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**WORLD BANK**

**MINISTRY OF FINANCE OF THE REPUBLIC OF TAJIKISTAN  
MINISTRY OF TRANSPORT OF THE REPUBLIC OF TAJIKISTAN  
COMMITTEE FOR EMERGENCY SITUATIONS AND CIVIL DEFENSE UNDER  
THE GOVERNMENT OF THE REPUBLIC OF TAJIKISTAN**

**TAJIKISTAN PREPAREDNESS AND RESILIENCE  
TO DISASTERS PROJECT**

**(P177779)**

**STAKEHOLDER ENGAGEMENT PLAN**

**(SEP)**

**March 2023**

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## ABBREVIATIONS

AWP&Bs	- Annual work plans and budgets
CEP	- Committee on Environmental Protection under the Government of the Republic of Tajikistan
CES & CD	- Committee for Emergency Situations and Civil Defense under the Government of Tajikistan
CPFS	- WB Country Partnership Framework Strategy
DEP	- Department of Environmental Protection
E&S	- Environmental and social issues
ESA	- Environmental and social assessment
TDRP	- Tajikistan Disaster Resilience Project
ESCP	- Environmental and social commitment plan
ESF	- Environmental and Social Framework
ESIA	- Environmental and social impact assessment
ESMF	- Environmental and Social Management Framework
ESMP	- Environment and Social Management Plan
ESS	- World Bank environmental and social standards
FGD	- Focus group discussions
FY	- Financial year
GBAO	- Gorno-Badakhshan Autonomous Oblast
GFP	- Grievance focal point
GOT	- Government of Tajikistan
GM	- Grievance mechanism
GRS	- World Bank Grievance Redressal Service
IDA	- International Development Association/World Bank
LMP	- Labour management procedures
LGGM	- Local group for grievance mechanism
M&E	- Monitoring and evaluation
MOF	- Ministry of Finance of the Republic of Tajikistan
MOLEM	- Ministry of Labour, Labour and Employment Migration of the Republic of Tajikistan
MSMES	- Micro, small and medium-sized enterprises
MTDP	- State mid-term development programme of the Republic of Tajikistan (2021-2025)
NDS	- National development strategy
N	- National group for grievance mechanisms

NSP	- National service provider (firm or NGO)
O&M	- Operation and maintenance
OIPS	- Other interested parties
PAPS	- Project-affected persons
PDG	- Project development goals
PIU	- Project Implementation Unit
PMU	- Project Management Unit
PSC	- Project Steering Committee
MCCC	- Mobile Command Communications Complex
PTC	- Project Technical Committee
RAP	- Resettlement action plan
R	- Regional group for grievance mechanisms
RPF	- Resettlement Policy Framework
RPO	- Regional project offices PMU
SEP	- Stakeholder engagement plan
SIDA	- Swedish International Development Agency
TA	- Technical assistance
TOR	- Terms of Reference
USAID	- United States Agency for International Development
WB	- World Bank
WBG	- World Bank Group

## EXECUTIVE SUMMARY

This Environmental and Social Management Framework (ESMF) has been prepared for the Tajikistan Preparedness and Resilience to Disasters Project, which will be implemented by the Ministry of Finance of the Republic of Tajikistan (MoF), Ministry of Transport of the Republic of Tajikistan (MoT) and Committee of Emergency Situations and Civil Defense of the Republic of Tajikistan (CoESD). The project will be funded by the International Development Association (IDA).

**Project Development Objective is** (a) to support disaster recovery, strengthen the resilience of critical roads, and enhance disaster risk management capacity; and (b) in the case of an Eligible Crisis or Emergency, respond promptly and effectively to it.

### **Project components:**

**Component 1: Building Road Resilience.** This component will finance designs and capital works for selected segments of the primary road network to increase its resilience to natural hazards and climate change. Capital works will include reconstruction and repair of roads damaged during the May-July 2021 floods and mudflows, and reinforcement of prioritized road segments against floods, mudflows, landslides, rock falls, erosion, avalanches and earthquakes. A national prefeasibility, site-specific hazard assessment study has been prepared<sup>1</sup>, which, apart from providing historical climatic and hazard-specific data, will ensure that projected climate change impacts are considered in the development of the hazard scenarios that will inform the designs for resilient roads. The focus of the component will be resilience and protection against climate-related risks, while works will also be pursued in a seismically resilient manner. Weather resistant paving and construction materials will be utilized, slope stabilization pursued to protect against climate risks, and resurfacing and retrofitting will utilize climate resilient materials.

Sub-component 1.1: Rehabilitation of roads damaged by the 2021.

Sub-component 1.2: Protection and reinforcement of priority roads.

**Component 2: Strengthening Disaster Risk Management Capacity.** This component is intended to strengthen the country's technical and institutional capacity for DRM and climate change resilience and adaptation through selected activities that focus on disaster risk identification, disaster preparedness, and financial protection against disasters. Activities aim to address capacity gaps exposed during the May-July 2021 floods and mudflows and identified as priorities under the national climate change adaptation and DRM strategies. It will build on activities completed and ongoing under SCINHP, in particular expanding and connecting capacities developed at national level to sub-national levels. The activities within this component will aim to strengthen the capacity of the CoESCD, as the main coordinating agency for crisis management and DRM, to prepare and respond better to disasters, climate shocks and emergencies; of the IGEES to understand better the seismic risks of select critical infrastructure; and of the MoF to operationalize its financial response to disasters by designing and establishing ex-ante financial instruments. This component will be implemented in coordination with ADB, UNDP and other development partners, which has been continuously strengthening the capacities of the CoESCD at the national and regional levels, while building regional mechanisms for DRM and mainstreaming disaster risk reduction (DRR) into state policy at the national and subnational levels.

Sub-component 2.1: Strengthening Regional Crisis Management Centers and Systems.

Sub-component 2.2: Modernizing Disaster Communication and Information Systems.

Sub-component 2.3: Capacity building for emergency response.

Sub-component 2.4: Strengthening the basis for structural and seismic resilience.

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<sup>1</sup> World Bank & GFDRR (2021). *Assessment of Economic Impacts from Disasters Along Key Corridors – Final Report.*

Sub-component 2.5: Disaster risk financing. Recognizing shortcomings in how fiscal risks associated with disasters were managed in Tajikistan, including gaps in comprehensive information on and evaluation of fiscal risks of disasters, climate and other shocks, SCINHP supported development of a National Disaster Risk Financing Strategy.

Component 3. Project management. This component will support the incremental operational costs of the Implementing Agencies (IAs) - MoF, CES & CD and MoT - in project implementation, including general project administration and management, sub-project prioritisation, environmental and social management, financial management, procurement, contract administration, project reporting, monitoring and evaluation (M&E).

Component 4. Contingent emergency response component. The purpose of this component is to improve Tajikistan's capacity to respond to climate shocks, natural disasters and other legitimate crisis situations. An emergency eligible for funding is an event that has resulted or is likely to result directly in a significant adverse economic and/or social impact on the Borrower due to a disaster. Quick payments will allow the GoT to request reallocation of project funds to cover some of the costs associated with emergency response and recovery. This component may be used for reallocating the project funds or directing additional resources to fully or partially replenish the funds received through reallocations to CCER, should such additional resources be made available in connection with an eligible emergency.

**Previous Stakeholder Engagement.**

ESF instruments preparation has been highly participatory. Some consultations have been held with various stakeholders including the public communities, local/ district/ regional authorities, other departments and service providers. The draft ESMF, SEP, LMP and RPF in English and Russian languages were posted on the PIU MoF website on 12 of April 2023 (<http://piumof.tj/pages/106> and <http://piumof.tj/pages/6>). The public consultations were held in project districts on January-April 2023. Minutes of the public consultations held are enclosed in Annex 1 of this ESMF.

**Table 1:** Public consultations

Location	Date	Participants	Key discussion points
Bokhtar	January 19, 2023	Total: 17 participants, of which 6 women	ESMF, LMP, RPF, SEP and GRM
Rudaki	January 26, 2023	Total: 18 participants, of which 5 women	ESMF, LMP, RPF, SEP and GRM
Vose	February 21, 2023	Total: 16 participants, of which 3 women	ESMF, LMP, RPF, SEP and GRM
Khujand	March 15, 2023	Total: 17 participants, of which 4 women	ESMF, LMP, RPF, SEP and GRM
Karatag village, Balkhak village	April 08, 2023	Total: 32 participants, of which 22 women	ESMF, LMP, RPF, SEP and GRM
Hissar	April 08, 2023	Total: 19 participants	ESMF, LMP, RPF, SEP and GRM
Khorog	April 13, 2023	Total: 15 participants, of which 6 women	ESMF, LMP, RPF, SEP and GRM

Rasht	April 19, 2023	Total: 19 participants, of which 6 women	ESMF, LMP, RPF, SEP and GRM
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Social assessment included focus group discussions, structured and semi-structured interviews with potential beneficiaries at community level, as well as at intuitive level. The feedback received has been used to develop project activities and an approach to engagement with different stakeholders at these levels. For more detail information please see annex 1.

### **Stakeholder Identification and Analysis.**

#### Affected Parties

Affected parties include local communities, community members, and other parties who may be directly affected by the Project. Specifically, this category includes the following individuals and groups.

- Road users (pedestrians, transport service users, vehicle users, long-distance travelers, individual transport users, etc.);
- Roadside enterprises;
- Local Communities;
- Participants in Disaster Risk Preparedness Training;
- Medical staff;
- Pupils and school personnel;
- Local authorities (jamoats);
- Government agencies;
- Vulnerable citizens;
- Small and medium-sized enterprises;
- Local communities (men and women);
- Enterprises located in target districts that may be positively or negatively impacted by the project;
- Enterprises and/or industrial zones located in the project area that may be positively or negatively affected by the project.

#### Other interested parties

Project stakeholders include parties other than directly affected communities, including:

- Ministry of Health;
- Ministry of Education;
- Institute of Geology, Earthquake Engineering and Seismology;
- Hydrometeorological Agency;
- Local hukumats (regional and district level);
- Local jamoats (community level);
- Local NGOs, mahallas, media;
- Civil society organizations, community organizations (CSOs);
- International NGOs and implementing agencies involved in regional development;
- Politicians;
- The public in general.

#### Disadvantaged/vulnerable persons or groups

Disadvantaged/vulnerable individuals and groups are those who, due to a lack of voice to express their concerns or understand the impact of the project, are often excluded from stakeholder engagement. Vulnerable groups include persons with disabilities, large families

with more than five dependent children under the age of 18, single women who are heads of households, households registered as low-income, households consisting of elderly persons without means of livelihood, and households with disabled members who are eligible to receive vulnerability benefits in case of project impacts. More information about these groups will be obtained in the consultations that will be held after the project.

During the preliminary stakeholder mapping, the following vulnerable groups were identified:

- Persons who are in extreme poverty;
- Persons with disabilities;
- Unemployed elderly people of working age;
- Older People;
- Illiterate population;
- Ethnic and religious minorities;
- People with disabilities;
- Potential refugees from Afghanistan;
- Female-headed households;
- Members of large households with low income;
- Young people from risk groups;
- Families/households at risk of climate change.

#### **Grievance Redress Mechanism (GRM).**

The project's GRM will be guided by the laws of the Republic of Tajikistan "On Appeals of Citizens", as well as the instructions of the Government of the Republic of Tajikistan "On Conducting Record Management of Appeals of Citizens".

The functions of the GRM will be based on the principles of transparency, accessibility, inclusiveness, fairness, impartiality, and responsiveness.

**Standards.** The GRM will establish clearly defined timelines for acknowledging receipt, providing updates, and providing a final response to the applicant. To increase accountability, these timelines will be widely disseminated to project stakeholders. The time frame for acknowledging receipt of feedback should not exceed 7 days from initial receipt; if after 30 days the issue is still unresolved, the complainant will be updated on the status of the complaint and the estimated time of resolution; all complaints will be resolved within 45 days of receipt.

**Structure.** The structure of the project's feedback/GRM system will consist of four levels, starting at the jamoat level and ending at the central level of the PIU (MoF).

**Village level.** To ensure that the GRM is accessible to people at the community level, they will have the opportunity to report their complaint/feedback to a designated member of the jamoat, who will also serve as the Grievance Coordinator (GC) at the village level. Community members have the right to contact the jamoat directly to lodge a complaint.

**Jamoat Level.** A grievance management committee (GMC) at jamoat level will be established to grievance mechanism/feedback within 15 days of receiving information about the problem. This GMC, will consist of the head of the jamoat, secretary of the jamoat, heads of mahallas and activists of the jamoat, will be responsible for keeping a log of feedback received, as well as issues that have been resolved and issues pending. If the issue cannot be resolved at the jamoat level, the GMC immediately refers the complaint to a higher level, i.e. either to the GMC at the district level and/or directly to the central office of the MoF.

The timeframe for the grievance mechanism at the MoF PIU headquarters level is 15 days from the receipt of the grievance. The complainant will be informed of the results immediately and no later than 5 days after the decision is made.

**Mechanism of appeal.** If the complaint is still unsatisfactory, the complainant may appeal to a



higher level of the GRM within the project at the central level. If he/she is not satisfied with the decision, he/she can appeal to the appropriate court.

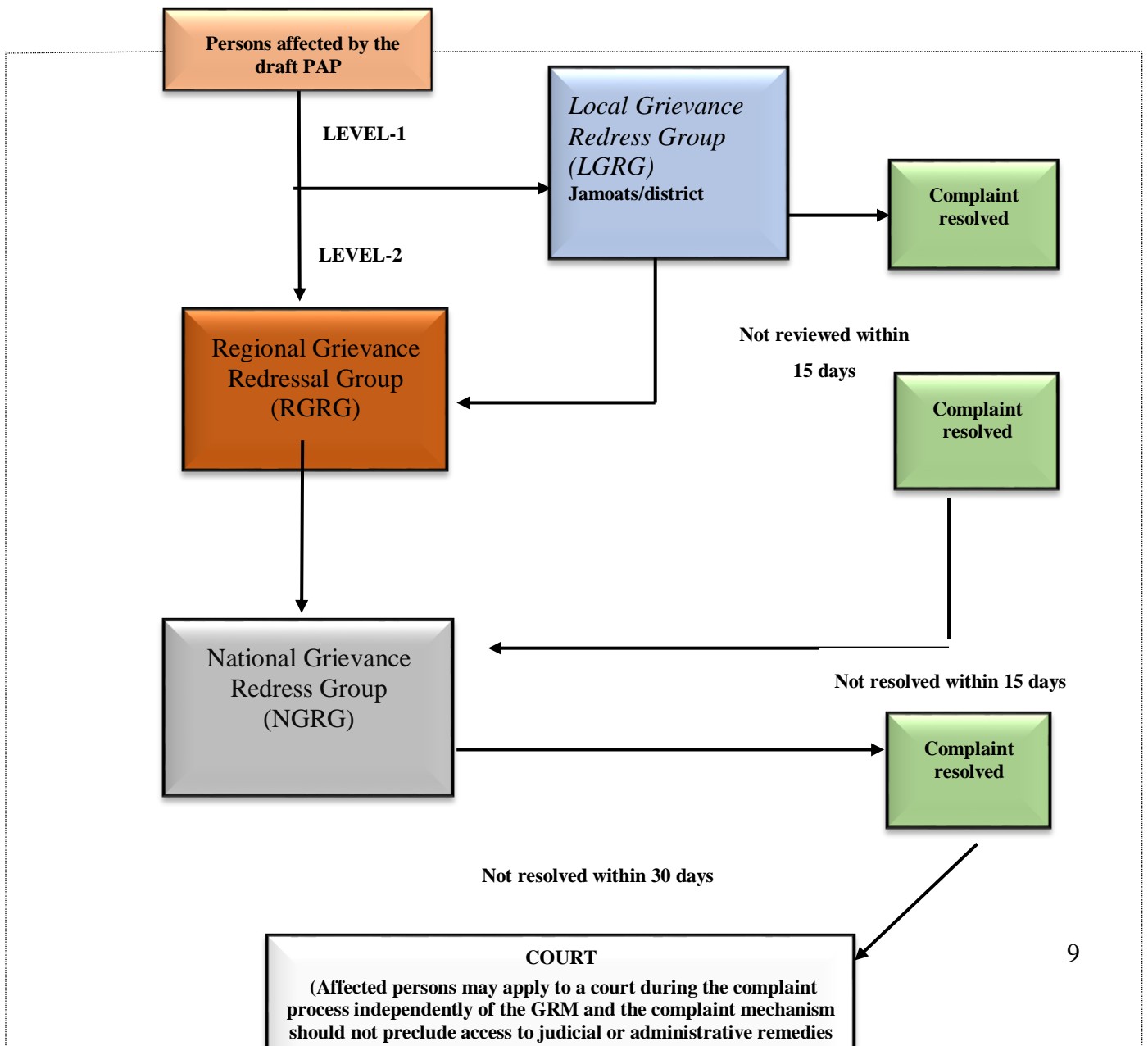
**Estimated budget**

**Table 2:** Stakeholder Engagement plan Estimated budget for 5 years

Stakeholder Engagement Activities	UnitCost, (USD)	Quantity	Total cost (USD)
Social Development, environment and GRM Specialist (5 years 600 USD/m)	28 800	3	86 400
Travel expenses of E&S staff (cost per year) for stakeholder engagement	5000	3	15000
Communication materials (leaflets, posters, PR kits including design)	5000	5	25000
<b>Total:</b>	<b>38 800</b>	<b>-</b>	<b>126 400</b>

\*Approximate amount

**Structural Grievance Mechanism (GRM)**



## **GRM Contacts**

### **PIU MoF**

State Institution "PIU Access to Green Finance and Rural Development"

F.Niyozzi street Ministry of Finance , Dushanbe

Tel: (992 37) 227 67 87

web site: [www.piumof.tj/pages/108](http://www.piumof.tj/pages/108)

### **PIG CoESCD**

26 Lohuti street, Dushanbe

Tel: (992 37) 223 10 09

email: [info@khf.tj](mailto:info@khf.tj)

web site: [www.khf.tj](http://www.khf.tj)

### **PIG MoT**

14 Ayni street., Dushanbe

Tel:(992 37) 223 10 09

email: [preparedproject@yahoo.com](mailto:preparedproject@yahoo.com)

web site: [www.mintrans.tj](http://www.mintrans.tj)

# 1. INTRODUCTION

1. The project is intended to support post-disaster recovery, increase the resilience of critically important roads and strengthen disaster risk management capacities. Post-disaster rehabilitation will include urgent reconstruction of the priority roads and bridges in the Khatlon region affected by the May-July 2021 floods and mudflows, which the Government of Tajikistan has not been able to finance from its own resources. These measures will restore sustainable local and regional connectivity and access to markets and services; rehabilitation will be carried out using designs, materials and works that incorporate disaster and climate resilience. In post-disaster recovery frameworks, also consider possible future needs that can be met through the Conditional Emergency Response Component (CERC), in the case that an eligible disaster or an eligible crisis situation occurs during the course of the project. For roads to be made more resilient, detailed design and engineering solutions will be developed and implemented that include measures to ensure their resilience to climate and disasters, with the term "critically important" being used to indicate the high importance of the selected road segments to the economy and national, regional and local transport connections. Capacity building activities in DRM will focus on strengthening preparedness and response to climate change and increasing frequency of weather shocks.
2. The proposed project is expected to result in significant social benefits. The overall social impacts of the project are expected to be highly positive given that the project aims to increase access to emergency services and to develop dissemination channels (website, SMS services, smartphone, app, etc.) to facilitate real-time public access to forecasts and warnings. The Project will also finance preparation of disaster preparedness modules for different stakeholders, (public agencies, vulnerable citizens, SMEs, health workers, school, etc.) that will promote resilience for disaster risk management. The social risks and impacts are considered Moderate at this stage. The overall social risks are predictable and expected to be temporary and/or reversible, and site-specific, without likelihood of impacts beyond the actual footprint of the project. The risks and impacts can be substantially avoided or mitigated through the project design and implementation modalities. The Project's adverse social risks and impacts would mainly relate to the renovation and rehabilitation activities, including: (i) construction/renovation of the regional crisis management centers (RCMCs) in Khujand, Khorog and Bokhtar; (ii) setting up new radio communication networks at least in large cities and population centers; (iii) Rehabilitation of roads and associated infrastructure primarily in the Khatlon region damaged by 2021 floods; and (iv) Protection and reinforcement of priority roads at significant risk of natural hazards. Civil works will include reconstruction, repair and new installations of measures including but not limited to avalanche galleries, snow barriers, retaining walls, flexible rockfall barriers, rockfall drapes, debris flow barriers, larger culverts, strengthened bridges, road realignments, replacement of soft/swamp material, roadbed raising, and surface water drains. These activities can have possible social risks related to labor and working conditions (inadequate accommodation for workers, lack of adequate water, sanitation facilities at workplace, etc.), child and forced labor issues, discrimination in hiring, lack of a functional GRM for workers to raise workplace concerns, social disputes, gender disparity and sexual exploitation and abuse (SEA) and sexual harassment (SH). The project activities can also cause health and personal injury risks. The road realignments (under protection and reinforcement of priority road) are likely to cause only minor temporary or permanent economic and/or physical displacement. Finally, the project

may have some social risks related to community health and safety during the construction phase. The Borrower has demonstrated their capacity to mitigate such risks and impacts in previous projects. Furthermore, the responsibility for social risk management lies principally with CoESCD PIG, MoT PIG and MoF PIU, who have experience in successfully applying the World Bank's Safeguard policies in previous bank financed projects. The CoESCD also has ample experience working with ADB safeguards policy statements. The Bank team will provide training to these agencies on the requirements of the new ESF during project preparation and implementation, to strengthen their capacity on social risk management for the project in a timely fashion and in compliance with the new ESF. The contextual social risks related to refugees' issues is momentarily negligible, nevertheless the ESMF will include requirements for assessment of social risk in connection to refugees & host community issues and other potential conflict issues. The social risk rating will be reassessed if the country experience a potential influx of Afghan refugees. The relevant ESF standards to address social risks are: ESS1, ESS2, ESS4, ESS5, and ESS10. The following instruments will be prepared and disclosed prior to project appraisal: (i) Preliminary Stakeholder Engagement Plan (SEP), and (ii) Environmental and Social Commitment Plan (ESCP).

