat of Vose district – Kurbonova Musharafa
Tugarak Jamoat of Vose district – Halimov Amirkhon
Urban Jamoat of Hulbuk, Vose district – Gulmadova Amina
Head of SEHM of Vose district – Huseynov Saidahmad
Zarbdor Jamoat of Kulyab city – Mahmudov Nurullo
Head of Regional SETM in Kulyab city – Nurulloev Bahrullo
Chairman of Irrigation and Water Melioration of Kulyab city – Karimov Isokhon
PIG Consultant on Environment and PR MOT – Ikrom Akhmedov
Chairman of the Land Committee of Kulyab city – Mirzokhonzoda Shamsimad
Chairmen of rural communities of villages: Guliston, Mehrobod, Sadulloi Sharif, Voseobod, Voseobodi Kalon, Javzer, Sulhobod, Tugarak, Navobod of Vose district and Guliston, Panj-Osiyob, Zarbdor, Vatanshoh Shamsov of Kulyab city.

Agenda: Consideration and discussion of Stakeholder Engagement Plan and Resettlement Plan for the implementation of CARs-4 Project on

Dushanbe-Dangara-Kulyab-Kalaykhumb Transport Corridor,

Rehabilitation of Guliston-Vose-Kulyab road section with the length of 35 km.

Speakers: Head of Regional SETM in Kulyab city – Nurulloev Bahrullo

He explained to the attendants that in the oblast CARs-4 project will be implement, Rehabilitation of Guliston-Vose-Kulyab road section with the length of 35 km, that is a continuation of Dushanbe-Dangara-Kulyab-Kalaykhumb Transport Corridor.

The importance of the planned activities on Stakeholder Engagement Plan and the Resettlement Plan, and noted that local authorities will provide all practical assistance to this Stakeholder Engagement Plan and the Resettlement Plan and asked local community to assist with full responsibility for the implementation of CARs-4 Project and this Plan.

Speakers: PIG Consultant on Environment and PR MOT – Ikrom Akhmedov:

He explained to the attendants that the World Bank supported the Republic of Tajikistan in Reconstruction and Rehabilitation of Guliston-Vose-Kulyab road with the length of 35 km that is a continuation of Dushanbe-Dangara-Kulyab-Kalaykhumb Transport Corridor that has the status of International road.

Huge credit funds have been allocated by the World Bank and the Republic of Tajikistan. It is necessary to take seriously about the Rehabilitation of Guliston-Vose-Kulyab road section with the length of 35 km, which will lead to the development of international transport links, and improve the infrastructure of the surrounding areas and help the population, dekhkan farms, reduce poverty, provide jobs to local builders. During the implementation of CARs-4 Project and Rehabilitation of Guliston-Vose-Kulyab road section population and communities can apply directly to chairmen of jamoats on suggestions, remarks and complaints and record them in the Grievance Redress logs and all grievances received or offer according to the procedures of Grievance Redress Mechanism (GRM) of the World Bank, will be reviewed and decisions will be made. Thanked the attendants, heads of Jamoats Guliston, Abdu-Avaz, Hulbuk town, Tugarak, Kulyab and representatives of dekhkan farms, the population and local communities wished success in fruitful work.

Resolved:

To support the implementation of CARs-4, this is a continuation of Dushanbe-Dangara-Kulyab-Kalaykhumb Transport Corridor,

Rehabilitation of Guliston-Vose-Kulyab road section with the length of 35 km.

Chairman of meeting:

Head of Regional Kulyab city

Nurulloev Bahrullo

Secretary of the meeting:

Chairman of Irrigation and Water

Melioration of Kulyab city

Karimov Isokhon

ANNEX 4 – GRIEVANCE/INQUIRY RECORD

GRIEVANCE/INQUIRY RECORD (Form A)				
<i>Instructions: This form is to be completed by staff receiving the inquiry or grievance and kept in the Project's file. Attach any supporting documentation/letters as relevant.</i>				
Date Grievance Received:			Name of Staff Completing Form:	
Grievance Received (check ✓): <input type="checkbox"/> National <input type="checkbox"/> Rayon <input type="checkbox"/> City/Village				
Mode of Filing Inquiry or Grievance (check ✓): <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Grievance/Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other _____				
Name of Person Raising Grievance: <i>(information is optional and always treated as confidential)</i>				
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female				
Address or contact information for Person Raising Grievance: <i>(information is optional and confidential)</i>				
Location where grievance/problem occurred [write in]				
National:	Oblast:	Rayon:	Village:	
Brief Description of Grievance or Inquiry: <i>(Provide as much detail and facts as possible)</i>				
	Category 1	Social Safeguards		
	Category 2	Environmental Safeguards		
	Category 3	Grievances regarding violations of policies, guidelines and procedures		
	Category 4	Grievances regarding contract violations		
	Category 5	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns		
	Category 6	Grievances regarding abuse of power/intervention by project or government officials		
	Category 7	Grievances regarding staff performance		
	Category 8	Reports of force majeure		
	Category 9	Grievance about project interventions		
	Category 10	Other		
Who should handle and follow up on the grievance:				
Progress in resolving the grievance (e.g. answered, being resolved, settled):				

