

**REPUBLIC OF TAJIKISTAN**

**Ministry of Finance (MoF), Ministry of Transport (MoT), Committee for Emergency Situations  
and Civil Defense (CoESCD)**

## **STAKEHOLDER ENGAEMENT PLAN**

For

**TAJKISTAN PREPAREDNESS AND RESILIENCE TO DISASTER PROJECT (PREPARED)  
(P177779)**

**NOVEMBER 16, 2021**

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## ABBREVIATIONS AND ACRONYMS

PRDT	Preparedness and resilience to disasters in Tajikistan
CoESCD	Committee for Emergency Situations and Civil Defense
CPF	Country Partnership Framework
CRC	Conflict Resolution Commission
ECA	Europe & Central Asia
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social Impact Assessment
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standards
GBAO	Gorno-Badakhshan Autonomous Region
GRM	Grievance Redress Mechanism
M&E	Monitoring & Evaluation
MoF	Ministry of Finance
MoT	Ministry of Transport
NGO	Non-Governmental Organization
PAP	Project Affected People
PDO	Project Development Objective
PIG	Project Implementation Group
RAMS	Road asset management system
RAP	Resettlement Action Plan
SEP	Stakeholder Engagement Plan
TA	Technical Assistance
WB	World Bank

## 1. Introduction/Project Description

Between May – July 2021, a series of extreme rainfall events, coupled with significant snowmelt, led to disasters in several cities and districts in the regions of Khatlon, Soghd and Districts of Republican Subordination. The GoT estimates damage to at least 530 residential properties, 15 education and health facilities, 2,000 ha of cultivated land, 10 bridges, 50 km of roads, 20 km of irrigation and drainage systems, 35 km of transmission lines and 7 transformers. The greatest impacts were in Khatlon. Khatlon accounts for half of the country’s agricultural land and pastures, with the May 2021 events destroying croplands and irrigation canals. Major transport corridors in Khatlon were also impacted. While reconstruction efforts are underway, much of the affected population remains displaced and is currently residing in tents.

The proposed Tajikistan Preparedness and Resilience to Disaster Project (PREPARED) aims to support resilient recovery from the 2021 floods, strengthen national disaster risk management capacities and preparedness, and enhance the resilience of select critical infrastructure against natural hazards.

**The PREPARED Project comprises the following 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. Capital works will include reconstruction and repair of roads in Khatlon damaged during the May-July 2021 floods and mudflows, and reinforcement of prioritized road segments against floods, mudflows, landslides, rock falls, erosion, earthquakes and avalanches.

**Component 2: Strengthening Disaster Risk Management Capacity:** This component is intended to strengthen the GoT’s capacity for DRM through selected activities that focus on disaster risk identification, disaster preparedness, and financial protection against disasters. This component 2 consists five sub-components as follows:

- **Sub-component 2.1: Strengthening Regional Crisis Management Centers and Systems.** (key activities are Construction or renovation of regional crisis management centers (RCMCs) in Khujand, Khorog and Bokhtar).
- **Sub-component 2.2: Modernizing Disaster Communication and Information Systems:** (key activities are enhancing/developing an interagency platform for data exchange to facilitate real-time data sharing between disaster monitoring, forecasting and management agencies (CoESCD, Tajikhydromet and developing dissemination channels to facilitate real-time public access to forecasts and warnings)
- **Sub-component 2.3: Improving training for readiness to respond:** (Key activities are public trainings for disaster preparedness, preparation of disaster preparedness modules for different stakeholders (public agencies, vulnerable citizens, industrial zones, SMEs, health workers, etc.), preparation of disaster preparedness plans for schools).
- **Sub-component 2.4: Strengthening the basis for seismic resilience:**
- **Sub-component 2.5: Disaster risk financing.**

**Component 3: Project Management:** This component will support incremental operating costs for the implementing agencies (IAs)—the MoF, CoESCD, and MoT — for project execution, including overall project administration and management, prioritization of subprojects, management of social and environmental safeguard issues, financial management (FM), procurement, contract administration, project reporting, and monitoring and evaluation (M&E).

**Component 4: Contingent Emergency Response Component:** The objective of this component is to enhance Tajikistan’s capacity to respond to disasters<sup>1</sup>.