## 1. PROJECT DESCRIPTION

3. Project Overview. The proposed project is envisioned to continue building the foundation of the GoRT's long-term resilience program started under SCINHP and is based on high demand for continued support to overall DRM, climate change adaptation, reconstruction, and resilience of critical infrastructure in the country. As an initial step, the project will target areas that were affected by floods and mudflows in May-July 2021 and finance reconstruction of road infrastructure to reduce disaster risks and avoid potential damage in the long term. The project will further strengthen the GoRT's sub-national capacity for DRM and climate change adaptation to address increasing countrywide disaster risks, including floods, mudslides, rock falls, avalanches, landslides, and earthquakes.
4. Project Development Objective is (a) to support disaster recovery, strengthen the resilience of critical roads, and enhance disaster risk management capacity; and (b) in the case of an Eligible Crisis or Emergency, respond promptly and effectively to it.
5. The geographical scope of the project focuses on territories in Khatlon province, Khorog city in GBAO, Khujand city in Sughd province and the DRS.

### 1.1 Project components

6. Component 1: Building Road Resilience. This component will finance designs and capital works for selected segments of the primary road network to increase its resilience to natural hazards and climate change. Capital works will include reconstruction and repair of roads damaged during the May-July 2021 floods and mudflows, and reinforcement of prioritized road segments against floods, mudflows, landslides, rock falls, erosion, avalanches and earthquakes. A national prefeasibility, site-specific hazard assessment study has been prepared<sup>2</sup>, which, apart from providing historical climatic and hazard-specific data, will ensure that projected climate change impacts are considered in the development of the hazard scenarios that will inform the designs for resilient roads. The focus of the component will be resilience and protection against climate-related risks, while works will also be pursued in a seismically resilient manner. Weather resistant paving and construction materials will be utilized, slope stabilization pursued to protect against climate risks, and resurfacing and retrofitting will utilize climate resilient materials.
7. Sub-component 1.1: Rehabilitation of roads damaged by the 2021. The GoRT estimated that some 165 km of roads were damaged during the May-July 2021 floods and mudflows. The project will finance the rehabilitation of priority roads (as specified in the POM) and associated infrastructure damaged by the 2021 floods. Climate-resilient rehabilitation and reconstruction of roads and bridges damaged during the 2021 floods and mudflows will be pursued in in Vakhsh, Vose, Shasiddin Shohin and Muminobod Districts in the Khatlon region, re-establishing more resilient regional and local connectivity. Rehabilitation will follow a build-back-better approach to enhance adaptation to climate change and associated road resilience to minimize future risks from similar hazards, including for several bridges. Climate- and seismic-resilient rehabilitation designs will be developed and implemented for the following road segments and bridges:
  - a. Damaged sections of the Muminobod-Ghesh-Childukhtaron, Muminobod-Momandiyon and Vakhsh-Dangara roads.
  - b. Two bridges on the Dushanbe-Kulma road (km 158 and 165), including any required slope stabilization and protection.
  - c. One bridge each on the following roads: Tugarak-Qurbonov M village-Faizovi R village (km 0.5), Shobhika-Navobod (km 4.5), Tugarak-Sarichashma-Sh. Shohin

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<sup>2</sup> World Bank & GFDRR (2021). *Assessment of Economic Impacts from Disasters Along Key Corridors – Final Report*.

(km 21) and Vakhsh-Isoev-Guliston, including any required slope stabilization and protection.

8. The above activities will be implemented by the MoT PIG.
9. Sub-component 1.2: Protection and reinforcement of priority roads. The project will finance the reinforcement and protection of one or more segments of priority roads at significant risk of natural hazards posed by climate change, including reconstruction, repair and new installation of measures. The selected road segments will align with those identified as priorities under SCINHP's Economic Impacts of Disasters along Key Transport Corridors<sup>3</sup> assessment. This will include rehabilitation of two critical bridges on the Dushanbe-Rudaki road in the Rudaki District (RRS), as well reinforcement and protection of high-risk locations primarily between Labidjar and Karamik in the corridor connecting Dushanbe with the Kyrgyz Republic through the Rasht Valley (including Roghun, Rasht, Tojikobod and Lakhsh Districts, RRS), thereby supporting international trade. Sub-component 1.2 may also support reinforcement of roads in the districts supported under Sub-component 1.1. Capital works will include climate change-resilient reconstruction, repair and new installations of measures including but not limited to avalanche galleries, snow barriers, retaining walls, flexible rockfall barriers, rockfall drapes, debris flow barriers, larger culverts, strengthened bridges, road realignments, replacement of soft/swamp material, roadbed raising, and surface water drains.
10. The objective will be to increase the disaster and climate change resilience of the selected road segment(s) in a holistic manner, starting with a detailed risk assessment and through to climate-resilient design and implementation of a cost-effective and sustainable set of measures. Training and capacity building will be financed to enhance the MoT's, as well as its regional and local road maintenance departments' abilities to design, implement and maintain structural and non-structural resilience measures, in particular for technologies new to Tajikistan that are often located a significant distance upslope from the road being protected (such as high strength debris and avalanches fences). This sub-component also includes procurement of heavy specialized machinery for MoT to prepare for emergency response and maintenance of its infrastructure assets. The technical specifications for procurement of such machinery will be prepared with due attention to climate change mitigation factors and promotion of appropriate technological solutions.
11. Climate- and seismic-resilient structural and protection designs will be developed and implemented for the following road segments:
  - a. Two major bridges on the Dushanbe-Rudaki road crossing the Kafarnigan River at km 9.800 and crossing the Elok River at km 11.000, including any required slope stabilization and protection.
  - b. Informed by the recent World Bank assessment<sup>4</sup>, detailed feasibility and design studies for climate- and seismic-resilient road upgrading and protection for the Labidjar-Karamik international road. The focus will be protection and resilience to climate-related risks including measures directly on the road (culverts, drainage, etc.), measures stabilizing slopes and riverbanks immediately adjacent to the road, and further removed measures to reduce hazards reaching the road (avalanche, mudflow and rock fall netting, fences and barriers). While targeting the reduction of climate risks, these will be designed and built seismically resistant. Following this detailed assessment, the priority measures will be selected and implemented based on the current project budget. Any remaining measures can be considered for future implementation if relevant and appropriate additional financing is

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<sup>3</sup> <https://www.worldbank.org/en/country/tajikistan/publication/tajikistan-the-economic-impacts-of-disasters-along-key-transport-corridors>

<sup>4</sup> World Bank & GFDRR (2021). *Assessment of Economic Impacts from Disasters Along Key Corridors – Final Report*.

mobilized for the project.

- c. Detailed feasibility and design studies for full rehabilitation and improvement of the “Khatlon” tunnel in Norak City, as well as for a priority bridge site connecting Ayni to the rest of the country, including any required slope stabilization and protection. Future implementation of these designs would only be considered if relevant and appropriate additional financing is mobilized for the project.
12. The above activities will be implemented by the MoT PIG.
  13. Component 2: Strengthening Disaster Risk Management Capacity. This component is intended to strengthen the country’s technical and institutional capacity for DRM and climate change resilience and adaptation through selected activities that focus on disaster risk identification, disaster preparedness, and financial protection against disasters. Activities aim to address capacity gaps exposed during the May-July 2021 floods and mudflows and identified as priorities under the national climate change adaptation and DRM strategies. It will build on activities completed and ongoing under SCINHP, in particular expanding and connecting capacities developed at national level to sub-national levels. The activities within this component will aim to strengthen the capacity of the CoESCD, as the main coordinating agency for crisis management and DRM, to prepare and respond better to disasters, climate shocks and emergencies; of the IGEES to understand better the seismic risks of select critical infrastructure; and of the MoF to operationalize its financial response to disasters by designing and establishing ex-ante financial instruments. This component will be implemented in coordination with ADB, UNDP and other development partners, which has been continuously strengthening the capacities of the CoESCD at the national and regional levels, while building regional mechanisms for DRM and mainstreaming disaster risk reduction (DRR) into state policy at the national and subnational levels.
  14. Sub-component 2.1: Strengthening Regional Crisis Management Centers and Systems. While SCINHP establishes a NCMC and installs relevant ICT systems for national-level disaster preparedness and response coordination, the CoESCD has identified similar capacity strengthening at the sub-national level as the key priority, in particular in three regional centers. This decentralization of capacity will help to better monitor hazards (particularly weather-related hazards exacerbated by climate change), improve interagency coordination, establish good international practices on decision-making models, issue timely early warnings and add redundancy to the system, and reduce the overall emergency response time. Relevant capacity building, encompassing operation and maintenance plans for the improved country-wide crisis management system, will also be produced to ensure the sustainability of the investments under this project.
  15. The project will finance:
    - a. necessary works to build or renovate facilities to host the regional crisis management centers (RCMCs) in Khujand, Khorog and Bokhtar, with all designs and civil works executed with risk-informed climate- and natural-hazard resilient designs, energy efficiency solutions and technologies, and climate-resilient materials and technical solutions;
    - b. purchasing of required energy efficient information and communication technology equipment to be installed within the RCMCs, including equipment for dispatching early warnings, automated emergency call receiving system and dispatch services, disaster management information system, and robust crisis communications, integrated with the systems being installed in the NCMC under SCINHP;
    - c. purchasing of additional energy efficient mobile command and communication vehicles for the improved crisis management systems at the regional/local levels, as needed, to perform as RCMCs;

- d.consultancy services for expanding the national operations manual for RCMCs, promoting climate-resilient actions and energy efficient management; and
  - e.capacity building for relevant staff and operators of the RCMC and users of mobile command and communication vehicles, as needed.
16. The above activities will be implemented by the MoF PIU.
17. Sub-component 2.2: Modernizing Disaster Communication and Information Systems. During the past few years Tajikistan, with the help of multiple development partners, has started establishing more robust and modern disaster communication and information systems. For example, it is understood that UNDP has invested in fiber optic connectivity between CoESCD and key agencies that produce real-time hazard forecasts and warnings, such as Tajikhydromet. Tajikhydromet has also been supported by the World Bank, ADB and WFP to improve its disaster information services. Early warning systems for specific hazards have also been established and/or modernized, for example for a potential outbreak flood from Lake Sarez, supported by the ADB.
18. Regarding risk information and geospatial data infrastructure, a national geoportal has been established<sup>5</sup> with support from GIZ, a district-level multi-hazard risk assessment has been developed with UNDP support but is hosted outside the country with limited accessibility<sup>6</sup>, and the AKAH has set up a geoportal at the IGEES<sup>7</sup>. Currently the World Bank Strengthening Financial Resilience and Accelerating Risk Reduction in Central Asia Program (SFRARR<sup>8</sup>) is also performing probabilistic earthquake and risk assessments for the whole country, to be completed in 2022. Countless other sub-national and local hazard and risk assessments have been produced by ministries, agencies, NGOs and development partners; however, most are not accessible to all relevant stakeholders, tend not to be updated, and are not catalogued in a centralized, authoritative and searchable database.
19. The project will therefore strengthen, expand and increase the robustness of the country's disaster communications backbone, support platforms and tools to increase sharing, access and dissemination of disaster-related information, and better utilize real-time data sources. It will prioritize avoiding development of new platforms, rather building, consolidating and/or expanding existing ICT systems and platforms. This will include supporting last-mile reach of early warning systems and messaging.
20. The project will finance:
- a.enhancing existing radio communication networks across the country and setting up new radio communication networks (VHF and HF/SSB) at least in large cities and population centers;
  - b.enhancing other ICT networks like microwave, satellite, fiber optics, etc.;
  - c.enhancing/developing umbrella disaster management software integrated for current/future early warning systems and current emergency management software platforms;
  - d.enhancing/developing an interagency platform for data exchange to facilitate real-time data sharing between disaster monitoring, forecasting and management agencies (CoESCD, Tajikhydromet, etc.);
  - e.supporting policy development, facilitating and populating a geo-node/website to facilitate consolidated access to existing and new disaster-related geospatial data

<sup>5</sup> The National Spatial Data Infrastructure of the RoT is hosted and maintained by the Design and Research Institute "FAZO": <https://nsdi.tj/>

<sup>6</sup> Hosted by the Asian Institute of Technology in Thailand: <http://tajirisk.ait.ac.th/>

<sup>7</sup> It was originally planned that while the IGEES geonode-based geoportal would not be open access, but the CoESCD and Tajikhydromet were to have access. It is not clear of this access has been facilitated or is still planned.

<sup>8</sup> SFRARR is financed by the EU, is managed by GFDRR and is being implemented in collaboration with UNDRR and the Center for Emergency Situations and Disaster Risk Reduction (CESDRR, Almaty, Kazakhstan).



- and information;
- f. developing dissemination channels (website, SMS services, smartphone app, etc.) to facilitate real-time public access to forecasts and warnings of climate and weather hazards; and
  - g. supporting Tajikhydromet access and use of real-time products from the new CoESCD weather radar in Hissar, including support in rehabilitation and improvement of classroom buildings at the existing territory of Hissar weather radar.
21. The above activities will be implemented by the CoESCD Project Implementation Group (PIG).
22. Sub-component 2.3: Capacity building for emergency response. While sub-component 2.1 will continue to strengthen coordination, operations and management of the CoESCD leadership, full readiness-to-respond and preparedness requires both first responders and the public to know how to interpret warning information, how to react when warnings are received, and how to respond when disasters and climate shocks are imminent or have occurred. In coordination with other partners supporting preparedness capacity building and training (UNDP<sup>9</sup>, OSCE, EU, etc.), the project will help expand readiness-to-respond capacities to more localized and specially skilled first responders.
23. The project will finance:
- a. Procurement of INSARAG<sup>10</sup>, IRATA<sup>11</sup> and other international community certification trainings for professional search and rescue (SAR) teams (water rescue, urban rescue, flood/running water rescue, mountain rescue, K-9, open field(nature) rescue, etc.);
  - b. Public trainings for disaster preparedness including improved awareness about climate change and associated risks to increased likelihoods of disasters, and climate change adaptation and mitigation measures which could be pursued at the level of households, public institutions, etc.;
  - c. Preparation of disaster preparedness and climate adaptation modules for different stakeholders (public agencies, vulnerable citizens, industrial zones, SMEs, health workers, etc.). This may also include preparation of disaster preparedness plans for schools.;
  - d. Construction, provision of equipment and capacity building for a water rescue training center and a canine (K-9) center at the existing rescuer training center in Karatag, with all designs and civil works executed with risk-informed climate- and natural-hazard resilient designs, energy efficiency solutions and technologies, and climate-resilient materials and technical solutions. The majority of the sub-component budget will be committed to this activity; and
  - e. Reinforcement/additional capacity for the existing emergency response training center in Karatog (built under EU-OSCE project), including through procurement of search and rescue, training, and medical equipment, trainings simulators and modules, specialized vehicles/machinery, as well as rehabilitation or repair of facilities on the territory of the Karatag training center.
24. The above activities will be implemented by the CoESCD Project Implementation Group (PIG).

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<sup>9</sup> The current UNDP support to “Strengthening Disaster Risk Management and Emergency Preparedness Capacities” is planned to close end of December 2021.

<sup>10</sup> International Search and Rescue Advisory Group, a global network of more than 90 countries and organizations under the umbrella of the United Nations.

<sup>11</sup> Industrial Rope Access Trade Association, which supports a qualification scheme for rope access and technical rescue.

25. Sub-component 2.4: Strengthening the basis for structural and seismic resilience. SINCHP delivered a national seismic hazard assessment and developed new seismic hazard maps of the territory of Dushanbe, measured both in grades of seismic intensity and in units of peak ground acceleration, based on the latest achievements of seismological science and technology. IGEES is now pursuing similar seismic microzoning in other major cities in Tajikistan. The project will leverage the products and capacities built at the IGEES to move from hazard to risk assessments, while continuing to strengthen the integration of structural and seismic risk considerations in construction standards and practices, including energy efficiency considerations.
26. The project will finance:
- a. Establishment of a seismic response monitoring system for priority and representative structures and natural ground locations in Dushanbe, with potential to include equipment for on-site examination of such structures and buildings;
  - b. Continued updating of building standards;
  - c. Training and workshops in the application of updated building codes and standards, including energy efficiency considerations to mitigate the impact of the climate change; and
  - d. Building monitoring and enforcement capacities of IGEES.
27. The above activities will be implemented by the MoF PIU, with technical inputs and supervision from the IGEES. The CoAC will also need to be engaged in the last three activities.
28. Sub-component 2.5: Disaster risk financing. Recognizing shortcomings in how fiscal risks associated with disasters were managed in Tajikistan, including gaps in comprehensive information on and evaluation of fiscal risks of disasters, climate and other shocks, SCINHP supported development of a National Disaster Risk Financing Strategy. The Strategy outlines ways for Tajikistan to mitigate the fiscal shocks caused by disasters, identifying a set of important priorities, including the development of several risk financing solutions. Approval of the Strategy by the GoRT will likely be a prior action for the World Bank's Tajikistan Inclusive and Sustainable Growth Development Policy Operation (DPO) and is expected in 2022.
29. To support implementation of the Strategy, the World Bank is currently performing a preliminary analysis to identify a cost-effective risk layering approach to financing post-disaster needs<sup>12</sup>. This includes: (i) statistical modeling of the magnitude of disaster risks based on historical data; (ii) scenario analysis for major disaster events; (iii) assessment of a funding gap that the government could face in covering its post-disaster contingent liabilities under the selected scenarios; and (iv) analysis of a potential combination of different risk financing solutions to cover the identified gap. The project will pursue refinement and implementation of priority risk layering mechanisms identified by the assessment as part of operationalization of the Strategy.
30. The project will finance:
- a. Consulting services to assess the requirements, fiscal realities, needed legislation and regulations, and subsequently design priority mechanisms to enable establishment and functioning of disaster risk financing instruments; and
  - b. Technical capacity-building activities of the relevant MoF and other involved government entities will also be financed.
31. The potential disaster risk financing mechanisms will help the GoRT ensure sufficient liquidity to respond and recover from climate change and natural hazard shocks. This

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<sup>12</sup> The analysis is supported by the Japan-World Bank Program for Mainstreaming DRM in Developing Countries, which is financed by the Government of Japan and managed by GFDRR.

activity will be implemented by the MoF PIU, with technical inputs and supervision from the relevant departments within the MoF.

