



MINISTRY OF TRANSPORT OF
THE REPUBLIC OF TAJIKISTAN



THE WORLD BANK
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Tajikistan Preparedness and Resilience to Disasters Project (Contract No. PREPARED-MOT-QBS-01)

CONSULTANCY SERVICES FOR PREPARATION OF FEASIBILITY STUDY AND ENVIRONMENTAL AND SOCIAL INSTRUMENTS REGUERID BY THE WORLD BANK ENVIROMENT AND SOCIAL FRAMEWORK (ESF)

- *for two bridges along the Dushanbe-Rudaki highway crossing the Kofarnihon River at km 9+800 and Elok River at km 11+000*
- *for two bridges along the Dushanbe-Kulma highway crossing the Kyzylsu River at km 158+00 and the Yokhsu River at km 165+00.*

FINAL ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT REPORT WITH ESMP

APPENDIX # 2 STAKEHODER ENGAGEMENT PLAN



October 2024



ISAN CORPORATION

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ABBREVIATIONS AND ACRONYMS

The	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
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

The Government of Republic of Tajikistan (hereinafter referred to as the “GoRT”) has received an IDA (International Development Association) grant from the World Bank for the “Tajikistan Preparedness and Resilience to Disasters Project” (hereinafter referred to as the “Project”) on March, 2022. The proposed Project is envisioned to continue building the foundation of GoRT’s long term climate and disaster resilience program based on high demand for continued support to overall disaster risk management (DRM), climate change adaptation and will especially respond to urgent needs by reconstructing roads that were damaged during the May-July 2021 floods and mudflows and consists of the four components as below.

- Component 1: Building Road Resilience
 - Sub-component 1.1: Rehabilitation of roads damaged by the 2021 floods*
 - Sub-component 1.2: Protection and reinforcement of priority roads*
- Component 2: Strengthening Disaster Risk Management
- Component 3: Project Management
- Component 4: Contingency Emergency Response

As an initial step for the implementation of the Component 1, the Ministry of Transport(MOT) of GoRT intended to proceed the “Consulting Services for Preparation of Feasibility Study and Detail Engineering Design, Bidding Documents and Environmental and Social Instruments required by the World Bank Environment and Social Framework (ESF) for two bridges in Rudaki and two bridges in Vose” and the Contract of Service(PREPARED-MOT-QBS-01) was made between the Ministry of Transport(MOT) and the Consultant, ISAN Corporation (the Republic of Korea) on 8 Jan. 2024.

1.1 Project Background

Between May-June 2021, a series of extreme rainfall events, coupled with significant snow melt, led to floods and mudflows in several cities and districts. In parallel, the COVID-19 pandemic caused a major economic slowdown and such compound shocks were exacerbated by Tajikistan’s continued economic & climate change vulnerability. Therefore, the GoRT was committed to holistic disaster risk management (DRM) through the National Disaster Risk Reduction Strategy 2019-2030, which sought to decrease existing risks and prevent new ones in order to build Tajikistan’s resilience and risk management capacity.

With support from this Project, the GoRT could pursue the urgent reconstruction of priority roads and bridges target areas that were affected by floods and mudflows in 2021 and finance the reconstruction of road infrastructure to reduce disaster risks and avoid potential damage in the long term.

The following bridges are under the scope of this Contract of Services (PREPARED-MOT-QBS-01),

- Two new bridges to replace two existing bridges along the Dushanbe—Rudaki highway, crossing the Kafirnigan River at km 9+800 (bridge length is 99m) and Elok River at km 11+000 (bridge length is 76m)
- Two new bridges to replace two existing bridges along the Dushanbe-Kulma highway crossing the Kizilsu River at km 158 (bridge length is 112m) and the Yokhsu River at km 165 (bridge length is 90m).

2.2 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.

2.3 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.

2.4 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.

3. REGULATORY CONTEXT

3.1 Tajikistan Legislation

The following sections provides a description/excerpt 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.

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3.2 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.

3.3 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.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1 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	Rudaki and Vose district: All Rudaki Vose district Jamoats.
	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	It will be identified after feasibility study
	Shops	
	Paid parking	
	Car wash	
	Private	
	Products	
	Seasonal Merchants	
	Souvenir sellers for tourists	
	Small private hotels for tourists	
	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 Rudaki district 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.

4.2 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

4.3 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	Sell goods to the public	Radio announcements Individual consultations Posters and public notices Participation in public consultations	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:

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

5. 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).