Grievance Log

The table of complaints and appeals received under the project								
Nº	Applicant	Date of application	Short discription Request /Appeal	Measures and decisions taken	Execution	Reply date	Appeal format	Appeal status
1								
2								
3								
4								
5								

ANNEX 5. REPORT ON THE FOCUS GROUPS AND INTERVIEWS

Project Implementation Group of the Ministry of Transport of Tajikistan (PIG MoT) gender consultant, Ms. Otambekova Zulfiya, and social development specialist, Mr. Shirinshoev Alifbek, conducted site visits on March 17-27, 2020 to target areas in Sughd and GBAO regions.

Focus group discussions with communities (four focus groups with women and four with men in Sughd oblast and focus groups with women and two men in GBAO) to study common and gender barriers, as well as factors contributing to their mobility and participation in productive activities that can be (partially) overcome in the framework of the proposed project. The team used the questionnaire enclosed in Annex 1 to facilitate the discussions.

Focus groups (FGs) were conducted to discuss the social part of the project, gender issues, the issue of road safety, transport and local roads in Sughd region and GBAO. Public consultations and focus groups were held separately with men and separately with women. In total focus groups and public consultations were conducted in 3 districts of Sughd region (Spitamen, Gafurov and Kanibadam). In Sughd region, the number of participants in public consultations and focus groups was more than 110 people (50 male and 60 female). In GBAO public consultations and focus groups were held in 2 districts, namely in Khorog city and Barsem village of Shugnan district. The number of participants in GBAO was more than 40 people. The duration of focus groups in each district or city ranged from 70 to 90 minutes, covering the following geographic areas:

- 2 FGs - Isfisor jamoat of Gafurov district, Sughd;
- 2 FGs - Shahraki Gafurov jamoat of Gafurov district, Sughd;
- 2 FGs - Kurush Jamoat of Spitamen district, Sughd;
- 2 FGs - R. Hamraboiev and G. Ortikov jamoats of Kanibadam District, Sughd;
- 2 FGs - Khorog city – GBAO; and
- 2 FGs – Barsem village - GBAO

The consultants collected and analyzed quantitative and qualitative data. The following tools were used to collect quality data incorporated in the project design:

- Interviews with representatives of the local Hukumat, women departments, NGOs, local governments (jamoats) and communities.
- Focus group discussions with women and men in communities at project sites.

Key findings in Sughd:

- Respondents considered the main barriers to access to the market as inadequate road quality and transport. Women are engaged on equal terms with men in marketing an assortment of cash crops in the market. Most respondents combine their main work with trading a variety of cash crops. The availability of transport will help expand opportunities for generating income, increase productivity, promote gender equality and improve the quality of life.
- Public transport is the main type of transportation to access the market, even though several times a day one must bring products to the market, that is travel back and forth. Even though this type of transport is inconvenient in transporting an assortment of cash crops, it remains the most affordable type of transportation.
- Lack of public transport, minibuses are available only in jamoats. Therefore, access is only available to small markets within jamoats. It is almost impossible to drive goods into the city due to the lack of transport. Drivers often violate the rules on the road, which leads to serious consequences. Despite the insecurity, the use of public transport as a mean of transportation to access to markets, respondents believe that minibuses are the most acceptable and affordable transport for accessing markets.
- Respondents do not consider the time and money spent to get to the markets as a significant obstacle and does not affect their decision on whether to start and continue trading. The presence in the markets of various intermediary structures (including entrepreneurs) which is caused by production, transport and trade factors significantly solves the problems that respondents face.

- Respondents noted that mainly assortments of crops are goods for sale. Despite the shortages and unsatisfactory state of transport and road infrastructure, they find opportunities to enter the market. Several respondents noted that it was the lack and unsatisfactory state of transport, road infrastructure, a large number of regulatory bodies, and duplication of their functions that caused the abandonment of trading activities.
- The availability of transport and road infrastructures will help expand income-generating opportunities, increase productivity and promote gender equality, improve the quality of life. The quality of roads and transport that is inadequate - is the main barrier to access the market and affects the work of medical (public health) and educational institutions as well.
- Despite the fact that women do not name the main obstacles that they face when starting a business, running and developing it, the fact that women are vulnerable due to their low level of education, lack of specialized knowledge of doing business and limited access to resources, including financial resources cannot hide the fact. Factors such as poor road infrastructure and transportation also have a negative impact on women's capabilities.
- The general opinion of the respondents regarding the requirements and procedures related to business registration, obtaining licenses and permits was equally positive. They noted the support of local Hukumats. However, several respondents nevertheless noted that there are difficulties in the cost of registering entrepreneurial structures, obtaining license for entrepreneurial activity, high quantity of regulatory bodies and duplication of their functions.