32. Component 3. Project management. This component will support the incremental operational costs of the Implementing Agencies (IAs) - MoF, CES & CD and MoT - in project implementation, including general project administration and management, sub-project prioritisation, environmental and social management, financial management, procurement, contract administration, project reporting, monitoring and evaluation (M&E).
33. Component 4. Contingent emergency response component. The purpose of this component is to improve Tajikistan's capacity to respond to climate shocks, natural disasters and other legitimate crisis situations. An emergency eligible for funding is an event that has resulted or is likely to result directly in a significant adverse economic and/or social impact on the Borrower due to a disaster. Quick payments will allow the GoT to request reallocation of project funds to cover some of the costs associated with emergency response and recovery. This component may be used for reallocating the project funds or directing additional resources to fully or partially replenish the funds received through reallocations to CCER, should such additional resources be made available in connection with an eligible emergency.

#### 1.2 Project environmental and social risk ratings

34. The project is being prepared as part of the World Bank's new ESF (Environmental and Social Framework), which came into force on October 1, 2018, replacing the Bank's Environmental and Social Safeguard Policy. The project components must comply with the ten environmental and social standards (ESS). As part of the Bank's reviews, environmental and social risks have been classified as moderate.
35. The social risk rating is moderate because of the inherent fragility and conflict that can affect the project's efforts to reach and work, especially with the poor and vulnerable population. This is worsened by poor integration and participation of young people (and women) in institutions, as well as limited employment prospects. Consequently, the risk of exclusion becomes greater. As this project is being prepared by MoF RT under the Bank's new Social and Environmental Policy (SEP), the client's ability to implement the project on the basis of the SEP is limited; Consequently, capacity building for the client, including local partners and contractors, will be included in the Environmental and Social Management Framework (ESMF) as well as in other environmental and social instruments to be prepared during implementation.
36. It is expected that other key risks, land acquisition and resettlement as well as labour management risks will be low, taking into account that: (i) Project activities shall not involve involuntary resettlement; and (ii) no major construction/manpower involvement is envisaged.
37. The following key social risks and impacts have been identified: a) exclusion, as a wide range of small and medium-sized farms and individual farmers as well as other vulnerable groups may be excluded from project activities/outcomes/benefits; b) small-scale impacts of involuntary resettlement associated with the construction of multiple facilities; and c) No significant risks related to labour inflow and public safety are expected for the Project, as most project workers (for construction works) will be hired locally. The risk of sexual exploitation and sexual violence/sexual harassment (SEV/SH) is assessed as moderate, mainly due to the status of national legislation on gender-based violence (GBV), gender norms and rural areas where most project activities take place.
38. In order to address social risks and in accordance with ESS 10 on Information Disclosure

and Stakeholder Engagement, the Government of Tajikistan/Ministry of Finance of the Republic of Tajikistan, the implementing agency, has developed this Stakeholder Engagement Plan.

### 1.3 Purpose of the SEP

39. The Government of Tajikistan recognises that the profile of TDRP (Tajikistan Disaster Resilience Project) stakeholders is very diverse and heterogeneous, and that their expectations and focus, as well as opportunities to engage with the project differs. This Stakeholder engagement plan (SEP) allows the Project to identify different stakeholders and develop an approach to reach each group. These stakeholder engagement activities are in turn expected to create an atmosphere of understanding that involves project-affected persons and other stakeholders, reaching out to them in a timely manner so that each group has an opportunity to voice their opinions and concerns.
40. The overall objective of this SEP is to define a programme of stakeholder engagement, including information disclosure and public consultation, throughout the project cycle. The SEP describes the ways in which the implementing agencies (MOF, MoT, CoES and CD) will interact with stakeholders and includes a mechanism through which people can express their concerns, provide feedback and suggestions, or complain about the project and any activities related to the project. Involvement of local communities is essential to the success of the project, to ensure smooth cooperation between project staff and local communities, and to minimise and mitigate the environmental and social risks associated with the proposed project activities.
41. This preliminary Stakeholder engagement plan (SEP) will be published on the websites of the implementing agencies (MoF, MoT and CoES&CD) before the evaluation. However, the preliminary SEP will be amended and detailed consultations will take place within two months after the project starts. Project Implementation Unit (PIU) of the Ministry of Transport (MoT), Committee of Emergency Situations and Civil Defence (CoES&CD) in coordination with the Project Implementation Unit (PIU) of the Ministry of Finance (MoF) will be responsible for its implementation. According to the World Bank Socio-Environmental Principles, an SEP is needed to ensure systematic stakeholder participation in the planning and implementation of project activities.
42. In general, SEP serves the following purposes: i) stakeholder definition and analysis; (ii) methods of engagement planning, namely an effective communication tool for consultation and disclosure; and (iii) providing platforms to influence decisions; (iv) defining the roles and responsibilities of the various participants in the implementation of the Plan; and (iv) the creation of a grievance redress mechanism (GRM).

### 1.4 Scope and structure of the SEP

43. The scope of the SEP should comply with World Bank ESS 10 (Stakeholder Engagement and Information Disclosure). Stakeholder engagement will be planned as an integral part of the environmental and social assessment and project design and implementation.
44. This document consists of 8 chapters. The first chapter refers to the introduction. It contains brief information about the project and the context in which the SEP is being prepared. Chapter 2 lists the legal and regulatory framework in the Republic of Tajikistan which provides legitimacy of SEPs. The brief summary of the consultations to date is presented in chapter 3. All three chapters serve as background. Identification, description and Stakeholder analysis are described in detail in chapter 4. Stakeholder engagement programme is presented in chapter 5. Chapter 6 includes resources and responsibilities for implementing stakeholder engagement activities. Grievance redress mechanism (GRM) is presented in chapter 7. Monitoring, documentation and reporting are presented in the last chapter 8.

## 2. DESCRIPTION OF THE ADMINISTRATIVE, POLICY AND REGULATORY FRAMEWORK

45. This chapter provides detailed information on social policies, laws, regulations, and guidelines related to the activities proposed under the project. It also assesses the adequacy of the coverage of social aspects in the legislative and regulatory framework. Finally, World Bank environmental and social standard 10 on disclosure and stakeholder engagement is described below.
- 2.1 Key legal provisions relating to the national sector and interaction with citizens
46. **Constitution of the Republic of Tajikistan** establishes the exclusive ownership of land by the state, while the state ensures its effective use in the interests of the people. Amendments to the Land Code, adopted in August 2012, allow to alienate the land use rights, while land use rights became subject to sale, donation, exchange, pledge and other transactions. Amendments to the Law on Mortgages allow an individual land user to transfer his or her land user rights to another individual, bank or institution at the current market price. The implementation mechanisms for these amendments are being developed, although this right gives the land user more options and flexibility. The value of real estate, buildings and property must be reimbursed to individuals.
47. Some key policies, laws and regulations relevant to the project are presented below.
48. **Land Code of the Republic of Tajikistan** is the most systematized set of rules regulating the complex of legal relations arising in the process of realization of the right to use land. The issues of suspension of land use rights in case of their acquisition and compensation of losses to land users and losses related to withdrawal of land from turnover are addressed in two chapters and nine articles of the Land Code. These articles contain basic provisions on the acquisition of land for public and state needs. The Code allows the state to seize the land from land users for projects implemented in the interests of the state and on a national scale, and describes the methods, system and procedure for protecting the rights and interests of persons whose land is to be seized for project purposes and provides a set of compensation measures to cover losses incurred by land users. The Regulation on the Procedure for Compensation of Losses of Land Users and Agricultural Production Losses, approved by Resolution No. 641 of the Government of the Republic of Tajikistan dated December 30, 2011, establishes a specific and detailed procedure for compensation of losses incurred by land users.
49. **The Law on Applications by Natural and Legal Persons** (July 23, 2016 No. 1339), contains legal provisions on the established information channels for citizens to submit their complaints, requests and claims. Article 14 of the Law sets time limits for the processing of complaints - 15 days from the date of receipt, not requiring further examination and investigation, and 30 days for appeals requiring further investigation. These legal provisions will be taken into account in the framework of the project's Grievance Redress Mechanism.
50. Article 12 of the Law on "Environmental Protection" declares the right of citizens to live in a favourable environment and to be protected from the negative effects of the environment. People also have the right to environmental information (Article 13) and to participate in the development, adoption and implementation of decisions related to environmental impacts (Article 13). The last one is ensured through public discussions of draft environmentally significant decisions and public environmental impact assessments. State representative bodies are obliged to take citizens' comments and suggestions into

account.

51. Article 6 of the Law on the "Protection of the Population and Territories from Emergency Situations of Natural and Man-Made Origin" dated August 2004 provides for the establishment of a unified state emergency prevention system, which brings together all the authorities responsible for decision-making in the field of protection of the population and territories from emergency situations.
52. **Law on the Protection and Use of Sites of Historical and Cultural Heritage** (dated 2012, with amendments and additions in 2017) regulates public relations with regard to the protection, use, preservation and promotion of historical and cultural heritage sites. Article 5 prohibits the construction of new facilities on historic and cultural heritage sites without an authorised permit, and Article 21 covers the measures to be taken to restore historic sites and cultural heritage and prepare them for restoration work.
53. **Law on freedom of information** is supported by article 25 of the Constitution, which stipulates that State bodies, public associations and officials are obliged to enable every person to obtain and examine documents that concern him or her or his rights and interests, except in the cases provided for by law.
54. According to the Law on Public Associations, a public association may be established in one of the following organisational and legal forms: public organisation, public movement or public initiative body. Article 4 of this law establishes the right of citizens to form associations to protect common interests and achieve common goals. It describes the voluntary nature of associations and defines the rights of citizens not to join or leave the organisation. Amendments to the law in August 2015 require the NGO to notify the Ministry of Justice of all funds received from international sources before using the funds.
55. **The 2014 Law on Public Meetings, Demonstrations and Rallies** (Article 10) prohibits persons who have previously committed administrative offences (i.e. not criminal offences) under Articles 106, 460, 479 and 480 of the Code of Administrative Offences from organizing meetings<sup>13</sup>. Article 12 of the Law stipulates that the organizers of an meetings must obtain permission from the local administration fifteen days before holding a mass meeting.
56. **Local Government Law** (2004) empowers the Chairman of the district or city to supervise the management of natural resources, the construction and reconstruction of environmental areas, the supervision of local structures for sanitary and epidemiological surveillance, waste management, health and social protection in the administrative territory. No public meetings shall take place without official notification to the local authority (district hukumat).
57. **Law of the Republic of Tajikistan** on applications by natural and legal persons (2016) contains legal provisions on the established information channels through which citizens can submit complaints and requests. Article 14 of the Law sets out a time limit for the consideration of complaints: 15 days from the date of receipt, not requiring further examination and investigation, and 30 days for complaints requiring further examination. These legal provisions will be taken into account in the project grievance mechanism.
58. **Labour Code** forbids forced labour (Article 8). The Labour Code also sets out the minimum age at which a child can be employed and the conditions under which they can work (Articles 113, 67 and 174). The minimum age for employment is 15, but in some

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<sup>13</sup>These provisions relate to obstructing a meeting (Article 106); hooliganism (Article 460); disobedience to police (Article 479); and breaching the rules for assemblies (Article 480).

cases of vocational training, light work may be allowed for 14-year-olds (Article 174 of the Labour Code). In addition, there are some work restrictions on what type of work can be done and what hours of work are allowed for workers under the age of 18. Examples of work restrictions include: workers aged 14 to 15 cannot work more than 24 hours per week, while those under 18 cannot work more than 35 hours per week; During the school year, the maximum number of hours is half of this, 12 and 17.5 hours respectively. These restrictions are in line with the MOT Convention on Minimum Age for Admission to Employment. Moreover, Law on parental responsibility for the upbringing and education of children places responsibility on parents to ensure that their children are not involved in hard and dangerous work and attend school. Established in 2009 Department of Child Labour Monitoring under the Ministry of Labour Conducts methodological analysis and trains professionals involved in monitoring child labour and collecting statistics to implement effective methods of reducing child labour and preventing its worst forms across the country.

59. **Law of the Republic of Tajikistan, No. 89 dated March 1, 2005 "On state guarantees of equality of men and women and equal opportunities for their realisation"** The law regulates relations to ensure constitutional guarantees of equal rights for men and women in the economic, social, political, cultural and other spheres, prevents discrimination on the basis of sex and establishes equal opportunities for their realization (As amended by the Law of Tajikistan dated 24.12.2022 №1941).
60. List of international agreements and conventions on social issues ratified by the Republic of Tajikistan:
- Rotterdam Convention on the Prior Informed Consent (PIC) Procedure (1998);
  - Convention for the Protection of Intangible Cultural Heritage (2006);
  - International Covenant on Economic, Social and Cultural Rights;
  - Convention on the Elimination of All Forms of Discrimination against Women;
  - Convention on Minimum Age for Employment (1993);
  - Worst Forms of Child Labour Convention (2005);
  - Abolition of Forced Labour Convention (1999);
  - Convention on Employment Policy (1993);
  - Labour Inspection Convention (2009);
  - UN Convention on the Rights of the Child CRC (1993)
  - Tripartite Consultation Convention (International Labour Standards) (2014); and
  - Convention on Occupational Safety and Health (2009).

## 2.2 Relevance of the legal framework on social aspects

61. The legal and regulatory framework at national and local level provides an adequate and appropriate enabling framework for the implementation of the key activities to be supported by the Project. Responsibility for requests/queries from complainants and public accountability is adequately regulated by the legal and regulatory framework at different levels. The legislation emphasises the importance of the state's commitment to serve and protect citizens in general and the people affected in particular. Laws on access to information, consumer rights; complaints handling; and existing codes of ethics establish rules governing good service; and investment in strengthening disaster and climate change resilience systems to be implemented during the Project.

## 2.3 Gap analysis between national legislation and World Bank requirements

62. The table below provides a brief analysis of the gaps and differences between Tajikistan's

national legislation and World Bank requirements, and details how these gaps will be addressed by the project.

**Table 3.1: Gap analysis**

Legislation of Tajikistan	World Bank	Project
The legislation of Tajikistan does not provide for the development of a specific stakeholder engagement plan for public consultation.	Consultations with stakeholders and public involvement are an integral part of SEP design and implementation	The project will undertake a comprehensive consultation process with project affected persons, local and state authorities, other stakeholders as required, through public disclosure meetings, individual consultations and public consultations.
The legislation of Tajikistan contains provisions allowing citizens to submit complaints and grievances, but these provisions do not allow for their anonymity.	World Bank SES10 allows for anonymous submission of complaints	The project will apply the WB standard and allow complaints and grievances to be lodged anonymously.
Tajikistan's legislation does not contain specific provisions to address the problems of vulnerable groups in the consultation process.	SES10 specifically provides for the identification and engagement with vulnerable groups who may be affected by the project to ensure that these groups also benefit from project activities.	As part of the SEP project, affected vulnerable individuals and groups will be identified, and engagement mechanisms will be established to ensure that their voices are heard and their concerns are addressed within the project as far as possible.

#### 2.4 World Bank environmental and social standards for stakeholder engagement

63. The World Bank 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 important element of international practice" (World Bank, 2017: 97). In particular, the requirements set out in ESS 10 are:

- "Borrowers will interact with stakeholders throughout the project life cycle, beginning such interaction as early as possible in the project development process and within a time frame that allows for meaningful consultations with stakeholders on project development issues. 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 conduct a meaningful consultation with all stakeholders. Borrowers will provide to stakeholders timely, relevant, understandable and accessible information and consult with them in a culturally appropriate manner, free from manipulation, interference, coercion, discrimination and intimidation.



- The stakeholder engagement process will include the following, as outlined in more detail in this ESS: (i) stakeholder identification and analysis; (ii) planning for stakeholder engagement; (iii) information disclosure; (iv) consultations with stakeholders; (v) grievance process and response; and (vi) reporting to stakeholders.
  - The Borrower will maintain, and disclose as part of the environmental and social assessment, a documented report on stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received, and a brief explanation of how feedback was considered or why it was not." (World Bank, 2017: p. 98).
64. The borrower should develop a stakeholder engagement plan commensurate with the nature and scale of the project and its potential risks and impacts. It should be disclosed as early as possible and prior to project appraisal, and the Borrower should seek stakeholder opinion on the SEP, including stakeholder identification and suggestions for future engagement. If the SEP is substantially amended, the Borrower must disclose the updated SEP (World Bank, 2017: p.99). According to ESS 10, the Borrower must also propose and implement Grievance Redress Mechanism for timely receipt and facilitation of resolution of project-affected parties' concerns and complaints related to the project's environmental and social performance (World Bank, 2017: p. 100).
65. For more information on the World Bank's environmental and social standards, follow the links below:
- [www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards](http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) and <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

### 3. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

#### 3.1 Consultations with stakeholders during the implementation of the SCINHP project

66. Due to the urgency of preparing the PREPARED project as an emergency operation, consultations with stakeholders on the SEP will take place within two months of the effective date of the project. However, this preliminary design will be published on the MoF, MoT and CES&CD websites before the evaluation. This SEP is the starting point for an iterative process to develop a more comprehensive strategy and stakeholder engagement plan. If necessary, it will be updated after the assessment, with more details for meaningful consultation, and will be re-disclosed.
67. The Project Implementation Unit of the Ministry of Finance and the Project Implementation Unit of the Ministry of Transport have already been involved in consultations with stakeholders during the preparation and implementation of the ongoing SCINHP project. During project preparation consultations were held to discuss the Social Assessment, the Environmental and Social Safeguard Management Framework, the Resettlement Policy Framework and the project's GRM, and during project implementation consultations were held on RAP with Project Affected People (PAP) in some of the bridge rehabilitation areas.
68. Table 2 provides information on the consultations carried out in the framework of the preparation of the current project.
69. ESF instruments preparation has been highly participatory. Some consultations have been held with various stakeholders including the public communities, local/ district/ regional authorities, other departments and service providers. The draft ESMF, SEP, LMP and RPF in English and Russian languages were posted on the PIU MoF website on 12 of April 2023 (<http://piumof.tj/pages/106> and <http://piumof.tj/pages/6>). The public consultations were held in project districts on January-April 2023. Minutes of the public consultations held are enclosed in Annex 1 of this ESMF.

**Table 4.1:** Public consultations

Location	Date	Participants	Key discussion points
Bokhtar	January 19, 2023	Total: 17 participants, of which 6 women	ESMF, LMP, RPF, SEP and GRM
Rudaki	January 26, 2023	Total: 18 participants, of which 5 women	ESMF, LMP, RPF, SEP and GRM
Vose	February 21, 2023	Total: 16 participants, of which 3 women	ESMF, LMP, RPF, SEP and GRM
Khujand	March 15, 2023	Total: 17 participants, of which 4 women	ESMF, LMP, RPF, SEP and GRM
Karatag village, Balkhak village	April 08, 2023	Total: 32 participants, of which 22 women	ESMF, LMP, RPF, SEP and GRM

Hissar	April 08, 2023	Total: 19 participants	ESMF, LMP, RPF, SEP and GRM
Khorog	April 13, 2023	Total: 15 participants, of which 6 women	ESMF, LMP, RPF, SEP and GRM
Rasht	April 19, 2023	Total: 19 participants, of which 6 women	ESMF, LMP, RPF, SEP and GRM

70. Social assessment included focus group discussions, structured and semi-structured interviews with potential beneficiaries at community level, as well as at intuitive level. The feedback received has been used to develop project activities and an approach to engagement with different stakeholders at these levels. For more detail information please see annex 1.

### 3.2 Lessons learned from community/stakeholder engagement from previous projects

71. **Community mobilization and participation play an important role in ensuring relevance and ownership of interventions.** The project is based on the experience of stakeholder engagement in several World Bank (WB) and other donor-supported projects to identify effective approaches to citizen engagement.

72. During discussions with ESF WB team members, it was recommended that the project team takes into account the impact of COVID-19 on the project design, risks and targets of the Previous World Bank funded project, which is currently being implemented. The PIU conducts mid-term semi-annual assessments to measure the socio-economic impact of the Project and makes the necessary adjustments. To ensure proper implementation of the Grievance Redress Mechanism (GRM) and compliance with the World Bank ESS, the PIU recommends considering the following during project preparation and implementation:

- Applying mid-term evaluations to measure project progress and making timely adjustments where necessary.
- Widespread adoption, alongside existing methods (complaint boxes, PIU website, letters), electronic methods such as email and SMS as the most reliable anonymous complaints and information delivery mechanism.
- Wide dissemination of information not only to direct beneficiaries but also to all stakeholders about GRM and project opportunities from the very beginning of the project.
- Involvement of representatives of formal (Hukumats, Jamoats, Land Management Committees, etc.) and informal (Mahalla Committees, Associations, NGOs, etc.) structures in Grievance Redress Commissions at regional/national levels.
- Conducting of special workshops for women and girls in rural areas.
- Extending the project implementation period to years to ensure sustainability of PRDT results.