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	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)

	developers reliant on or in the vicinity of the Project and their financiers				
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	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	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	(E&S team, land acquisition department); Supervision and RAP consultants; Contractor/sub-contractors; NGOs/trainers ; Municipal grievance Committee

			Citizen/PAP survey - Upon completion of resettlement and/or construction Notification/communication to the community and general public on the blasting works	(continuous) Information on Blasting Works shared with Community leaders Warning notices/signs on upcoming blasting works	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/su b- contractors;
	Other Interested Parties (External) Press and media; NGOs; Businesses and business organizations; Workers' organizations; Academic	Project information - scope and rationale and E&S principles; Coordination activities; Land acquisition process; Health and safety impacts; Employment opportunities; Environmental concerns; Grievance mechanism	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	Monthly/quarterly meetings in all affected municipalities with ongoing construction and headquarters; Communication through mass/social media (as needed);	(E&S team, land acquisition department)

	institutions; National Government Ministries;	process	project site; Grievance mechanism;	Information desks with	
	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/su b- 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 groups (including school children, elderly, persons with disabilities) Road users and roadside residents	Satisfaction with engagement activities; Grievance mechanism process; Community health and safety measures during operation; Accessing 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)
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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	Grievance mechanism process; Community health and safety measures during operation;	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	Meetings in affected municipalities (six-monthly); Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (continuous)	(E&S team, land acquisition department)
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6. SUMMARY OF STAKEHOLDER ENGAGEMENTS HELD

6.1 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, if necessary, will be held in the districts:

- (a) Rudaki district;
- (b) Vose District;

6.3 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.

If COVID-19 widespread and prevalent continues during the course of the project, the project will use more virtual and social distance methods of consultation and interaction with stakeholders to minimize the risks of COVID -19 transmission during stakeholder engagement processes. While social distance measures remain in place due to the Covid-19 pandemic, the project will use more virtual methods of stakeholder consultation and interaction supporting social distance to minimize the risks of COVID19 transmission during stakeholder engagement processes.

7. 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).

7.1 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 Rudaki district (1) and Vose district (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 “Narkhguzor” 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.

7.2 Roles and Responsibilities

The PIG Social Development Specialists to be based in Rudaki district and Vose district 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 7: Responsibilities of key actors/stakeholders

Actor/Stakeholder	Responsibilities
Social Development Specialists	• 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	• Supervision/monitoring of Contractor; Management of engagement activities during the construction phase
Contractors/sub-contractors	Inform PIG MOT of any issues related to their engagement with stakeholders;
Local Jamoat, MOT, PIG	• 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
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National Government Departments - •Ministry of Transport RT •Ministry of Economic Development and Trade, •Committee for Environmental Protection •Land Cadaster Agency Traffic police Customs service	• 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	• 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	• 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	• Engage with PIG MOT regarding project design; Share ESIA information and documentation with PIG MOT to enable the assessment of cumulative impacts

Table 10 Other interested parties

Other interested parties	Interest in the project
Ministries and Government agencies • Ministry of Transport RT • Customs service	Overall: To ensure project compliance with Tajikistan legislation (e.g. transport standards, environmental performance) during construction and operation

- Ministry of Economic Development and Trade, - Committee for Environmental Protection - Land Management Committee - Ministry of Culture	- Promote economic development - Specific involvement in some project-related mitigation measures - 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

8. GRIEVANCE REDRESS MECHANISM

8.1 Objective of the GRM Mechanism

The GRM in The 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 important feedback and learning mechanism for project management regarding the strengths and weaknesses of project procedures and implementation processes.

Overview and Structure of GRM

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.