Key Conclusions in Sughd

- The results of the FGs with community together with conversations and representatives of the women's committee of the local jamoats and school directors.
- All respondents consider the inaccessibility of appropriate transport and road infrastructure as a priority problem in conducting small business and generally improving the economic condition of the family and society.
- Most of the RFG participants live in rural areas and therefore functioning transportation links are of great importance to them. Respondents also indicated the need to improve the condition of small access roads between villages and ensure road safety, especially when it comes to child safety. Women emphasized their concern about the intensity of traffic near schools. Women consider it necessary to have road signs, sidewalks and traffic lights on the roads. Respondents noted the need for higher control over road speed.

Key Findings in GBAO Region:

- People are not satisfied with the road and transport connection. The unsatisfactory transport connectivity hinders the development and expansion of business and trade.
- The unsatisfactory roads condition and effect of natural phenomena like mudflows, rockfalls and snow avalanches which often happen in GBAO, and the absence of appropriate transportation affects the quality of people's life. The respondents noted that they often have to go on foot and spend a lot of time on the road.
- The respondents reach the market on public transport. People from distant villages have to switch transport. To order taxi or car is very expensive, daily usage of public transport is also expensive.
- Unsatisfactory public transport services, unsafe roads, unaffordable fares, long distances from the place of residence to the road and the market, exposure to wild animals on the roads makes vulnerable not only women but also men, and negatively affects the quality of people's life.
- Respondents spend about 4 hours a day on the road (to the market and back home). The public transport is not always available, and another type of transport is more expensive than public transport. Public transport costs about 10 somoni per day. Daily income is not profitable.
- People cannot develop business due to the lack/unsatisfactory conditions of transport / road infrastructure. Poor public transport services, insecure roads, inaccessible fares and transfers, and lack of protection from wildlife on the roads are the main problems in the sale of goods on the market and business development.

- The poor roads condition does not allow people to plan their day. They do not always get to the market, medical, educational and other institutions they need on time. There is no road lighting. People are not protected from animal attacks and from road accidents
- Market conditions are not satisfactory, but acceptable. There is cold water and electricity, but no hot water. There is a separate toilet for men and women. According to the respondents there was no harassment from buyers and others. Often, they do not trade under the shelters because of the lack of a free spot to trade.
- There are no special obstacles to starting a business, unless there are financial obstacles; since taking a loan is not profitable due to high interest rates. To start and run a business people have the opportunity to undergo training in financial and legal literacy to understand legislation and taxation in business. Respondents are familiar with the Internet business
- A larger number of respondents believe that they did not encounter problems regarding the requirements and procedures for registering a business, obtaining licenses and permits. Respondents noted the support of local hukumats in this matter. However, several respondents noted that there are difficulties in the procedure associated with registering a business, obtaining licenses and permits, and problems with transport and road infrastructures.

Meetings with representatives of jamoat women's committees and NGOs: The consultant conducted conversation with representatives of the women's committee of the local jamoat and with the representatives of the NGO Madina on issues regarding preventing and responding to gender-based violence, identify existing measures to prevent and mitigate gender-based violence, as well as to identify measures related to assisting victims of gender-based violence. Participants noted that in recent years physical violence against women is less common, there have been fewer complaints. The limitation of data collection on this issue was the situation with COVID-19 and the weekend on International holiday Nowruz.

Questions, Answers and Suggestions

1 Question: What happens if the trees have to be cut during the project construction?

Answer: The social development consultant of PIG provided explanation with respect to the questioner and clarified that in case of resettlement the compensation is envisaged not only for the lost land, houses, other structures but also for the lost assets, such as crops, and trees will be also compensated.

2 Question: What happens if the project affects the water lines, which is near the road?

Answer: If project will affect to the water line the Constructors will build for people the temporary water lines and after project implementation will do it better in order as previous.

3 Question: Who will be affected by the project?

Answer: In Sugd region we don't have PAP (People Affected by Project) because the roads wide are enough for reconstruction and implementation of the CARs-4. In GBAO we don't know who will be affected by CARs-4 project because the CARs-4 for GBAO region is on the Feasibility study;

4 Question: How many years is the implementation period?

Answer: The implementation of the project will be 1or 2 years. The engineer of the project can answer this question in detail.