## 4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

73. Project stakeholders are defined as individuals, groups or other organizations that:
- (i) exposed, or likely to be exposed, directly or indirectly, positively or negatively, to the Project (also known as "Affected Parties"); and
  - (ii) may have an interest in the Project ("stakeholders"). These include individuals or groups whose interests may be affected by the Project and who are in a position to affect the outcome of the Project in any way.

### 4.1 Identification of stakeholders

74. Component 1 of the project will include trainings for the wider public on disaster preparedness; preparation of disaster preparedness modules for various stakeholders (government agencies, vulnerable citizens, industrial areas, health workers, etc.); preparation of disaster preparedness plans for schools.
75. Component 1.2 will fund the rehabilitation of some of the damaged roads and related infrastructure, primarily in the Khatlon province affected by the 2021 flooding. Thus, the project, in one way or another, will have an impact on the people living in the communities and on the owners or users of the relevant infrastructure. According to SES10, the stakeholders of a given SEP should be divided into the following groups, to ensure more effective and efficient interaction with them: affected parties, other parties, and vulnerable and disadvantaged groups.
76. In the framework of component 2.1, three RCCMs will be built in Khujand, Khorog and Bokhtar. There may be a minor impact of the project on the property of citizens and or organizations.

#### 4.1.2 Affected Parties

77. Affected parties include local communities, community members, and other parties who may be directly affected by the Project. Specifically, this category includes the following individuals and groups.
- Road users (pedestrians, transport service users, vehicle users, long-distance travelers, individual transport users, etc.);
  - Roadside enterprises;
  - Local Communities;
  - Participants in Disaster Risk Preparedness Training;
  - Medical staff;
  - Pupils and school personnel;
  - Local authorities (jamoats);
  - Government agencies;
  - Vulnerable citizens;
  - Small and medium-sized enterprises;
  - Local communities (men and women);
  - Enterprises located in target districts that may be positively or negatively impacted by the project;
  - Enterprises and/or industrial zones located in the project area that may be positively or negatively affected by the project.

#### 4.1.2 Other interested parties

78. Project stakeholders include parties other than directly affected communities, including:
- Ministry of Health;
  - Ministry of Education;

- Institute of Geology, Earthquake Engineering and Seismology;
- Hydrometeorological Agency;
- Local hukumats (regional and district level);
- Local jamoats (community level);
- Local NGOs, mahallas, media;
- Civil society organizations, community organizations (CSOs);
- International NGOs and implementing agencies involved in regional development;
- Politicians;
- The public in general.

#### 4.1.3 Disadvantaged/vulnerable persons or groups

79. Disadvantaged/vulnerable individuals and groups are those who, due to a lack of voice to express their concerns or understand the impact of the project, are often excluded from stakeholder engagement. Vulnerable groups include persons with disabilities, large families with more than five dependent children under the age of 18, single women who are heads of households, households registered as low-income, households consisting of elderly persons without means of livelihood, and households with disabled members who are eligible to receive vulnerability benefits in case of project impacts. More information about these groups will be obtained in the consultations that will be held after the project.
80. During the preliminary stakeholder mapping, the following vulnerable groups were identified:
- Persons who are in extreme poverty;
  - Persons with disabilities;
  - Unemployed elderly people of working age;
  - Older People;
  - Illiterate population;
  - Ethnic and religious minorities;
  - People with disabilities;
  - Potential refugees from Afghanistan;
  - Female-headed households;
  - Members of large households with low income;
  - Young people from risk groups;
  - Families/households at risk of climate change.
81. The adverse factors faced by these groups are often compounded by less awareness of their rights, more limited access to information due to language barriers or limited mobility, low levels of education, low skill levels and relevant work experience, and lack of access to the Internet and the inability to use Internet messengers to access information about the project.
82. The project will focus on engaging vulnerable community members. The stakeholder engagement strategy will address these constraints and include measures to facilitate access to information (e.g., through printed materials in their own language, disclosure of information that meets the needs of these vulnerable groups), providing support to local NGOs and community-appointed focal points, and choosing accessible locations for focus group discussions:
83. The proposed strategy for engaging with vulnerable groups would include awareness

activities, use of accessible language, outreach to community leaders and facilitators, focus group trainings, interaction with local NGOs, and special links and functionality in an online platform, as described below.

#### 4.2 Stakeholder segmentation/Prioritization

84. Stakeholders will be analyzed in terms of their interest and influence on the project to better understand the ways and scope of engagement. Individual consultations and discussions will be held with those who have a high level of interest and influence on the project; any changes in the course of the project will be communicated to them individually. Individual consultations will also be conducted with a group with a medium level of influence on the project and a high level of interest in the project. A group with a low level of influence on the project and a high level of interest on the project will be involved in training, information sharing, and awareness-raising activities.

**Table 5.1:** Analysis and prioritization of stakeholder groups based on level of interest and influence on the project

Stakeholder	Level	Description	Area of influence	Interest level	Influence level
<b>Project affected parties</b>					
Road users (pedestrians, transport service users, vehicle users, long-distance travellers, individual transport users, etc.)	Average	Roads and bridges are temporarily closed in project areas (bridge or road rehabilitation)	Temporary impact Road closure, dust, traffic hazards, etc.	Average	Average
Roadside businesses (transport, construction industrial, dehkan farms)	High	If located directly on the project site and or in the vicinity	Temporary road closures, noise, dust	High	Average
Local communities: (PAPs, rural populations, vulnerable citizens)	High	If located directly in the project area	Temporary road closures during project implementation, noise, dust, etc.	High	High or Average
Local authorities (jamoats), public institutions	Average	In implementing the project	Temporary closure of bridges and roads in implementing the project, Noise, dust, etc.	High	Average
<b>Other interested parties</b>					
Ministries (health, education)	Average	In implementing the project	Temporary road and bridge closures, noise, dust	Average	Average

Institute of Geology, Earthquake Engineering and Seismology; Agency for Hydrometeorology	High	Project implementation	Increased preparedness for emergencies	High	Average
State authorities (regional, district) local (jamoats)	High	Project implementation	Improving roads and bridges, improving maintenance	High	Average
NGOs, communities, etc.	Low	Project implementation areas	Improving roads and bridges, improving maintenance	Average	Average

#### 4.3 Summary of stakeholder needs

85. The table below summarizes the needs of the various stakeholders. The table will be revised after completion of the analysis of focus group discussions.

**Table 5.2:** Stakeholder needs

<b>Stakeholder groups</b>	<b>Project risks and impacts</b>	<b>Main activities</b>	<b>Information transmission channels</b>	<b>Special needs will be supplemented/confirmed after consultation</b>
Pedestrians	Traffic on the section of the project road during construction	Passage through the project road section	Notifications in transports Social media notifications Posters at bus stops Seminars	Location close to the meeting point of the road section. Babysitting during meetings. Demonstration of informative topics preferably in large letters and the use of non-technical terms. Preferable day for meetings: weekends Preferable time for meetings: after office hours (closer to evening)
Users of transportation services	Stops of vehicles may be rescheduled  Traffic jams due to heavy equipment or	Transferring to another transport; waiting for your transport	Warnings in vehicles Warnings in social networks Posters at bus stops Seminars	Location close to the meeting place. Demonstration of informative topics preferably in large letters and the use of non-technical terms.

	closure of public transport lanes			Preferable day of meeting: Weekends or after 6 p.m. on another day Preferable meeting time: After office hours (closer to evening)
Users of vehicles	Passage with heavy loads can be problematic during construction	Waiting for a commuter bus	Announcements in transportation Posters and public notices Social media warnings	Location close to the meeting place. Supervision of children during meetings. Demonstration of informative topics preferably in large letters and use of non-technical terms. Preferable day for meetings: weekends Preferable meeting time: after work hours (closer to evening) (however, it should still be possible to get home)) Additional transportation?
Long-distance travelers	Problems when traveling with luggage	Waiting for the bus	Warnings in vehicles Announcements	Location of the project road near the meeting place. Babysitting during meetings. Demonstration of informative topics preferably in large letters and use of non-technical terms. Preferable day for meetings: weekends Preferable meeting time: after hours (closer to evening)
Residents living near the project road	Construction noise Afraid of contamination of their yard as a result of construction Potential loss	Travel on the project road Use of transportation Use of nearby trading posts	Warnings in vehicles Warnings in social networks Posters at bus stops Workshops	Location of the project road near the meeting place. Babysitting during meetings. Demonstration of informative topics preferably in large letters and use of non-technical terms.



	or damage to land and non-land assets	Daily life and livelihood activities		Preferable day for meetings: weekends Preferable meeting time: after working hours (closer to evening)
Users of individual vehicles	Transit traffic	Traffic	Warnings in social networks Workshops Radio warnings	The location of the meeting place near the residence. Preferable day for meetings: weekends Preferable meeting time: after the end of the day (closer to the evening)

Roadside business	Loss of business  Loss of clients  Potential loss or damage to land and non-land assets	Sale of goods to the population	Radio warnings Individual consultations Posters and public announcements Participation in public consultations Workshops	Location of the meeting place near the place of residence Babysitting during meetings Display of informative topics preferably in large letters and use of non-technical terms Preferable meeting time: after office hours (closer to evening)
Residents who live near the project road	Noise from construction work Dust and dirt Construction is dangerous for children Changing the landscape of streets Noise from vehicle traffic Potential loss or damage to land and non-land assets	Bypass Use of nearby stores Recreation Daily life and livelihood activities	Public hearings Workshops on construction regulations Postings on social media and the project webpage Posting billboards near their homes	Location of the meeting place close to residence. Demonstration of informative topics preferably in large letters and use of non-technical terms. Preferable day for meetings: weekends Preferable meeting time: after hours (closer to evening)
Restaurants and public catering places	Potential economic impact or damage to land and non-land assets	Sales of services to the public	Radio warnings Individual consultations Posters and public announcements Participation in	Preferable meeting time: after hours (closer to the evening) Location of the meeting place near the place of residence

			public consultations Workshops	
Taxi	Parkings	Transportation of passengers	Radio warnings Posters Public notices Public consultations	Location near the project meeting place; Demonstration of informative topics preferably in large letters and the use of non-technical terms
Private taxi drivers	Changing the location of stops for the duration of the project works	Transportation of passengers	Announcements: posters and movement	Location near the meeting place Supervision of children during meetings
Local authorities (jamoats)	To understand this group, it is necessary to conduct an interview	Implementation of projects in the area	Individual discussions	Location near their offices. Working hours

## 5 STAKEHOLDER ENGAGEMENT PLAN

### 5.1 Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement

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

- Openness and life-cycle approach: public consultations for the project(s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, including women, youth, elderly persons with disabilities, displaced persons, those with underlying health issues, people with HIV/AIDS and other disadvantage groups.

**Table 6.1:** Summary of Stakeholder Needs and Preferred Notification Means

Stakeholder group	Key features	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs in engagement (accessibility, large print, child care, daytime meetings)
<b>Affected Parties</b>				
Road users (pedestrians, transport service users, vehicle users, long-distance travellers, individual transport users, etc.)	Safe movement	Tajik language Russian language	Radio, newspaper, mobile phone	Daytime meetings, No barriers
Roadside enterprises (transport, construction industrial, dehqan farms)	Problem with production if property is affected or interfering with work	Tajik language Russian language	Radio, newspaper, mobile phone, e-mails	Meetings on weekdays
Local communities: (PAPs, village population, vulnerable citizens)	Problem with production if property is affected or interfering with work	Tajik language Russian language	Radio, newspaper, mobile phone,	Daytime meetings and individual talks, discussions
Local authorities (jamoats), public institutions	Production recovery, economic development and social sphere	Tajik language Russian language	Radio, newspaper, mobile phone, e-mails	Meetings (daytime, in working hours)
<b>Other Interested parties</b>				
Ministries (health and education),	Population security, sectoral, economic and social development	Tajik language If necessary, Russian,	Letter, telephone, e-mails	Meetings, discussions
Institute of Geology, Earthquake Engineering and Seismology; Agency for Hydrometeorology	Developing the industry and improving the quality of service	Tajik language If necessary, Russian,	Letter, telephone, e-mails	Meetings, discussions
State authorities (regional, district) local (jamoats)	Production recovery, economic development and social sphere	Tajik language If necessary, Russian,	Letter, telephone, e-mails	Meetings, discussions
NGOs, communities, etc.	Population security, sustainable infrastructure and social development	Tajik language If necessary, local languages (Uzbek, Kyrgyz)	Telephone, media	Meetings, discussions

## 5.2 Engagement strategy

87. **Information and awareness-raising work.** To ensure the participation of vulnerable groups in project design and implementation through regular meetings and structured engagement processes, more information should be disseminated through local media (such as radio, telephone, and SMS), and NGOs should be involved. Transportation service needs (if any) for vulnerable groups and participation in planned activities will be coordinated and managed by local IA staff/community mobilization coordinators.
88. **Language.** For the implementation of activities involving local communities in the project, representatives of vulnerable groups should be included. Presentations and discussions will be conducted in Tajik, Russian and other languages (if necessary), for the convenience of the local population. If necessary, additional formats will be used for better understanding.
89. **Support from community leaders.** To ensure effective representation of vulnerable and disadvantaged groups in group discussions during all phases of the project, assistance from community heads will be required. The project will identify community coordinators to support work with vulnerable households.
90. **Focus group discussions (FGDs) for vulnerable beneficiaries.** The project will create OFYs for vulnerable community members to ensure equal opportunities for disadvantaged and vulnerable groups to participate in project activities. Measures to improve access to information and benefits of the project will also be developed. These OFYs will provide vulnerable community members with more opportunities to put forward their priorities, express their concerns, and gain access to information to better understand their rights or the impact of the project and ensure that the views of vulnerable groups in the communities are taken into account.
91. Focus groups consisting of vulnerable people, including women, youth, and people with disabilities will be formed.
92. OFYs will be organized for vulnerable groups in the stages of selecting priority proposals and generating feedback during implementation, as well as information channels for providing feedback or filing complaints.
93. In targeted areas, separate OFYs will be held in easily accessible locations for women, youth, people with disabilities, and any other vulnerable groups.
94. During the OFY, information about the project will be provided (with translation into Tajik, Uzbek and other languages if needed). Printed materials about the project will also be provided in order to disseminate information in a culturally appropriate, user-friendly language. The information must be translated before dissemination.
95. **Community disaster preparedness trainings** will be held in targeted areas to ensure broader population participation. All of the above mentioned engagement methods will be specifically designed for interventions with vulnerable populations and will take into account the specific needs and suggestions received during consultations from representatives of vulnerable groups.

## 5.3 Proposed strategy for information disclosure

96. The disclosure strategy will ensure that the target groups receive complete information in a convenient form through a variety of channels. Information sharing and disclosure will address the challenges of working in the context of COVID-19 in case the pandemic continues.
  - a) **Community and Jamoat Meetings.** The project involves social mobilization of the community in several stages. In the initial phase of the project, IAs will organize appropriate meetings in the target districts. In addition, the PIU teams at MoT and the CES&CD PIU will assist with these community meetings throughout the project cycle.

- b) **Social Communication in the Media.** The PIG/PIU will be involved in the project at all stages of its implementation through various campaigns throughout the life cycle of the project. Different channels will be used, both the traditional mobilization (public meetings, media, radio, television, print media) and those adapted to the specific situation, if necessary, in situations of pandemic, the maximum use will be made of social networks for information dissemination.
- c) **Information materials.** Information will be communicated to the public through a variety of written and printed communication materials, including brochures, flyers, posters, etc. A public information set will be specially developed and distributed both in print and online.
- d) **Online information, accessible via cell phones.** CES & CD has developed an online platform to facilitate direct and rapid communication with targeted communities, including youth, on health, safety and appropriate emergency behavior. Such pages were opened on popular social networking accounts Telegram, Instagram and Facebook, in addition to a YouTube channel.
- e) This communication and information sharing experience will be considered for use by all IAs to supplement their existing websites. The websites will also provide information about the project's grievance mechanism. The websites will also provide information about the project's grievance mechanism.

**Table 6.2:** Stakeholder Engagement Action Plan (to be revised))

Project phase	Target stakeholders	Subject(s) of engagement	Method(s) used	Location/frequency	Responsibilities
<i>Preparation and implementation of instruments of socio-environmental principles; Detailed design</i>	Project-affected parties. People affected by the land acquisition; People living in the project area; Vulnerable households	Land acquisition process. Assistance in gathering official documents for quick registration of land; Rates and methodology of compensation; The scope and justification of the project. Environmental and social principles of the project. Options for resettlement and livelihood restoration. Grievance redress mechanism process	Public meetings, trainings/workshops, Individual meetings held specifically for Women and vulnerable groups. Mass/social media Communications - Phone calls Disclosure of written information - Brochures, posters, flyers, website Information board - at the beginning and end of project sites. Grievance redress mechanism. Review of the PAPs - on completion of the resettlement	Project launch meetings in the municipalities. Monthly meetings in affected municipalities and villages. Survey of PAPs in the affected villages. Communication through Media/social media (as needed); Information tables with Brochures/posters in affected municipalities. (continuously)	(Social-environmental team, Land acquisition department); PAPs consultant; Municipal Grievance Redress Committee
	Other interested parties (external) National agency of the state register; Municipalities (including	The process of land acquisition. Registration of land plots. Options for resettlement and rehabilitation of	In-person meetings Joint PAPs public/community meetings	Weekly (as needed)	(Socio-Ecological Team, Land Acquisition Department)

	representatives of mayors in villages) Other interested parties (external) Press and media, NGOs)	livelihoods. Project scope, justification and socio-environmental principles Grievance redress mechanism process			t); PAPs consultant;
	Enterprises and business organizations. Employee organizations. Academic institutions. Ministries; Offices of local governments; The general public, tourists, job seekers	Land acquisition process; Grievance redress mechanism process; Project scope, rationale and socio-environmental principles	Public meetings, trainings/seminars; Mass/social media closure of printed information - brochures, posters, leaflets, information kits, website. Information board - At the beginning and end of the project area. Grievance processing. Tours of the project site for media, local representatives	Project launch meetings; Monthly meetings in the affected municipalities and villages. Communication via. Media/social media/networks ( as necessary) Information tables with brochures/posters in the affected municipalities (all the time)	(Socio-Ecological Team, Land Acquisition Department)
	Other stakeholders (external) Other government agencies requiring permits Other project developers dependent on or in close proximity to the Project and its financiers	Project information - scope, rationale and socio-environmental principles; Coordination activities. Land acquisition process; Grievance redress mechanism process	Face-to-face meetings; Invitations to social/community meetings	As needed	(Socio-environmental Team, Land acquisition department);
	Other stakeholders (internal) Other employees. Supervisory consultants; Contractor, subcontractors, Service providers, suppliers and their employees	Project information - scope, rationale and socio-environmental principles; Training on ESIA's and other management plans Grievance mechanism process	Face-to-face meetings; Trainings/workshops. Invitations to social/community meetings	As needed	(Socio-environmental Team, Land acquisition department);
<b>Construction (mobilization, construction)</b>	Project Affected Parties; Project-affected people; People living in the project area; Vulnerable households Nearby communities where the new bridge will be constructed	Land acquisition process (land registration, compensation methodology; livelihood restoration) Grievance redress mechanism process. Health and safety impacts (construction-related	Public meetings, trainings/seminars, Individual meetings with women and vulnerable groups of the population; Individual explanatory work with PAPs. Communication through media/social networks -	Monthly/quarterly meetings in all affected municipalities and villages where construction is going on; Media/social media	Socio-environmental team, Land acquisition department); Supervisory Consultants and PAPs.