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

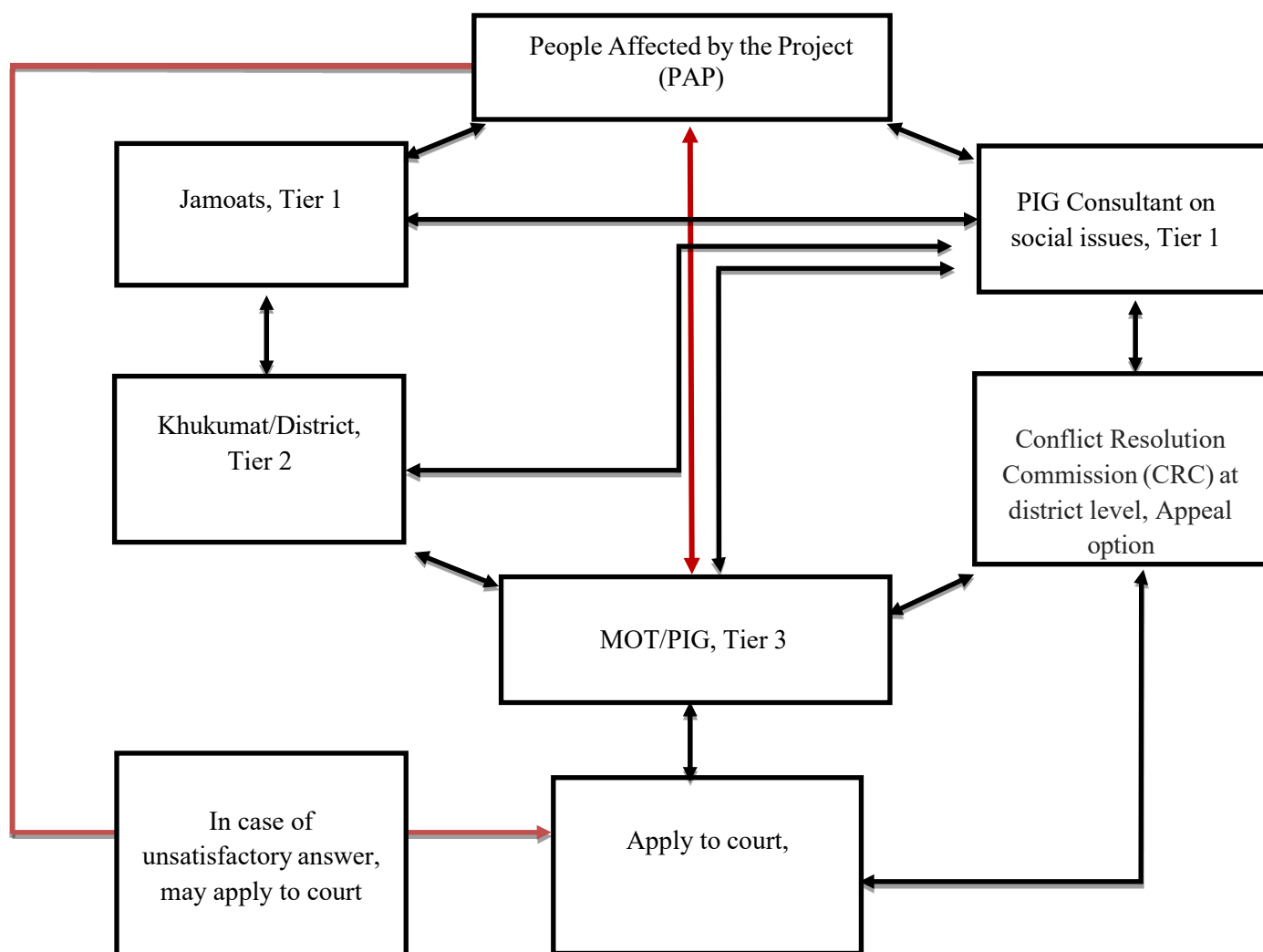
statement of complaint is signed and dated by the affected party. The PIG Social Development Staff will facilitate the process with the local authority and may serve a direct channel of communication with the beneficiary. If the beneficiary is not able to file a written complaint, the social development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



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/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/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/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/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/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/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/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/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/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/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, its 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/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/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.

GRM Monitoring and Reporting

MOT/PIG 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.

8.2 MOT/PIG Point of Contact

Контактным лицом по вопросам управления жалобами и деятельности по привлечению местных заинтересованных сторон является Координатор ГРП:

Table 8: Contact details

Description	Contact details
Organization:	Project Implementation Group
To:	PIG Coordinator
Address:	AYNI street 14, Dushanbe 734042, Tajikistan
E-mail:	farmonzoda@inbox.ru
Website:	www.mintrans.tj
Telephone:	+992 905669616

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.

8.3 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 _____

Address: Dushanbe city, 14 Aini Street, 734042, Contact Number/Fax: +(992 37) 222 22 21

9. RESOURCES AND RESPONSIBILITIES FOR IMPEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES.

9.1 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.

9.2 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.

9.3 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.

9.4 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.

10. MONITORING AND REPORTING

10.1 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.

10.2 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.

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10.3 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 9: 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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a. Monitoring reports during the implementation of the project (by components, as necessary) b. Stakeholder Engagement in Monitoring Activities c. Reporting to stakeholder groups	It will be necessary to develop and prepare indicators for project development goals to fill the matrix. 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: (c) Basic project awareness, including information on project costs, scope of work, duration and on-site implementation mechanisms of the Project; (d) Road safety during and after construction, as well as the frequency of the environmental impact of construction work. 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: a) an increase in the flow of passengers and goods through priority checkpoints across the state border in Rudaki district, Vose district. b) reduction of costs for business entities (reduction of time required for customs clearance, economic costs per one declaration, etc.). 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). Indicators are entered into the Project Implementation Results Matrix. Reporting to stakeholder groups. Monitoring and evaluation reports on the progress of the project will be prepared on a regular basis.
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