5 Question: The bypass road inside the mahalla is not suitable for large trucks in Shahraki Gafurov jamoat of the Gafurov district. Will you repair this bypass road after implementation?

Answer: If during the implementation of the Project will spoil the asphalt of the bypass road inside road of

the Mahalla, then probably will be restored your road as before. This issue is being addressed at the district level.

6 Question: If during the construction of the tunnel in Barsem there will be an explosion and during the explosion in Barsem on the other side the Gund River is a village and as we know the explosion is very dangerous for the village.

Which mitigation will be taken in this case?

Answer: First of all we don't know will be Entrance or not but we hope that the Tunnel builders will be professionals in the road construction and we hope they use other safe methods.

7 Question: Is it possible to employ local population with relevant qualifications and education in the road construction?

Answer: Sure, this is one of the important positive effects of the project the customer will ask construction companies to hire local's people at work.

Question: Will the old roads be functional after the project is over?

Answer: For now we do not know how the old and new roads will be connected.

Question: If my land plot will be affected by the project, I would like to know who will evaluate the price of this land plot and how?

Answer: There is a methodology that will evaluate the price of a square meter of the land in market prices. On this stage we are presenting only general principles, we do not have exact prices. As you know during the RAP preparation stage an independent auditor will visit the area and will observe the situation in detail.

Suggestion: Resident of Gafurov district: To ensure the road safety and the safety of the population of the Gafurov district, an underground entrance is very necessary in the Isfissor jamoat.

Suggestion: Resident of Gafurov district: In Gafurov district, it is necessary to build a traffic light or an underground passage where is located the schools or center of villages.

Suggestion: Along the road where are located the villages would be very good if build a car stop and a pedestrian path for the safety of the population.

Suggestion: Resident of Spitamen district - Along the road, we have a lot of dehkan Farms and Dehkans who use the lands and it would be very good if you build under the road water pipes for the people so that in the future they would not ruin the roads for their own interests.

Suggestion: Resident of Barsem village - during avalanche in 2014, our village suffered very much, and our bridge also deteriorated, and now we use this temporary bridge. For us it's the most important bridge, unfortunately it is very dangerous in the summer time, when the river is filled with water, people are afraid to use this bridge. It would be very useful and important if during the construction you made this small bridge in order. At least strengthen it to tokens.

Suggestion: Resident of Khorog city – The new bridge for residents of Khorog and for GBAO is very important, but compared to other streets of Khorog, as you know Sharifstroy mahalla which is near to the New (300m bridge) the road is very bad without asphalt, and people simply suffer from dust, especially children and it would be great if as a result of the construction of bridge the constructors or administration of city or MoT made asphalt our roads, only in Sharifstroy mahalla.

Background of Participants of Public Consultations

In total the number of participants in FGs and public consultations were more than 150 participants, 49% of them were female and 51% male. The most of participants in FGs were Dehkan farms (Land users), the local Government workers, the educational institutional workers, health, business and unemployed.

- The local government worker 20% ,
- The education institutions and health 10%,
- Dehkan farmers 40%,
- Business owners 10%
- Unemployed 10 %
- Others 10%

During the Focus Group and Public consultation in Sughd and GBAO regions there were few of women who was small size female business owners in the rest has smallholder farmers and traders and also a female NGO leader in GBAO region.

According to the high level of male labor migration in the Sughd region and GBAO, women are increasingly taking on the management of dekhkan farms and business. However, the younger generation of women is also involved in almost all areas of agricultural production and business. Women and men face some common barriers to obtaining loans (credits), in particular, high interest rates. Women express concern about high interest rates and their ability to meet loan repayment requirements, which prevents them from applying for loans (women who manage agricultural enterprises are not most likely to take loans because they are not sure about forecasting crop yields). Women with a lower level of education in general and, in particular, limited financial knowledge and experience in making financial decisions (for example, on maintaining a family budget and savings) are characterized by insecurity or even excessive timidity when applying for loans or in interaction with financial institutions.

In Sughd region the populations don't have the challenges with trade logistics when importing and exporting products. Based on our research the Sughd region is more developed than GBAO and the population don't face with difficulties of logistical and transportation. But in GBAO the populations were very interesting about the CARS-4 project, the local roads in GBAO are not-compliance to the Road International Standard also the price of all products in GBAO is higher than another's regions of Tajikistan, business is not so good there because the populations and Business owners face with logistical problems during transportation. The new bridge in Khorog city will be one of the ways to solve these problems.

Date: 18-03-2020

Focus group and public consultancy in Shahraki Gafurov Jamoat- Gafurov district



Date: 19-03-2020

Focus group and public consultancy in Kurush Jamoat of Spitament district



Date: 27-03-2020

Focus group and public consultancy in Khorog city - GBAO