	<p>safety measures); employment opportunities; environmental issues. awareness raising. Explosive operations (risks, timing, mitigation measures, etc.)</p>	<p>Facebook, WhatsApp. Publicizing written information - Brochures, posters, flyers, website Information boards - At the beginning and end of the project area. Grievance Redress Mechanism. Citizen/PAPs survey - Upon completion of resettlement and/or construction</p> <p>Notification/information of the population about blasting operations</p>	<p>communication (if necessary); Information tables with brochures / posters in affected municipalities (continuously) Transfer to the heads of communities information on blasting operations</p> <p>Warning of impending blasting works</p>	<p>Contractor/ contractors NGOs/trainers. Municipal Grievance Redress Committee Contractor</p>
<p>Other stakeholders (external) National agency of the state registry; Municipalities (including representatives of mayors in villages)</p>	<p>The land acquisition process. Registration of land plots. Options for resettlement and rehabilitation of livelihoods. Project scope, rationale and socio-environmental principles. Grievance redress mechanism process</p>	<p>Face-to-face meetings. community/community meetings with PAPs Consultations by phone</p>	<p>Weekly (if necessary)</p>	<p>(Socio-Ecological Team, Land Acquisition Department); Supervision Consultants and PAPs. Contractor/Subcontractors;</p>
<p>Other stakeholders (external) Press and media, NGOs. Enterprises and business organizations. Employee organizations. Academic institutions. Ministries;</p>	<p>Project information - scope, rationale and socio-environmental principles; Coordination activities. Land acquisition process. Health and Safety Impacts; Employment opportunities; Environmental issues; The reimbursement process</p>	<p>Public meetings, trainings/seminars; Communication through media/social networks - Facebook, WhatsApp. Closure of written information - brochures, posters, flyers, information kit, website. Information boards - At the beginning and end of the project area. Grievance Redress Mechanism;</p>	<p>Monthly/quarterly meetings in all affected municipalities where construction is taking place and at headquarters; Communication through media/social networks (as needed). Information tables with</p>	<p>(Social-environmental team, Land Acquisition Department)</p>
<p>Local government offices; The general public, tourists, job seekers</p>		<p>Tours to the project site for the media, local representatives</p>	<p>brochures/posters in affected municipalities (permanently)</p>	



	<p>her affected parties (internal) her Personnel. supervision consultants; Contractor, subcontractors, Service providers, suppliers and their personnel</p>	<p>ject information - scope, rationale and socio-environmental principles. Training on ESIA and other management plans. Grievance redress mechanism</p>	<p>ce-to-face meetings; trainings/Seminars. Invitations to social/community meetings</p>	<p>As necessary</p>	<p>(Socio-Ecological Team, Land Acquisition Department); Supervision consultants and PAs Contractor/Subcontractors;</p>
<p><i>Post construction and operation phase (during the project implementation and warranty period)</i></p>	<p>Project Affected Parties; people affected by the land acquisition; people living in the project area; Vulnerable groups (including schoolchildren, the elderly, and people with disabilities) Road users and residents along roads</p>	<p>Satisfaction with engagement activities. Grievance redress mechanism process; Measures for public health and safety during operation. Obtaining compensation for resettlement and completing land acquisition (for PAs who have not yet received it, if any) Traffic safety awareness measures (road signs, traffic lights, traffic reduction measures, etc.)</p>	<p>Public meetings, trainings/workshops, individual explanations for PAs Communication through media/social media - Facebook, WhatsApp. Closure of written information - brochures, posters, flyers, information kit, website Information boards - At the beginning and end of the project area. Grievance Redress Mechanism of the PAs Review - After Resettlement Completion Road safety awareness activities</p>	<p>Meetings in the affected municipalities and villages (every six months); Survey of residents/PAs in affected villages; Media/social media communication (as needed). Information tables with brochures/posters in the affected municipalities (continuously) Meetings with the population, distribution of leaflets on road safety in schools, communities</p>	<p>(Social-environmental team, Land Acquisition Department)</p>

<p>Other stakeholders (external) Press and media, NGOs. Enterprises and business organizations. Employee organizations. Academic institutions. Ministries; Offices of local governments; The general public, tourists, job seekers</p>	<p>Grievance Redress Mechanism process; Measures for public health and safety during operation;</p>	<p>Public meetings, trainings/seminars; Communication through media/social networks - Facebook, WhatsApp. Disclosure of written information - brochures, posters, flyers, information kit, website. Information boards - At the beginning and end of the project area. Grievance redress mechanism. Visits to the project site for the media, local representatives</p>	<p>Meetings in the affected municipalities and villages (once every six months). Communication through media/social media (if necessary). Information tables with brochures/posters in affected municipalities (permanently)</p>	<p>(Social-environmental team, Land Acquisition Department)</p>
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#### 5.4 Stakeholder Engagement Plan

97. Stakeholder engagement plan - this is an important document that should help to involve all stakeholders in the project and thus help to ensure the sustainability of the project.
98. Activities and their frequency will be adapted to the three main phases of the project (preparation, development, and implementation).

#### 5.5 Functions, responsibilities and resources for stakeholder engagement

99. The implementing agencies (MoF, MoT and CoES&CD) will mobilize human and material resources to implement the SEP and manage the grievance redress mechanism (GRM). Table 6.3 below will be completed with the necessary information on their roles, responsibilities and resources in implementing the component activities for which they are responsible.

**Table 6.3:** Stakeholder engagement plan

Project stage	Topic of consultation message	Method used	Target Stakeholders	Responsibilities
<b>Preparation: Detailed Design and Pre- Implementation phase</b>	Project design	Formal meetings, consultations (in person and virtual); letters, e- mail	All stakeholders at all levels	All EAs (MoF , MoT and CoES&CD)
	Project information\components\activities disclosure  E&S instruments' development and disclosure, including to receive feedback on possible project impact and mitigation measures.			
<b>Implementation Phase</b>	Update on project specific activities (time, date, venue)	Formal meetings	All stakeholders national and local level	All EAs (MoF , MoT and CoES&CD)
	Capacity building interventions	Official letters (correspondence)		
		Emails		

	<p>Disclose project GM and E&amp;S aspects (subproject ESMPs and other relevant instruments)</p> <p>Consultation on environmental risks mitigation</p> <p>Reports; including a number of grievances received and addressed within the reporting period (monthly, quarterly, or annually)</p>			
<b>Post Implementation Phase</b>	<p>Project's outcomes, overall progress, and major achievements, end--line assessment results</p> <p>Satisfaction with the project activities, SEP activities and GRM</p>	<p>Formal meetings (in-person and virtual)</p> <p>Reports (including the Number of public grievances received within the reporting period and number of those resolved within the prescribed timeline)</p> <p>Disclosure of the final report on EAs websites</p>	All stakeholders at all levels	All EAs (MoF , MoT and CoES&CD)

## 6 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

### 6.1 Resources

100. For the implementation of the Stakeholder Engagement Plan, the Implementing Agencies (MoF PIU, MoT PIU and CoES&CD PIU) will engage specialists in protection measures and GRM. These specialists will work closely with local state authorities (oblast, rayon and jamoats) to address all issues related to Project implementation. In addition, sector specialists of the districts (ecology, land committee, architects, women and youth committee) will be involved in the PAPs grievance resolution commissions.

### 6.2 Management functions and responsibilities

101. The management, coordination and implementation of the SEP and its tasks will be the responsibility of the PIU MoF, PIU MoT / PIG CES & CD environmental and social development consultants and GRM specialists. Their roles and responsibilities are as follows:

- Approve the content of the draft SEP (and any further changes);
- Approve, prior to release, all materials used to provide information related to the ESIA (e.g., newsletters, question and answer sheets, PowerPoint materials, posters, flyers, and brochures explaining the ESIA process);
- Approve and facilitate all stakeholder engagement activities and disclosure of materials to support stakeholder engagement activities;
- Participate directly or involve IA field representatives in all face-to-face meetings with stakeholder parties; and
- Review and sign the minutes of all engagement activities.
- Participate directly, or involve affiliated IA field representatives, in all face-to-face meetings with concerned parties; and
- Review and sign protocols of all engagement activities.

### 6.3 Estimated budget

**Table 7.1:** Stakeholder Engagement plan Estimated budget for 5 years

Stakeholder Engagement Activities	UnitCost, (USD)	Quantity	Total cost (USD)
Social Development, environment and GRM Specialist (5 years 600 USD/m)	28 800	3	86 400
Travel expenses of E&S staff (cost per year) for stakeholder engagement	5000	3	15000
Communication materials (leaflets, posters, PR kits including design)	5000	5	25000
<b>Total:</b>	<b>38 800</b>	<b>-</b>	<b>126 400</b>

\*Approximate amount

## 7 GRIEVANCE REDRESS MECHANISM (GRM)

### 7.1 Purpose of the GRM

102. The GRM is included in the broader beneficiary feedback mechanism, which should be supported by the MoF PIU at the central and local levels. The project's GRM should serve as a mechanism for:

- Ensuring that issues adversely affecting the project can be identified and addressed in an impartial, timely and effective manner.
- Strengthening accountability to beneficiaries, including project-affected people, and providing channels for project stakeholders and citizens at all levels to provide feedback and express concerns.

103. Having an effective GRM will also serve the purpose of reducing conflicts and risks, such as external interference, corruption, social exclusion, which is important for the success of project implementation or to prevent any mismanagement; improve the quality of project activities and results; and serve as an important feedback and learning mechanism for project management on the strengths and weaknesses of project procedures and implementation processes.

104. GRM Review. The GRM will be available to a wide range of project stakeholders who may be directly or indirectly affected by the project. These include beneficiaries, community members, project implementers/contractors, civil society, media. All of them will be invited to send their complaints and feedback to the GRM.

105. The GRM may be used to submit complaints, feedback, requests, suggestions, or approvals related to the overall management and implementation of the project, as well as issues related to subprojects funded and supported by the project, including:

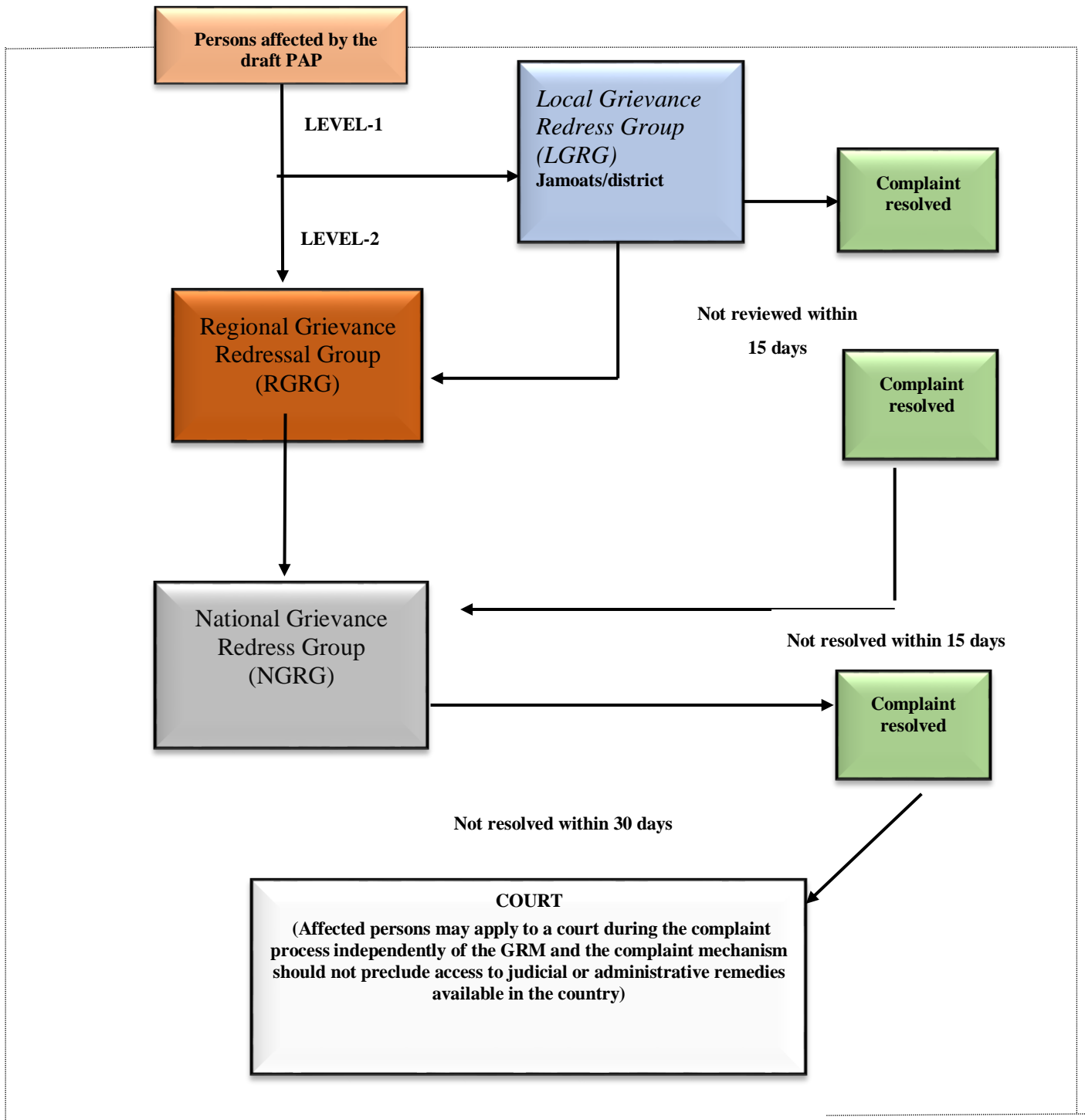
- Violation of project policies, guidelines or procedures, including those related to procurement, labor procedures, child labor, health and safety of community/contractors, and gender-based violence.
- Disputes related to resource use constraints that may arise between target areas and communities.
- Grievances that may arise from community members dissatisfied with project planning measures or the actual implementation of project investments.
- Issues related to the donation of land, acquisition of assets, or relocation specifically for project activities.

106. **Grievance Mechanism (GM) for SEV/SH risk monitoring.** IAs ( PIU CES&CD and MoF and Mot PIU) will create an effective GM with multiple channels for grievance resolution, including confidential and sensitive. SEV/SH management measures will be included in the GM. IA will provide additional training on gender-based violence-GRW, gender-based violence service providers, sensitivity training, qualified experts and victim support services, and gender-based violence mitigation to be incorporated into socio-environmental tools and contractor code of conduct. Contractors will also conduct training for their employees on behavior according to the SEV/SH Code of Conduct. Project staff will be trained in the behavioral obligations stipulated in the Code. Contractor's Code of Conduct (including visual illustrations) will be distributed in the project areas, including discussions with employees and local communities. The IAs will review the contractor's SEMP to see if it contains appropriate mitigation measures. IAs will also verify how GM receives and processes complaints to ensure timely protocol, referral of complaints to an established mechanism for review and resolution of SEV/SH complaints.

### 7.2 Monitoring and reporting of GRM

107. The project's GRM will be guided by the laws of the Republic of Tajikistan "On Appeals of Citizens", as well as the instructions of the Government of the Republic of Tajikistan "On Conducting Record Management of Appeals of Citizens".
108. The functions of the GRM will be based on the principles of transparency, accessibility, inclusiveness, fairness, impartiality, and responsiveness.
109. Standards. The GRM will establish clearly defined timelines for acknowledging receipt, providing updates, and providing a final response to the applicant. To increase accountability, these timelines will be widely disseminated to project stakeholders. The time frame for acknowledging receipt of feedback should not exceed 7 days from initial receipt; if after 30 days the issue is still unresolved, the complainant will be updated on the status of the complaint and the estimated time of resolution; all complaints will be resolved within 45 days of receipt.
110. Structure. The structure of the project's feedback/GRM system will consist of four levels, starting at the jamoat level and ending at the central level of the PIU (MoF).
111. Village level. To ensure that the GRM is accessible to people at the community level, they will have the opportunity to report their complaint/feedback to a designated member of the jamoat, who will also serve as the Grievance Coordinator (GC) at the village level. Community members have the right to contact the jamoat directly to lodge a complaint.
112. Jamoat Level. A grievance management committee (GMC) at jamoat level will be established to grievance mechanism/feedback within 15 days of receiving information about the problem. This GMC, will consist of the head of the jamoat, secretary of the jamoat, heads of mahallas and activists of the jamoat, will be responsible for keeping a log of feedback received, as well as issues that have been resolved and issues pending. If the issue cannot be resolved at the jamoat level, the GMC immediately refers the complaint to a higher level, i.e. either to the GMC at the district level and/or directly to the central office of the MoF.
113. The timeframe for the grievance mechanism at the MoF PIU headquarters level is 15 days from the receipt of the grievance. The complainant will be informed of the results immediately and no later than 5 days after the decision is made.
114. Mechanism of appeal. If the complaint is still unsatisfactory, the complainant may appeal to a higher level of the GRM within the project at the central level. If he/she is not satisfied with the decision, he/she can appeal to the appropriate court.

*Structural Grievance Mechanism (GRM)*



7.3 Communications and GRM process

## GRM Contacts

### PIU MoF

State Institution "PIU Access to Green Finance and Rural Development"

F.Niyozzi street Ministry of Finance , Dushanbe

Tel: (992 37) 227 67 87

web site: [www.piumof.tj/pages/108](http://www.piumof.tj/pages/108)

### PIG CoESCD

26 Lohuti street, Dushanbe

Tel: (992 37) 223 10 09

email: [info@khf.tj](mailto:info@khf.tj)

web site: [www.khf.tj](http://www.khf.tj)

### PIG MoT

14 Ayni street., Dushanbe

Tel:(992 37) 223 10 09

email: [preparedproject@yahoo.com](mailto:preparedproject@yahoo.com)

web site: [www.mintrans.tj](http://www.mintrans.tj)

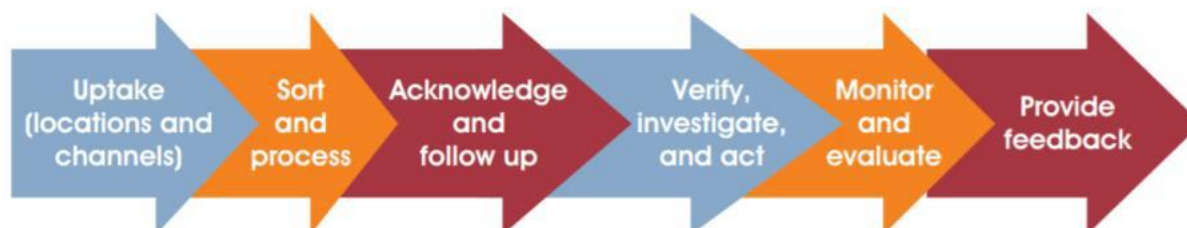
115. Communication. Information about the project's GRM will be distributed as part of the initial feedback consultations in jamoats and villages. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as government offices, project offices, village bulletin boards, community centers, etc. The GRM information will include the following:

- There are several channels for providing feedback within the GRM. Community members and other interested parties decide how best to submit complaints.
- Complaints are publicly disclosed, but the identity of those filing a complaint is not publicly disclosed unless they identify themselves. The identity of anyone who has filed a complaint is treated confidentially.
- There is no charge for filing a complaint.
- The time limit for responding to a complaint should not exceed 30 days from the date the complaint is received. Complaints must be resolved within 45 days from the date of receipt.

116. and will be posted online on the IA sites (links will be added). This information will also link to details such as:

117. Process. The overall GRM process will consist of 6 steps: (1) reception (2) sorting and processing (3) confirmation and follow-up (4) verification, investigation, and action (5) Monitoring and evaluation and (6) feedback (see fig. 8.1).

**Figure 8.1:** GRM process and feedback



**Source:** Agarwal, Sanjay, and David Post. 2009. Feedback issues:

118. Developing effective grievance redress mechanisms for bank-financed projects - Part I. SDV.



World Bank.

119. Step 1: Acceptance. Project stakeholders will have the opportunity to provide feedback and report complaints through multiple channels (in person, by mail, by phone, through the project website) at different levels (jamoat, district, IA branch, and central offices).
120. Step 2: Sorting and Processing. For consolidation, monitoring and reporting purposes, informational complaints, grievances and feedback related to the project will be documented when received/informed at each level of the GRM, and will be categorized and prioritized to better manage the grievance process.
121. Step 3: Acknowledgement and follow-up action. Within 15 days of receiving the complaint/confirmation, the GFP will inform the complainant of the timeline and likely course of action. After 30 days, if the complaint/request has not yet been resolved, the GFP responsible for the complaint at this stage should provide an update on the status of the complaint/request to the complainant, and provide an estimate of how long it will take to resolve the complaint or provide a response to the request.
122. Step 4: Verification, investigation and action. Verification and investigation involves gathering information about the complaint to determine its validity and obtaining conclusive evidence about the circumstances surrounding the issue at hand. This process usually includes a site visit, a document review, a meeting with the complainant (if he or she is known and willing to participate).

## 8 MONITORING AND REPORTING

123. Monitoring (M&E) will be based on the indicators defined and described in detail in the PIO. The project will also conduct midterm and final evaluations. (Detailed information will be included additionally).
124. The project will also conduct ongoing monitoring of project implementation, including analysis of the functioning of the GRM, as well as the type of complaints registered, along with feedback from the beneficiaries.
125. Upon completion of SEP activities, the results will be reviewed to evaluate the effectiveness of the implemented SEP.
126. SEP monitoring will also include the following indicators: (i) the number of annual complaints by gender (received directly by the project, as well as through the GRM and other channels, and how they were addressed); and (ii) the number of stakeholders participating in consultations and other activities related to SEP monitoring.
127. Stakeholder engagement activities will be periodically evaluated by the Project Coordinator. The Project Coordinator will ensure that all consultations and disclosures are properly recorded/documented. Implementation of SEP and related grievances will be included in the regular reports as a separate section. The reports will include all stakeholder interactions, consultations, grievances and decisions on them, and plans for the next period.
- 8.1 Involvement of stakeholders in monitoring activities
128. Activities will be monitored at several levels (to be included additionally)
- 8.2 Reporting to stakeholder groups
129. Information about the project, including activities in cooperation with stakeholders, will be periodically posted on the IA project website in order to inform communities.

## Annex 1. Public Consultation Minutes and details

### PROTOCOL #1.

An introductory meeting with local government leaders, institutions, businesses, and activists about the project "Enhancing Disaster Preparedness and Resilience in the Republic of Tajikistan"

City of Bokhtar

January 19, 2023

In attendance: Deputy Mayor of Bokhtar and 17 invited guests, including 6 women (list of participants attached)

#### **Topic of the meeting:**

1. Objectives of the "Tajikistan preparedness and resilience to disasters" project
2. Components of the project
3. Questions and Discussions

*Note:* Handouts (brief information about the project) were prepared in two languages: (Tajik, Russian). The meeting was conducted mainly in Tajik, the state language.

The opening remarks were made by Deputy Chairman of the Hukumat of Bokhtar City on construction, Mukhammadjonzoda D. He introduced the participants to the representatives of PIU MoF and consultants on social development and environmental issues. Deputy Chairman of the city briefly spoke about the purpose of the meeting and the word was given to the representatives of PIU MoF.

Valiev M., a social issues consultant, gave a detailed presentation of the project's objectives, timeline, components and regions.

Odilova R., Social Development Consultant, spoke about the social and environmental requirements for project implementation. She informed the participants that there are environmental and social risks in the implementation of the project. Although they are not significant, it is necessary to keep them to a minimum. She said that the following framework documents will be prepared for the project implementation:

1. Environmental and Social Management Framework ( ESMF )
2. Resettlement Policy Framework (RPF)
3. Labor management Procedures (LMP)

and briefly explained the need for these documents.

R. Odilova said that for the successful implementation of the project a document called "Stakeholder Engagement Plan" (SEP) has been prepared and we need to finalize it taking into account your opinions and suggestions.

Consultant of CRPF MF Niyatbekov S. spoke in detail about the Plan of interaction with stakeholders, i.e. primarily with local state and executive authorities. He said that successful implementation of the project depends on close cooperation between the relevant authorities and their assistance.

Environmental consultant Dadaboev D. informed the audience about environmental and social requirements. He told about normative legal documents of Tajikistan and about Social and Environmental Standards of the World Bank.

Participants were very interested and asked a lot of questions about the beginning of construction of the RCUS in Bokhtar.

The project consultants answered all of the participants' questions.

**V. Yatimzoda**, Chief Architect of the City: Who will prepare the RCUKS project and when?

**Answer:** Yes, you are correct. For the construction of the building of the center, the project will

invite bids for feasibility studies and design. When the design of the building is accepted the project will invite bids for the construction of the building.

**Makhmudova S. (Lawyer of the Public Organization "Dilafruz"):** You said that you are preparing framework documents on the protection of the social and ecological environment. What are these documents based on?

**Answer:** Framework documents are prepared on the basis of normative legal documents of the Republic of Tajikistan and Social and Environmental Standards of the World Bank. As we noted SES of the World Bank were adopted in 2018 and all projects financed by the WB necessarily comply with these standards. All situations are taken into account in the project documents. First of all, we must take into account that during the implementation of the project the rights of all citizens, especially those who are affected by the project, will be respected.

**Tolibova U. (Head of the Employment Department):** We are glad that such a modern center for critical situation management is being built in our city. Who will work for the facility during construction?

**Answer:** We understand you. You're thinking about employment for the city's unemployed. Of course, the World Bank supports the interests of local residents in this. We will need specialists as builders, but in addition we will also take laborers. That's why we invited you, that you took into account this moment and prepare specialists - builders. You probably know that in other projects, which are implemented with the support of the WB, the workers are mostly local.

**Sheralizoda G. (Chair of the Women's Department):** Can women work in a facility of this nature?

**Answer:** Yes, of course. Although construction is considered hard work for women, their interest is also taken into account. Women can work for lighter jobs like accountants, cooks and cleaners.

**Holova K. (Public organization "Gaury"):** You said that during the implementation of the project a mechanism for complaints and suggestions will be launched. How will this mechanism work?

**Answer:** The mechanism of complaints and suggestions is one of the main requirements of the framework documents. This mechanism allows citizens to express their attitude to the implementation of the project. The project will install boxes for complaints and suggestions of citizens at each site and the project specialists together with the local government body (mahalla, jamoat) will receive them. Those complaints that are relevant to the project will be considered.

*The participants of the meeting expressed their approval and willingness to help with the project.*

List of participants in the meeting in the city of Bokhtar

№	Surname and first name	Place of work
1.	Gafurova M.	Deputy Director of the telephone exchange
2	Makhmadova S.	Lawyer of the Dilafruz NGO
3	Tolibova U.	Employment Office Specialist
4	Sharifzoda Sh.	Head of the City Department of Public Education
5	Sheralizoda G.	Head of the Women's Department
6	Holova K.	Specialist of the Gamhor NGO
7	Sayurov A.	Land Surveyor
8	Yatimzoda V.	Chief Architect of the City
9	Rakhmonov F.	Pension Fund
10	Sa'dulloev S.	Specialist Social Protection
11	Sadirova M.	Coordinator
12	Sattorova S.	Mahalla Department
13	Musozoda M.	Head of the City Department of CoES and Civil Defense
14	Samadov H.	Head of Finance
15	Makhmadzoda J.	Head of the Regional Department of CoES and Civil Defense
16	Rukhshonai Sh.	Specialist of the Department of Work with Young People
17	Mukhammadjonzoda D	Deputy Chairman of the City of Bokhtar

## Лонхаи “Баланд бардоштани омодагӣ ва устуворӣ ба офатҳои табиӣ дар Ҷумҳурии Тоҷикистон”

Рӯйхати иштироккунандагони муаррифии ҳуҷҷатҳои лонха

19.01.2022.

Вилоят Дашно Шаҳр/ноҳия Бӯстар Ҷамоат \_\_\_\_\_

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
1.	Ғафуров С.А.	муҳаббат ИШС АЭС	50506107520x@gmail.com	
2.	Махшадова С.	присети ТТЗ, Диласарӣ	5.mahmadova@mail.ru	
3.	Ҷамидова Ҷ.	Шарҳ аввали		
4.	Шарифзода М.	муаррифи корбар		
5.	А. Шералиев	мурӯб ва ҳисобдор		
6.	Қасимова Ҷ.	корбари ТТЗ Фарш		
7.	Саъдов С.	заминдор		
8.	Ҷамидова В.	Сармуҳаррир		
9.	Раҳмонов Ф.	Агентии қарақ		
10.	Саъдуллоев С.	Ҳирати изминҷ		
11.	Садриева Ф.	КБД ТТЗ		
12.	Сатторов С.	Шӯбаи корбар		
13.		маҳаллаҳои мундирӣ Фарш		
14.	М.В. Муҳаммадзода	Сардори БРК ҶД Ҷа АИ-и Ҷамоати деҳа		
15.	М.В. Саъидов	Сардори муҳаббат ва ҳисобдор		
16.	М.В. Шералиев	Сардори Ҷамоат		
17.	Ҷамоати И.	Бахши ҳаботдор		
18.	Ҷамоати И.	Муҳаббат ва ҳисобдор		
19.				
20.				

## Photos of Bokhtar



## PROTOCOL #2.

An introductory meeting with local government leaders, institutions, businesses, and activists  
about the project

"Improving Disaster Preparedness and Resilience in the Republic of Tajikistan"

Rudaki District January 26, 2023

Present: Rudaki District Vice-Chairman and 18 invitees, of whom 5 were women (list of  
participants is attached)

### **Topic of the meeting:**

1. Objectives of the "Strengthening Disaster Preparedness and Resilience in the Republic of Tajikistan" project
2. Components of the project
3. Questions and Discussions

**Note:** Handouts (brief information about the project) were prepared in two languages: (Tajik, Russian). The meeting was held in the state language, Tajik.

Deputy Chairman of the Hukumat of the district Rudaki Azizzoda Habibullo made opening remarks. The deputy head of the Hukumat of the district, Rudaki Azizzoda Habibullo, made an opening speech. He introduced the participants to the representatives of CRP MF and consultants on social development and environmental issues. The deputy chairman of the district briefly spoke about the purpose of the meeting and gave the floor to the representatives of CRP MoF.

Consultant on social issues Valiev M. informed the participants in detail about the objectives of the project, implementation timeframe, project components and regions of the project implementation. In particular, he said that under component 1 of the project 2 large bridges over rivers Kofarnihon and Elok will be restored in Rudak district.

Odilova R., Social Development Consultant, told about social and environmental requirements for the project implementation. She informed the participants that in the implementation of the project there are environmental and social risks. Although they are not significant, but it is necessary to keep them to a minimum. She said that the following framework documents are being prepared for the project implementation:

1. Environmental and Social Management Framework (ESMF)
2. Resettlement Policy Framework (RPF)
3. Labor management Procedures (LMP)

and briefly explained the need for these documents.

R. Odilova said that for the successful implementation of the project a document called "Stakeholder Engagement Plan" (SEP) has been prepared and we need to finalize it taking into account your opinions and suggestions.

Consultant of CRPF MF Niyatbekov S. spoke in detail about the Plan of interaction with stakeholders, i.e. first of all with local state and executive authorities. He said that successful implementation of the project depends on close cooperation between the relevant authorities and their assistance.

Environmental consultant Dadaboev D. informed the audience about environmental and social requirements. He told about normative legal documents of Tajikistan and about Social and Environmental Standards of the World Bank.

Participants were very interested and asked a lot of questions about the beginning of construction of bridges in the Rudaki area.

Consultant M. Valiev informed the participants of the meeting about the document - Procedures



for Regulating Labor Relations (PRTR).

The project consultants answered all of the participants' questions.

**Sharopov A., Chairman of Jamoat:** The bridges to be restored are on the territory of our Jamoat and as we know, there will be resettlement. There is a store, a gas station and many other things in the immediate vicinity. I think when restoring the bridges we should take into account these points.

**Answer:** We understand your concerns. PIU under the Ministry of Transport is engaged in the reconstruction of bridges, and while the tender for the design is not announced and when the designers start working the specialists of PIU, the district and Jamoat should be present and make sure that the impact of the project to a minimum. Well, if the resettlement will be inevitable, then we have a framework document on resettlement. We will act in accordance with the requirements of this document.

**A. Shobuddinova, editor-in-chief of the district newspaper:** What are the framework documents based on and are they only recommendations?

**Answer:** Framework documents are prepared on the basis of normative legal documents of the Republic of Tajikistan and Social and Environmental Standards of the World Bank. If you pay attention, SES of the World Bank were adopted in 2018 and all the projects financed by the WB necessarily comply with these standards. All situations are taken into account in the project documents. First of all, we must take into account that during the implementation of the project the rights of all citizens, especially those who are affected by the project, will be respected.

**S. Imomnazarov, entrepreneur:** You said that during the implementation of the project, a mechanism for handling complaints and suggestions will be launched. What is its essence?

**Answer:** The mechanism of consideration of complaints and suggestions is one of the main requirements of the framework documents. This mechanism allows citizens to express their attitude to the implementation of the project as a whole and on individual sites. Boxes for complaints and suggestions from citizens will be installed at each facility. Project specialists together with local government body (mahalla, jamoat) will receive them. Those complaints that are related only to the project will be considered.

**F. Khasanova, Head of the Department for Work with Women:** Will women be involved in the work of rebuilding bridges?

**Answer:** The project does not limit the gender. Of course women can work in the reconstruction of bridges, only for light jobs, such as cook, cleaner and others.

The participants of the meeting expressed their willingness to help with the project.

### List of participants in the Rudaki district meeting

№	Surname and first name	Place of work
1.	Musoeva K.	Chairman of the society of labor veterans
2	Shobudinova R.	Editor-in-Chief of a regional newspaper
3	Kalonov N.	Fire Chief.
4	Khasanov B.	Accountant
5	Sharipov O.	Road engineer
6	Holova F.	Chairman of the Jamoat
7	Khasanova F.	Women's Department
8	Odinaev A.	Head of the Road Department
9	Khojaev A.	Director of the District Ambulance Station
10	Imomnazarov S.	Entrepreneur
11	Gairatzoda M.	Land Office
12	Jalolov	GosStrakhovanie
13	Khalimov A.	Population Protection Department
14	Hakimov I.	Goskomstat
15	Bokizoda S.	Public organization "Vali"
16	Barotzoda K.	Head of the Employment Department
17	Khalilov Yu.	Head of the Nature Protection Department
18	Sharipov A.	Chairman of the Jamoat
19	Azizzoda Habibullo	Deputy Chairman of the District

## Лоиҳаи “Баланд бардоштани омодагӣ ва устуворӣ ба офатҳои табиӣ дар Ҷумҳурии Тоҷикистон”

Рӯйхати иштироккунандагони муаррифии ҳуҷҷатҳои лоиҳа

Вилоят \_\_\_\_\_ Шаҳр/ноҳия Рӯдакӣ Ҷамоат \_\_\_\_\_

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
1.	Мусоева К.	РСИИ Шӯро содирот		
2.	Шобурақов	“Ҳосили айла” Сайтҳои ҷурнали		
3.	Қасимов Н.	Сайтҳои ҷурнали		
4.	Қасимов Б.	Сайтҳои ҷурнали		
5.	Шарифов О.	Сайтҳои ҷурнали		
6.	Қасимов С.	Сайтҳои ҷурнали		
7.	Қасимов С.	Сайтҳои ҷурнали		
8.	Қасимов С.	Сайтҳои ҷурнали		
9.	Қасимов С.	Сайтҳои ҷурнали		
10.	Қасимов С.	Сайтҳои ҷурнали		
11.	Қасимов С.	Сайтҳои ҷурнали		
12.	Қасимов С.	Сайтҳои ҷурнали		
13.	Қасимов С.	Сайтҳои ҷурнали		
14.	Қасимов С.	Сайтҳои ҷурнали		
15.	Қасимов С.	Сайтҳои ҷурнали		
16.	Қасимов С.	Сайтҳои ҷурнали		
17.	Қасимов С.	Сайтҳои ҷурнали		
18.	Қасимов С.	Сайтҳои ҷурнали		
19.				
20.				

## Photos of Rudaki



### PROTOCOL № 3.

An introductory meeting with local government leaders, institutions, businesses, and activists  
about the project

"Improving Disaster Preparedness and Resilience in the Republic of Tajikistan"

Vose District February 21, 2023

Present: Vice-chairman of the district and 16 invitees, including 3 women (list of participants is attached)

#### **Topic of the meeting:**

1. Objectives of the "Strengthening Disaster Preparedness and Resilience in the Republic of Tajikistan" project
2. Components of the project
3. Questions and Discussions

*Note:* Handouts (brief information about the project) were prepared in two languages: (Tajik, Russian). The meeting was held in the state language, Tajik.

The deputy chairman of the Khukumat of Vose rayon made an opening speech. He said that we are glad that bridges and roads will be restored by the project. The deputy chairman introduced to the participants the representatives of MHP MoT and consultants on social development and environmental issues.

D. Safarov, Consultant on Social Issues, informed the participants in detail about the project objectives, implementation timeframe, project components and project implementation regions. In particular, he said that according to component 1 of the project several large and small bridges over the Yahsu river and canals will be restored in the territory of Vose district

Odilova R., Social Development Consultant, told about the social and environmental requirements in the implementation of the project. She informed the participants that in the implementation of the project there are risks of environmental and social nature. She said that the following framework documents are being prepared for the project implementation:

1. Environmental and Social Management Framework ( ESMF )
2. Resettlement Policy Framework (RPF)
3. Labor management Procedures (LMP)

and briefly explained the need for these documents.

R. Odilova said that a document called "Stakeholder Engagement Plan" (SEP) was prepared for the successful implementation of the project and we need to finalize it taking into account your opinions and suggestions.

Consultant of MOT GRP Nosirov R. informed the participants about the Plan of interaction with stakeholders, i.e. joint work with local state and executive authorities. He said that the successful implementation of the project depends on close cooperation between the relevant bodies and their assistance.

Consultant on environmental issues Nosirov R. informed the audience about environmental and social requirements. He told about normative legal documents of Tajikistan and about Social and Environmental Standards of the World Bank.

Participants were very interested in the project and asked a lot of questions about the beginning of construction of bridges in the Vose area.

Consultant Odilova R. informed the participants of the meeting about the document - Procedures for Regulating Labor Relations (PRTR).

The project consultants answered questions from the participants.

**D. Yatimov, Head of the District Department of CoES and Civil Defense:** We are glad that the Government of Tajikistan with the financial support of the World Bank is restoring infrastructure destroyed by natural disasters, especially bridges and roads. As participants of the meeting know last year another project restored and strengthened the coastal structures in our district. And now a new project will be implemented partially in our neighborhood. After restoration the bank protection structures have shown themselves well. They are stable and can withstand mudflows. I think that the new project will help us withstand the threats of natural disasters even more confidently. I have no questions. We have supported and continue to support World Bank projects.

**Isoev A., land surveyor:** When the project is implemented will there be resettlement?

**Answer:** GRP under the Ministry of Transport is engaged in the rehabilitation of bridges and roads, and until the design is not completed, it is impossible to say exactly about it. When designing should work together with the designers specialists GRP MoT, district and Jamoat. They must be present at the design and make the impact of the project to a minimum. Well, if the resettlement will be inevitable, then we have a framework document on resettlement. We will act in accordance with the requirements of this document.

**Mejrodjiddini Sharif, specialist of the Guliston Jamoat:** Framework documents are prepared for what?

**Answer:** Framework documents are prepared on the basis of normative legal documents of the Republic of Tajikistan and Social and Environmental Standards of the World Bank. If you pay attention, SES of the World Bank were adopted in 2018 and all the projects financed by the WB necessarily comply with these standards. All situations are taken into account in the project documents. First of all, we must take into account that during the implementation of the project the rights of all citizens, especially those who are affected by the project, will be respected.

**F. Nemmatzoda, Head of Women's Department:** When rebuilding bridges, will women be employed?

**Answer:** There is no gender restriction in the project. Of course women can work in the reconstruction of bridges, only for light jobs, such as cook, cleaner and others.

**S. Azimzoda, Head of the Statistics Department:** As you said, when implementing the project, a mechanism for complaints and suggestions will be launched. How will this mechanism work?

**Answer:** The mechanism of consideration of complaints and suggestions is one of the main requirements of the framework documents. This mechanism allows citizens to express their attitude to the implementation of the project as a whole and on individual sites. Boxes for complaints and suggestions from citizens will be installed at each facility. Project specialists together with local government body (mahalla, jamoat) will receive them. Those complaints that are related only to the project will be considered.

*The participants of the meeting expressed their willingness to help with the project.*

List of participants in the meeting in the Vose area

№	Surname and first name	Place of work
1.	Davlatzoda V.	Deputy Chairman of the District
2	Yatimov D	Head of the District Department of CoES and Civil Defense
3	Isoev A.	Specialist of the Committee on Land Management
4	Mehrodjiddin I.	Chief Specialist of the Guliston Jamoat
5	Khisainov R.	Neighborhood Architect.
6	Jamolova M.	Specialist of Women's Department
7	Talbov Yu.	Standards Agency
8	Ubaidov G.	Director of state insurance
9	Madaliev K.	Representative District Department of Education
10	Nemmatzoda F.	Head of the Women's Department
11	Nuraliev F.	Environmental protection
12	Abdukarimov H.	Head of Finance
13	Safarov B.	Head of the department of road maintenance
14	Mirakov G.	Entrepreneur
15	Azimzoda S.	Specialist of the State Statistics Committee

## Лоиҳаи “Баланд бардоштани омодагӣ ва устуворӣ ба офатҳои табиӣ дар Ҷумҳурии Тоҷикистон”

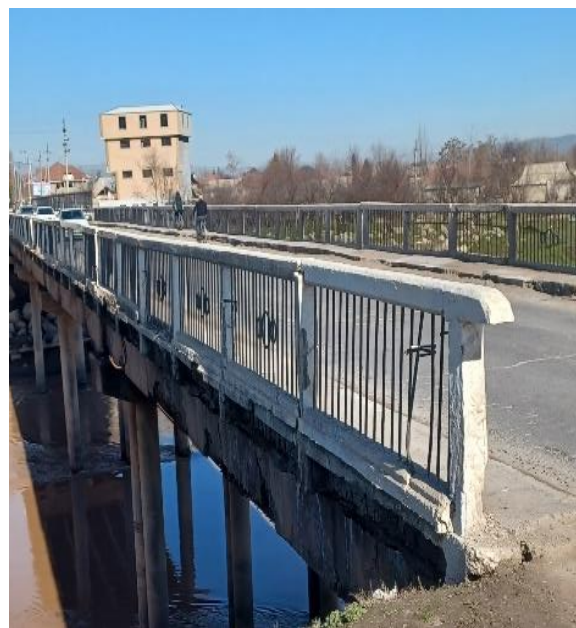
Рӯйхати иштироккунандагони муаррифии ҳуҷҷатҳои лоиҳа

Вилояти Сатрӯ Шаҳр/ноҳияи Восеъ Ҷамоат \_\_\_\_\_

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
1.	Давлатзода В.А	мур. раиси ноҳия		
2.	Алиев Д.М	сар. Ш.Ш.Р. Ватан		
3.	Исоев А.Ф.	муҳ. раиси к. Ҷамоат		
4.	Ализода Д.М	муҳ. раиси к. Ҷамоат		
5.	Зиёидов Р.Р	муҳ. раиси к. Ҷамоат		
6.	Шарифов С.	муҳ. раиси к. Ҷамоат		
7.	Ҷафаров ҶО	Сардори АСН-и		
8.	Ҷафаров С	Сардори АСН-и		
9.	Мадамов К	Сардори АСН-и		
10.	Ҷафаров С	Сардори АСН-и		
11.	Ҷафаров С	Сардори АСН-и		
12.	Ҷафаров С	Сардори АСН-и		
13.	Сайфиев Б	МОНРА. и.п. Восеъ		
14.	Ҷафаров С	МОНРА. и.п. Восеъ		
15.	Ҷафаров С	МОНРА. и.п. Восеъ		
16.				
17.				
18.				
19.				
20.				



## Photos of Vose



#### PROTOCOL № 4.

An introductory meeting with local government leaders, institutions, businesses, and activists as part of the project

"Improving Disaster Preparedness and Resilience in the Republic of Tajikistan"  
Khujand city on March 15, 2023

Present: the Deputy Chairman of Khujand and 17 invitees, including 4 women (a list of participants is attached)

#### **Topic of the meeting:**

1. Objectives of the "Strengthening Disaster Preparedness and Resilience in the Republic of Tajikistan" project
2. Components of the project
3. Questions and Discussions

*Note:* Handouts (brief information about the project) were prepared in two languages: (Tajik, Russian). The meeting was held mainly in the state language, Tajik.

Deputy Chairman of Hukumat of Khujand city Bokizoda Bakhtiyor Makhmud made opening remarks. Bokizoda Bakhtiyor Makhmud, Khukumat of Khujand city on economy and industry issues, and introduced the representatives of CRP MF and consultants on social development and environmental issues to the participants of the meeting. The deputy chairman of the city briefly spoke about the purpose of the meeting and gave the word to the representatives of CRP MoF.

R. Odilova, social development consultant, informed the audience in detail about the goals of the project, the timing of implementation, the components of the project and the territory of the project.

Odilova R., Social Development Consultant, told about the social and environmental requirements in the implementation of the project. She informed the participants that in the implementation of the project there are environmental and social risks. Although they are not significant, but they should be minimal. Odilova R. informed the participants that the following framework documents are being prepared for the project implementation:

1. Environmental and Social Management Framework ( ESMF )
2. Resettlement Policy Framework (RPF)
3. Labor management Procedures (LMP)

and briefly explained the need for these documents.

R. Odilova said that for the successful implementation of the project a document called "Stakeholder Engagement Plan" (SEP) has been prepared and we need to finalize it taking into account your opinions and suggestions.

Consultant of CRPF M. Valiev M. spoke in detail about the Plan of interaction with stakeholders, i.e. first of all interaction with local state and executive authorities. He said that successful implementation of the project depends on close cooperation between the relevant authorities and their assistance.

Consultant on environmental issues S. Niyatbekov informed the audience about environmental and social requirements. He told about normative legal documents of Tajikistan and about Social and Environmental Standards of the World Bank.

The participants were very interested and asked a lot of questions about the beginning of construction of the RCUKS in Khujand.

The project consultants answered all of the participants' questions.

**M. Kamolov, pension department:** We have a department of CoES and Civil Defense in the city. Is there a need to build another center?

**Answer:** Existing departments do not have critical incident management centers. In the previous project, a modern center was built in Dushanbe. It is a headquarter and will be equipped with the most modern equipment to prevent disasters, avoid and prevent them if possible. It will save many human lives and prevent destruction.

**Ustoev P., Department of Employment:** If the center is going to be built, it means that jobs will be created?

**Answer:** Yes, of course. We have already said that with the beginning of the construction of the center there will be an opportunity to employ dozens of people. Of course, it requires mainly male construction workers, but there will also be jobs for women, such as cooks and cleaners.

**M. Ulmasova, Head of the Social Security Department:** Who are the first to be accepted at work?

**Answer:** Everyone is hired, but first of all those who have specialties. I should also note that under the terms of the World Bank, which are reflected in the project documents, benefits are given to the poor, very needy segments of the population. We invited you to explain these requirements to people on the ground.

**Samadov S., Specialist of Industry Department:** According to my observations, in case of accidents or snowfall, we do not have enough special helicopters, so-called ambulances? There used to be such helicopters, but now they do not exist?

**Answer:** It is not within our competence and objectives of the project. Your question can be answered by KChS and Civil Defense, but we think that if RCUKS will be put into operation will be resolved a lot of issues related to assistance. This is what these centers are built for.

**Atoev A., chairman of "Dustiyi Khalkho" mahalla:** The object is directly on our mahalla. During construction we will probably have to worry about something, i.e. construction mechanisms, noise, dust. Are these points taken into account?

**Answer:** Yes, you must. This is what the framework documents are prepared for. We will try to minimize the impact of the project and the project specialists will work with you in this direction.

**H. Temirova, specialist of Women's Department:** We understood the goals and objectives of the project and I think that everyone present here will be for the implementation of the project and support it.

All meeting participants expressed their approval and willingness to help with the project.

*The protocol was prepared by M. Valiev.*

## List of participants of the meeting in Khujand

№	Surname and first name	Place of work
1.	Sharifzoda H.	Regional Department of Emergency Situations and Civil Defense, Head of Personnel
2	Nuraliev Z.	Head of the City Department of CoES and Civil Defense
3	Atoev A.	Chairman of the mahalla "Dustii Khalkho". Khujand
4	Mulloyev J.	Senior Rescue Officer, Department of CSF and Civil Defense
5	Ustoev P.	Specialist of the Employment Department
6	Kamolov M.	Pension Fund
7	Ulmasova N.	Head of the Social Security Department
8	Gafurova M.	Specialist of the State Property Department
9	Gafurova N.	Leading Specialist of the State Property Department
10	Temirova H.	Women's Department
11	Majidov A.	Investments Department
12	Samadov S.	Division of Industry
13	Shodiev S.	Specialist of investment department
14	Faizulloyev I.	Specialist of Economic Department
15	Khojaev R.	Architect of the City
16	Rajabov M.	Head of the Mahalla Department
17	Tolibov S.	Civil Engineer
18	Bokizoda B.	Deputy Chairman of the City of Khujand

**Лоиҳаи “Баланд бардоштани омодагӣ ва устувори  
офатҳон табиӣ дар Ҷумҳурии Тоҷикистон”**

Рӯйхати иштироккунандагони муаррифии ҳуҷҷатҳои лоиҳа

Вилоят Сурх Шаҳр/ноҳия Хуҷанд Ҷамоат \_\_\_\_\_  
15.03.2023

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
1.	<i>Шарифзода</i>	РКХД		<i>[Signature]</i>
2.	<i>Қурбонӣ З.</i>	Сардор МХКВ		<i>[Signature]</i>
3.		РКХД 6.02		
4.	<i>Ҷаббаров</i>	Раисор маҷмаъаи ҳамаҷониба		<i>[Signature]</i>
5.	<i>Муминов</i>	адресор кӯча		<i>[Signature]</i>
6.	<i>Ҷустов</i>	сармуҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
7.	<i>Қамолӣ М</i>	муҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
8.	<i>Ҷамшидов</i>	муҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
9.	<i>Ҷафурова М.Е</i>	муҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
10.	<i>Ҷафурова Н.А</i>	муҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
11.	<i>Ҷамшидова</i>	муҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
12.	<i>Маҷидов А.А</i>	Бахши сармуҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
13.	<i>Самадов С.Б</i>	Бахши сармуҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
14.	<i>Шоғиев С.С</i>	Бахши сармуҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
15.	<i>Ҷафуров И.Т</i>	муҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
16.	<i>Ҷафуров Р.Б</i>	муҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
17.	<i>Ҷафуров М.Р</i>	муҳт. маҷмаъаи муҳт. аҳоли		<i>[Signature]</i>
18.	<i>Шоғиев С.В</i>	БКМН 1 и 2-9		<i>[Signature]</i>
19.				
20.				

## Photos of Khujand



Presentations of the project "Improving Disaster Preparedness and Resilience in the Republic of Tajikistan  
Karatag village, Balkhak village April 08, 2023

Present: Chairman of the mahalla and 32 villagers, 22 of whom were women (a list of participants is attached)

**Presentation topic**

Goals and objectives of the project "Improving Disaster Preparedness and Resilience in the Republic of Tajikistan

*Note:* Handouts (brief information about the project) were prepared in two languages: (Tajik, Russian). The meeting was held in the state language, Tajik.

Major Saivalizoda F., Deputy Head of the Financial and Economic Department of CoESCD, made an opening speech and introduced the representatives of CRPF MoF and consultants on social development and environmental issues to the participants of the meeting. Saivalizoda briefly described the purpose of the meeting and gave the floor to the representatives of CRPF Ministry of Finance.

M Valiev M, social consultant of PIU MoF, informed the audience in detail about the objectives of the project, the timing of implementation, the components of the project and the territory of the project. It was noted in the territory of The training centre for rescue workers CoESCD, which is located near Balkhak village in Karatag.

He spoke about the social and environmental requirements in the implementation of the project. She informed the participants that there are environmental and social risks when implementing the project. Although they are not significant, but it is necessary that they should be minimal. The participants were informed that the framework documents for the project implementation have been prepared: Environmental and Social Management Framework Document ( ESMF ), Resettlement Policy Framework Document (RPF), Labor Management Procedures (LMP) and briefly explained the need for these documents.

And he also informed the participants about the "Stakeholder Engagement Plan" (SEP) and spoke in detail about the importance of stakeholder engagement, that is, primarily the interaction with local state executive authorities and residents of nearby villages where the project is implemented and the possible impacts.

S. Niyatbekov, Consultant on Environmental Issues, informed the participants about the environmental requirements for project implementation. He told about normative legal documents of Tajikistan and Socio-Ecological Standards of the World Bank.

Valiev M. told about the mechanism of consideration of complaints and suggestions. It was explained that during the implementation of the project citizens may have questions regarding the implementation of the project. For this reason, special boxes will be installed at each site to receive appeals.

After the presentations, participants asked many questions.

Project consultants and specialists answered all of the participants' questions.

**Khojaeva J, a housewife:** We live next door to The training centre for rescue workers. Does the project go beyond the territory of the Training center?

**Answer:** As we said, the diver training center is not that big. No don't go out and don't bother.

**Zarifov S., unemployed:** I don't work anywhere, that is, I want and can work, but I don't have a job. Can I hope to find a job when implementing the project?

**Answer:** During the construction of the training center will need construction workers and unskilled workers. You can apply.

**F. Safarova, housewife:** I am still unemployed and sitting at home. I understand that construction is men's work, but will it be possible for women to find a job here when implementing the project?

**Answer:** We said that with the beginning of construction of the training center there will be an opportunity to temporarily employ dozens of people. Of course, mostly men in construction professions are needed there, but there will also be jobs for women, such as cooks and cleaners.

**Ochildiev R., chairman of the mahalla:** Since we live close to the Training center we have some concerns. The thing is that the sewerage of our houses passes through the territory of the training center. Will the project affect our sewer system?

**Answer:** As we were informed on the site where it is planned to build a training center there is no infrastructure. You can ask about this in detail from the specialists of CoESCD.

**F. Faizov, carpenter:** I would like to know if they will hire everyone or only construction specialists?

**Answer:** Everyone is hired, but first of all specialists. We should also note that under the terms of the World Bank, which are reflected in the project documents, benefits are given to poor people in need. You can inform others about the beginning of the project.

**Gaforova D., milkmaid:** You said about the complaint mechanism. How many days are the deadlines for complaints?

**Answer:** Complaints will be considered within 15 days, and if they are not resolved within this period, that is, the issue is complicated, then up to 30 days. In the documents that we handed out to you it is written in detail about this procedure, where you can read.

All meeting participants expressed their approval and willingness to help with the project.

*The protocol was prepared by M. Valiev.*



List of participants of the meeting in Karatag, Balkhak village

№	Surname and first name	Place of work
1.	Hodjaeva J.	housewife
2	Sharipova R.	Part Chef
3	Ochildieva S.	Retired
4	Burakov A.	Unit Commander
5	Dustov B.	Unit Officer
6	Saidova S.	Senior chef of the unit
7	Safarova G.	School janitor
8	Safarova F.	Housewife
9	Zaidulloeva Sh.	Housewife
10	Karayeva U.	Housewife
11	Gaforova D.	Milkmaid
12	Olimova S.	Entrepreneur
13	Alinazarova U.	Housewife
14	Mirzomurodova	Cook
15	Kodirova A.	Housewife
16	Yusufova Z.	Housewife
17	Atoeva B.	Housewife
18	Khamraev M.	Unemployed
19	Mirzomurodova M.	Dishwasher
20	Nurulloeva H.	Disabled
21	Turaeva Sh.	Housewife
22	Boymanova Sh.	Housewife
23	Musoev B.	Unemployed
24	Rakhmonova S.	Cook
25	Zaripov S.	Unemployed
26	Ochildiev B.	Unemployed
27	Faizov F.	Carpenter
28	Kosimov S.	Retired
29	Khushmadov A.	Working
30	Ochildiev R.	Mahalla Chairman
31	Halimov	Unemployed

**Лоиҳаи “Баланд бардоштани омодагӣ ва устуворӣ ба  
офатҳои табиӣ дар Ҷумҳурии Тоҷикистон”**

Рӯйхати иштироккунандагони муаррифии ҳуҷҷатҳои лоиҳа

*Карабал к. Балхан*

Вилоят \_\_\_\_\_ Шаҳр/ноҳия \_\_\_\_\_ Ҷамоат \_\_\_\_\_

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
1.	<i>Бӯрақов Н</i>	<i>кам. рома</i>		<i>[Signature]</i>
2.	<i>Дӯстқов Б</i>	<i>кам. рома</i>		<i>[Signature]</i>
3.	<i>Саидова С</i>	<i>сар. ошхона</i>		<i>[Signature]</i>
4.	<i>Шарипова Р</i>	<i>повоф</i>		<i>[Signature]</i>
5.	<i>Ҷиринов Н</i>	<i>к. ошхона</i>		<i>[Signature]</i>
6.	<i>Ҷоҳилова Ҷ</i>	<i>хонашин</i>		<i>[Signature]</i>
7.	<i>Донишқева</i>	<i>нафракхона</i>		<i>[Signature]</i>
8.	<i>Сафарова Т</i>	<i>фарош. м.в.</i>		<i>[Signature]</i>
9.	<i>Сафарова Ф</i>	<i>хонашин</i>		<i>[Signature]</i>
10.	<i>Зиёдуллоева И</i>	<i>хонашин</i>		<i>[Signature]</i>
11.	<i>Сафарова М.</i>	<i>кафакхона</i>		<i>[Signature]</i>
12.	<i>Ҷаҳилова Ҷ</i>	<i>хонашин</i>		<i>[Signature]</i>
13.	<i>Ҷаҳилова Д</i>	<i>Голуши Ҷ/х</i>		<i>[Signature]</i>
14.	<i>Ошқова С.М</i>	<i>сар. ошхона</i>		<i>[Signature]</i>
15.	<i>Аминназарова</i>	<i>хонашин</i>		<i>[Signature]</i>
16.	<i>Ҷаҳилова Т</i>	<i>хонашин</i>		<i>[Signature]</i>
17.	<i>Мирзошариф</i>	<i>ошхона</i>		<i>[Signature]</i>
18.	<i>Қодирова А</i>	<i>хонашин</i>		<i>[Signature]</i>
19.	<i>Ҷоҳилова З</i>	<i>хонашин</i>		<i>[Signature]</i>
20.	<i>Атоева Б</i>	<i>хонашин</i>		<i>[Signature]</i>

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
21	Мирзомурадбе М	05.10.61. Зарфишуй К/Х		Мирзомурадбе
22	Нурузиёва Х	наор ГМЗТ		Нурузиёва
23	Тураева И	хонашин		Тураева
24	Бойманова И	хонашин		Бойманова
25	Мусоев Б	хонашин		Мусоев
26	Рахмонова С	05.10.61. Дашқаз К/Х		Рахмонова
27	Зарипов С	Бекор		Зарипов
28	Оширқиев Б	Бекор		Оширқиев
29	Раёзов Р	Усто		Раёзов
30	Косимов С	Награқачуғ		Косимов
31	Қўшмағор	Қарғар		Қўшмағор
32	Очилов Р	Мақола		Очилов
33	Жамшид	Бекор		Жамшид

Photos of Karatag



## PROTOCOL #6.

Presentations of the project "Improving Disaster Preparedness and Resilience in the Republic of Tajikistan

Hissar, Jamoat Somon 08 April 2023

Present: Chairman of the mahalla and 19 residents (list of participants is attached)

### **Presentation topic**

Goals and objectives of the project "Improving Disaster Preparedness and Resilience in the Republic of Tajikistan

*Note:* Handouts (brief information about the project) were prepared in two languages: (Tajik, Russian). The meeting was held in the state language, Tajik.

Major Saivalizoda F., Deputy Head of the Financial and Economic Department of CoESCD, made an introductory speech and introduced the PIU MoF consultants on social development and environmental issues to the participants of the meeting. He briefly spoke about the purpose of the meeting.

Consultant on social issues of PIU MoF Valiev M informed the participants in detail about the objectives of the project, the timing of implementation, the components of the project and the territory of the project. It was noted that on the territory of anti-hail service department of CoESCD, which is located near Shurobi Iskandar Jamoat Somon village, training classrooms for exchange of information between employees of anti-hail service of CoESCD and the Agency on Hydrometeorology of Tajikistan will be reconstructed.

He spoke about the social and environmental requirements in the implementation of the project. He informed the participants that there are environmental and social risks in the implementation of the project. Although they are not significant, but it is necessary that they were minimal. Participants were informed that the project implementation framework documents have been prepared: Environmental and Social Management Framework Document (ESMF), Resettlement Policy Framework Document (RPF), Labor Management Procedures (LMP) and briefly explained the need for these documents.

They explained the gist of the document - "Plan of interaction with stakeholders" (SEP) and in detail the importance of interaction with stakeholders, that is, primarily the interaction with local authorities and residents of nearby villages where the project is implemented and the possible impact of the project on the property of citizens and other.

S. Niyatbekov, Consultant on Environmental Issues, informed the participants about the environmental requirements for project implementation. He told about normative legal documents of Tajikistan and Socio-Ecological Standards of the World Bank.

Valiev M. also told about the mechanism of complaints and suggestions. It was explained that during the implementation of the project citizens may have questions regarding the implementation of the project. For this purpose, special boxes for receiving appeals will be installed at each site.

The questions of the participants were of a different nature.

Project consultants and specialists answered all of the participants' questions.

**Boborokhimov I:** We live next to this Hail Service Department. Does the project go beyond the territory of this Department?

**Answer:** No, it's not. The old buildings will be renovated for co-curricular activities.

**Khamzaev S. builder:** I don't work anywhere yet. I can work at this site. Will they accept me?

**Answer:** When rebuilding the building will need construction workers and unskilled workers. When the construction starts you can apply.

**Sharipov J., worker:** You said that during the implementation of the project, environmental and social protection plans will be prepared on the basis of framework documents. Who will monitor their compliance?

**Answer:** A Project Implementation Unit will be established under the CoES and Go, which includes specialists in conservation measures, i.e. an ecologist and a sociologist. The contractor must comply with all requirements for environmental and social protection.

**Sultonov A., chairman of the mahalla:** There is no drinking water in our village. We have imported water, i.e. drinking water is brought to us by water trucks. As we know, there is no drinking water in this department of anti-hail service. Can't the project support us in this?

**Answer:** As we said, the purpose of the project in this case is to repair the building and provide the necessary tools. We can only refer your request to a higher authority.

**Zokirov E., entrepreneur:** You said about the mechanism for reviewing complaints. How many days are the deadlines for reviewing complaints?

**Answer:** Complaints will be reviewed within 15 days, and if they are not resolved within this period, that is, the issue is complicated, then up to 30 days. In the documents that we handed out to you it is written in detail about this procedure, where you can read.

All meeting participants expressed their approval and willingness to help with the project.

*The protocol was prepared by M. Valiev.*

List of participants of the meeting in Somon Jamoat, Hissar

№	Surname and first name	Place of work
1.	Sultonov A.	Entrepreneur
2	Boborakhimov.	Unemployed
3	Abdulloev D.	Retired
4	Khamzaev S.	Builder
5	Nurov K.	Working
6	Melikov N.	Working
7	Yusupov A.	Farmer
8	Kalandarov A.	Cook
9	Rozikov Z.	Working
10	Zokirov D.	Entrepreneur
11	Hazratkulov	Retired
12	Kodirov A.	Working
13	Burhanzod B.	Dehkan
14	Siyarov D	Raochy
15	Sharipov J.	Working
16	Murodov Sh.	Handyman
17	Sultonov H.	Handyman
18	Dzhuraev H.	Salaried worker
19	Sultonov H.	Working
20	Turaev A.	Security Guard

Лоиҳаи "Баланд бардоштани омодагӣ ва устуворӣ ба  
офатҳои табиӣ дар Ҷумҳурии Тоҷикистон"

Рӯйхати иштироккунандагони муаррифии ҳуҷҷатҳои лоиҳа

Вилоят \_\_\_\_\_ Шаҳр/ноҳия Душанбе Ҷамоат Солмон

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
1.	Султонов Абдул	Савдогар		
2.	Қоборӣ Раҷабов	Бепор		
3.	Абдуллоев Ҷ	Савдогар наф.		
4.	Қадров Содиқ	Қар. сохтмон		
5.	Қурбон Қурбан	Қорғар		
6.	Алиев Насим	Қорғар		
7.	Друнов А	Қорғар		
8.	Қолиқарова Ошпаз			
9.	Қозилев Ҷ	Қорғар		
10.	Зоилов Ҷ	Сохтмон		
11.	Қазратов Абдураҳим			
12.	Қасимов А	Қорғар		
13.	Қурбанов Б	Қорғар		
14.	Қаров Ш.Д	Қорғар		
15.	Қасимов А	Қорғар		
16.	Қурбанов В.И	Қорғар		
17.	Қасимов Х	Қорғар		
18.	Қасимов Х	Қорғар		
19.	Қасимов Х	Қорғар		
20.	Қасимов А	Қорғар		

Photos of Hissar





## PROTOCOL #7.

An introductory meeting with local government leaders, institutions, businesses,  
and activists about the project  
"Improving Disaster Preparedness and Resilience in the Republic of Tajikistan"

Khorog City April 13, 2023

Present: First Deputy Chairman of the City of Khorog and 15 invitees, 6 of whom  
were women (a list of participants is attached)

### **Topic of the meeting:**

1. Objectives of the project "Improving Disaster Preparedness and Resilience in the Republic of Tajikistan"
2. Components of the project
3. Questions and Discussions

*Note:* Handouts (brief information about the project) were prepared in two languages: (Tajik, Russian). The meeting was held in the state language, Tajik.

First Deputy Mayor of Khorog Vatansho Habib made opening remarks. He introduced the participants to the representatives of PIU MoF on social and environmental issues. The deputy mayor briefly spoke about the purpose of the meeting and gave the word to the representatives of PIU MoF.

M. Valiev, Consultant on Social Issues, informed the participants in detail about the project objectives, project components, project implementation regions and implementation timeframe. Among other things, he said that under component 2.1 of the project, Regional Center for Critical Situations Management will be built in Khorog city.

The consultant spoke about the social and environmental requirements in the implementation of the project. He informed the participants that the project has environmental and social risks. Although they are not significant, but it is necessary to keep them to a minimum. He said that the following framework documents were prepared for the project implementation:

1. Environmental and Social Management Framework (ESMF)
2. Resettlement Policy Framework (RPF)
3. Labor management plan (LMP)

and briefly explained the need for these documents.

Valiev M. told that for the successful implementation of the project a document - "Stakeholder Engagement Plan" (SEP) was prepared and it is necessary to finalize it, taking into account your opinions and wishes.

He spoke in detail about the Stakeholder Engagement Plan and noted that the first priority was to interact with local state executive authorities and the population

on the ground. He said that successful implementation of the project depends on close cooperation between the relevant authorities and their assistance.

Valiev M. informed the participants in detail about ecological and social requirements. He told about normative legal documents of Tajikistan and about Social and Environmental Standards of the World Bank regarding the project implementation.

Consultant M. Valiev informed the participants of the meeting about the document - Procedures for Regulating Labor Relations (LMP). The participants were explained the requirements of laws and codes of RT and SES-2 of the World Bank for employment and customer/contractor relations

The participants asked a lot of questions regarding the construction of the RC in Khorog.

The project consultants answered all of the participants' questions.

**Mirzoev Z, chairman of Shokhtemur Jamoat:** The regional center is being built on the site of the regional department of CoES and Civil Defense, which is located on the territory of our Jamoat and there may be problems related to the implementation of this project. Problems may be related to transport, since our streets, as you have seen, are very narrow. In addition, there may be difficulties with the supply of drinking water. Who will solve these issues?

**Answer:** We understand your concern. Yes, the streets are narrow, there may be a shortage of drinking water. That is why we meet with you here to clarify together the possible problems and ways to solve them. Because of the narrow roads there may be traffic jams, but they are temporary and Contractor should take this into account and the project specialists will take control of the implementation of all safety requirements, including the movement of vehicles to and from the facility.

The head of the department will answer you about the lack of drinking water.

**Mirakov N.:** The construction of our RCUKS can in no way negatively affect the lives of our neighbors. On the contrary, we have our own well. When the building is designed, you will see for yourself.

**N. Dzhonmamadov, Chairman of Somonshahr Jamoat:** Our city is not big, but we have little land, no large enterprises, and there are a lot of workers. It is not easy to find a job here. We would like to know if our people can find a job during the construction of the RCUKS building?

**Answer:** Yes, absolutely. The project documents say to hire local workers. At least 70 percent of the workers must be local.

**N. Fidolieva, leading specialist of the Youth Department:** You showed us draft framework documents on ecology, resettlement, labor relations. What are these documents based on?

**Answer:** Framework documents are prepared on the basis of normative legal documents of the Republic of Tajikistan and Social and Environmental Standards of the World Bank. If you pay attention, SES of the World Bank were adopted in 2018 and all the projects financed by the WB necessarily comply with these standards. All situations are taken into account in the project documents. First of all, we must take

into account that during the implementation of the project the rights of all citizens, especially those who are affected by the project, will be respected.

**Vazirbekov A., a pensioner:** I live on the street where the construction of the building is planned. If my peace is disturbed, can I apply to the hukumat of the city and directly to the project?

**Answer:** The mechanism of complaints and suggestions is one of the main requirements of the framework documents. This mechanism gives citizens the opportunity, regardless of position, to express their opinions about the project as a whole and the construction of the building. At each site will be installed boxes for complaints and suggestions from citizens. Project specialists will receive them and together with the local government body (mahalla, jamoat) will solve problems. It should be noted that the project will consider those complaints that relate only to the activities of the project.

#### List of participants of the meeting in the city of Khorog

№	Surname and first name	Place of work
1.	Watansho H.	First deputy chairman of the city
2	Mirzoev Z.	Chairman of the Jamoat Shokhtemur in Khorog
3	Jonmamadov N.	Chairman of the Jamoat of Somonshahr in Khorog.
4	Sheralieva R.	Chief accountant of the city department of education
5	Fidolieva N.	Leading Specialist of the Youth Department
6	Vazirbekova M.	Chief Specialist of the Social Security Department
7	Asanova R.	Women's Department
8	Abdulgaffarov F.	Leading Specialist of the Environmental Protection Department
9	Chavliev N.	Employee of the City Department of Emergency Situations and Civil Defense
10	Mirakov N.	Head of the Regional Department of CoES and Civil Defense
11	Shoismatov Sh.	Retired
12	Vazirbekov A.	Employee of the Regional Department of CoES and Civil Defense
13	Gulmamadov A.	Retired
14	Kuvvatbekova A.	Nurse
15	Faizullozoda A.	Deputy Head of the Regional Department of CoES and Civil Defense
16	Tolib Faizullo	Deputy Chairman of the City of Khorog

## Лоихаи “Баланд бардоштани омодагӣ ва устуворӣ ба офатҳои табиӣ дар Ҷумҳурии Тоҷикистон”

Рӯйхати иштироккунандагони муаррифии хуччатҳои лоиха

13.04.2023.

Вилоят ВМКБ Шаҳр/ноҳия Коргу Ҷамоат \_\_\_\_\_

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
1.	Ватаншо Хайдар	Модирани Ҷидда Раиси Ҷамоат		
2.	Мирзоӣ Зухрал	Раиси Ҷамоати «Шоҳталанчӯр»		
3.	Ҷонназаров Нурмақом	Раиси Ҷамоати «Сомониқар»		
4.	Мерозидов Ҷобил	Сармуҳтаб Шӯъбаи таълим ва фарҳанг		
5.	Ҷабрӯллоев Наврузхон	Муртаққини таълим Раиси Ҷамоати «Сомониқар»		
6.	Мирзоӣ Ҷамолат	Муртаққини таълим Раиси Ҷамоати «Сомониқар»		
7.	Ҷамолат	Муртаққини таълим Раиси Ҷамоати «Сомониқар»		
8.	Абдулқадиров	Муртаққини таълим Раиси Ҷамоати «Сомониқар»		
9.	Ҷабрӯллоев	Муртаққини таълим Раиси Ҷамоати «Сомониқар»		
10.	Мираков	Сардори Ҷамоати «Сомониқар»		
11.	Шоҳназаров	Сотилиши шаҳр		
12.	Ҷабрӯллоев А.	Сотилиши шаҳр		
13.	Ҷабрӯллоев	Сотилиши шаҳр	кафтархона	
14.	Ҷабрӯллоев	Сотилиши шаҳр	кафтархона	
15.	Ҷабрӯллоев	Сотилиши шаҳр	кафтархона	
16.	Ҷабрӯллоев	Сотилиши шаҳр	кафтархона	
17.				

## Photos of the meeting in Khorog



## PROTOCOL #8.

An introductory meeting with local government leaders, institutions, businesses, and activists about the project  
"Improving Disaster Preparedness and Resilience in the Republic of Tajikistan"  
Rasht District April 19, 2023

Attendance: First Deputy Chairman of the district and 18 invitees, of whom 6 were women (a list of participants is attached)

### **Theme of the meeting:**

1. Objectives of the "Strengthening Disaster Preparedness and Resilience in the Republic of Tajikistan" project
2. Components of the project
3. Questions and Discussions

*Note:* Handouts (brief information about the project) and presentations were prepared in two languages: (Tajik, Russian). The meeting was held in the state language, Tajik.

First deputy chairman of Rasht district khukumat for economic issues Sharifzoda M. made an opening speech. He thanked employees of project implementing agencies and said that we are glad that with the support of the project we will have restored roads. The deputy chairman introduced the representatives of PIU MoF and GRP MoT - consultants on social development and environmental issues to the participants.

S. Niyatbekov, Consultant on environmental issues of PIU MoF, informed the participants in detail about the project objectives, implementation timeframe, project components and project implementation regions. In particular, he said that under Component 1 of the project, critical sections of the Dushanbe-Rasht-Karamik road (border with the Kyrgyz Republic) will be restored in the Rasht, Tajikabad, Lakhsh and Roghun districts of the Rasht region.

D. Safarov, social consultant of PIG MT told about the social and environmental requirements in the implementation of the project. He informed the participants that there are environmental and social risks in the project implementation. He noted that the following framework documents are being prepared for the project implementation:

1. Environmental and Social Action Management Framework (ESMF)
2. Resettlement Policy Framework (RPF)
3. Labor management plan (LMP)

and briefly explained the need for these documents.

Safarov D. said that for the successful implementation of the project, a document - "Plan of Interaction with Stakeholders" (SEP) has been prepared and we need to finalize it taking into account the opinions and wishes of experts and citizens in general.

Consultant on environmental issues of GRP MoT Nosirov R. informed the participants about the Plan of interaction with stakeholders, i.e. joint work with local state and executive authorities. He said that the successful implementation of the project depends on close cooperation between the relevant authorities and their assistance.

Nosirov R. informed the audience about environmental and social requirements. He told about normative legal documents of Tajikistan and about Social and Environmental Standards of the World Bank.

Participants were very interested in the project and asked many questions about the start of its implementation in the Rasht Valley.

S. Niyatbekov informed the participants of the meeting about the document – Labor management plan (LMP).

The project consultants answered questions from the participants.

### Q&A

**A. Saidakhmadov, head of the road maintenance site:** Near the village of Belgi, on the right side of the Surkhob river the bridge is destroyed. There it is necessary to carry out restoration work on the bank and the construction of a pedestrian bridge, which the population began to build, but due to a lack of funds have remained so.

**Answer:** As we have already said, the project will finance critical sections of the Dushanbe-Rasht-Lakhsh-Karamik road. Specific sections have not been identified yet. The necessary sections are being designed, which need to be rehabilitated, and then we will be able to say precisely.

**S. Mirakov, teacher:** At the beginning I would like to thank the Government of the Republic of Tajikistan and the World Bank for this project. Indeed, we have many dangerous sections of roads in the region. Take our region, i.e. Rasht, how much more needs to be done. You correctly noted that due to natural disasters we have a lot of economic losses every year. Despite this, we see that our government, with the support of the World Bank and other international organizations, is trying to make our lives easier. I just wanted to express my wish. Thank you to all those involved in the implementation of the project.

**S. Sharipova, Specialist of Social Protection Department:** As I understand it, the project will create new jobs. Will only specialists be hired?

**Answer:** When reconstruction and new construction work begins, contractors will hire local residents. This is a requirement of the WB. Specialists and workers, i.e. people of working professions: carpenters, concrete workers, reinforcing workers and others can be hired. It should be noted that there are jobs for women, too. They can work as cooks, cleaners, etc..

**Abdonov A., land surveyor:** From your words, we understand that the project does not take new land. Still, there may be questions about resettlement and allocation of new land plots?

**Answer:** There are such risks during implementation and we take them into account. Strengthening of important sections of the road will take place within the existing

road, but we can say exactly after the design. All these points are taken into account in the framework documents, as you know, we told about these requirements.

M. Sharifzoda, First Deputy Chairman of the district, summarizing the meeting, thanked all the participants and assured that the district Hukumat will always support the implementation of the project.

#### List of participants in the Rasht meeting

№	Surname and first name	Place of work
1.	Sharifzoda M	Deputy Chairman of the District
2	Saidakhmadov A.	Head of the road maintenance department
3	Abdonov A.	Specialist of the Committee on Land Settlement
4	Saigufronov Z.	Head of the Employment Department
5	Rasulov J.	Architect
6	Mirakov S.	Teacher
7	Obidov M.	Head of the state agency for road maintenance
8	Sharipov M.	Chief engineer state agency road maintenance
9	Gulomov R.	Entrepreneur
10	Kalandarov M.	A representative of the local press
11	Abdulloeva Yu.	Industrial Specialist
12	Sharipova S.	Head of the Environmental Protection Department
13	Obidzoda M.	Representative of the Youth Department
14	Bekov M.	Chairman of the Jamoat
15	Makhmadov A.	Chairman of the Jamoat
16	Khodzhiev H.	Chief Architect of the district
17	Shafoev B.	Insurance Department
18	Islomova Z.	Specialist of the Employment Department



19	Gulomova S.	Teacher
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## Лоиҳаи “Баланд бардоштани омодагӣ ва устуворӣ ба офатҳои табиӣ дар Ҷумҳурии Тоҷикистон”

Рӯйхати иштироккунандагони муаррифии ҳуҷҷатҳои лоиҳа

19.01.2023.

Вилоят \_\_\_\_\_ Шаҳр/ноҳия Рашид Ҷамоат \_\_\_\_\_

№	Ному насаб	Вазифа	Телефон/ почт. элект.	Имзо
1.	Шарифзода М. Муов. раис ноҳ			
2.	Сайдахонаева А	Соттори ИХРА-роӣ		
3.	Абдуқодир А	муов. раис. кум. раис		
4.	Сайидмуродов З	Раҳбари ИИМБ-и ИИ		
5.	Раҷабов З	Соттори ИИХ-и ИИМБ-и ИИ		
6.	Миралов С	омӯзгор		
7.	Сайидов М	Сармуҳри маҷмаа		
8.	Шарифов М	Сармуҳри маҷмаа		
9.	Ҷумалов Р	Раҳбар		
10.	Ҷалялова З	М-роҳбар		
11.	Абдуллоев Ю.	муов. раис. раис		
12.	Шарифова С	муов. раис. раис		
13.	Обидзодов М	муов. раис. раис		
14.	Дисқов М.	раис. Ҷамоат		
15.	Махмадов Д.	раис. Ҷамоат		
16.	Ҳозиев К	Раҳбар маҷмаа		
17.	Широев В	Директор Сузгар		
18.	Ҷалялова З	муов. раис. раис		
19.	Ҷалялова С	омӯзгор		
20.				

## Rasht

## Photos



Annex 2. Complaint Registration Form Template

The following template can be used to register complaints.

Position \_\_\_\_\_  
(Department Director)

Name \_\_\_\_\_  
(Name)

from \_\_\_\_\_  
(residential area)

Address \_\_\_\_\_  
(Applicant's address)

Grievance

I

\_\_\_\_\_  
\_\_\_\_\_  
(Applicant's first and last name)

Grievance Purpose

\_\_\_\_\_  
(Information about the existing problem and its reasons)  
\_\_\_\_\_

Ways to eliminate the problem

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

(Name) \_\_\_\_\_

Date \_\_\_\_\_

Tel \_\_\_\_\_

Contact information for PIU/PIG employees in the districts:

E-mail (if any) \_\_\_\_\_

Applicant's signature \_\_\_\_\_

Project Implementation Unit under the Ministry of Finance of the Republic of Tajikistan