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<sup>1</sup> To compensate for the absence of a fast-disbursing instrument for IDA countries, the World Bank encourages the introduction of a Contingent Emergency Response Component (CERC) in all IDA operations. A CERC is a financing mechanism to strengthen a borrower’s country response and recovery capacity by allowing World Bank investment project funds to be quickly reallocated to emergency

The Tajikistan Prepared Project is being prepared under the World Bank's Environment and Social Framework (ESF). As per the Environmental and Social Standard ESS 10 Stakeholders Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, and intimidation.

## **1.1 Objectives of Stakeholder Engagement Plan**

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the implementing agencies (MoF, MoT, CoESCD) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The involvement of the local population is essential to the success of the project to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities.

This Preliminary Stakeholder Engagement Plan (SEP2) will be disclosed on IAs (MoF, MoT, and CoESCD) websites before appraisal. However, this Preliminary SEP will be subject to changes and detailed consultation within two months after Project effectiveness. The Project Implementation Groups (PIGs) of the Ministry of Transport (MOT), the Committee for Emergency Situations and Civil Defense (CoESCD) in coordination with the Project Implementation Unit (PIU) of the Ministry of Finance (MoF) will be responsible for its implementation. The SEP is required under the World Bank Environment and Social Standards to ensure systematic participation of the stakeholders in the planning and implementation of the project activities.

The detailed contents of the SEP can be summarized as follows:

- Outline the stakeholder engagement requirements of the Tajikistan legislation and World Bank environmental and social standards.
- Provide guidance for stakeholder engagement, including the timing and methods of engagement with stakeholders throughout the life cycle of the project.
- Identify key stakeholders that are affected, and/or able to influence the project.
- Describe the measures that will be used to remove obstacles to participation, and how the views of differently affected groups will be captured.
- Identify effective ways and methods to disseminate project information according to the needs of the stakeholders.
- Guide the implementing agencies, contractors, and supervision consultants in building mutually respectful, beneficial, and lasting relationships with stakeholders.
- Establish project-level grievance redress mechanism(s) (GRMs).
- Define the roles and responsibilities for implementation of the SEP.

## **1.2 Environmental and Social Risk Classification**

The social and environmental risks are considered moderate at this stage because the risks are predictable and expected to be temporary and/or reversible, and site specific. The risks and impacts can be substantially avoided or mitigated through the project design and implementation modalities.

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recovery activities after an eligible emergency has occurred or is about to occur. This financing mechanism averts the need for time-consuming project restructuring because the budget line is already there.

<sup>2</sup> TAJIKISTAN PREPAREDNESS AND RESILIENCE TO DISASTERS PROJECT shall be processed as an emergency project, allowing condensing of select processes and steps

The renovation and rehabilitation activities can cause limited risk relating to labor and working conditions, discrimination in hiring, lack of functional GRM for workers to raise workplace concerns, gender disparity, including unequal pay, health and personal injury, etc. The labor compliance risk are manageable through application of labor management procedures (LMP) which will be developed within two months after Project effectiveness. The other adverse social impacts relate to the community health and safety risks, such as labor influx, sexual exploitation and abuse (SEA) and sexual harassment (SH), the transmission of communicable diseases and child and forced labor during the construction phase. However, the Implementing Agencies- IAs (MoF-PIU CoESCD & MoT PIGs), especially Ministry of Transport (MoT) demonstrated their capacity to mitigate such impacts under the ongoing Strengthening Critical Infrastructure against Natural Hazards Project (SCINHP) project.

The potential environmental risk related to PREPARED operations may comprise of (i) accelerated erosions caused by runoff conditions due to resurfacing activities (ii) impacts on vegetation and disturbance of surface soil (iii) noise and dust pollution due to heavy machinery works and movements (iv) surface water pollution due to accidental leakage and runoff and community health and safety. These impacts can be easily managed and mitigated if E&S tools are adequately addressed in the project engineering design and implemented during subproject civil works.

There is also a potential risk of community exposure to COVID-19 infection by the Project workers during the construction phase. The Project will exercise appropriate precautions against introducing the infection to local communities.

The Project preparation stage will be deferred to the Project implementation stage. This is due to the fact that this Project is being prepared under Paragraphs 12 of OP 10.00 for Projects in the situation of urgent need of assistance.

The IAs will set up an Environmental and Social Unit (ESU) within the PIU and PIGs of the PREPARED Project, and the MoF PIU, CoESCD PIG and MoT PIG will each be staffed with at least one dedicated environmental specialist, one social specialist at HQ level where the PIGs will hire two experienced E&S officers in each provincial office.

## 2. Regulatory Context

### 2.1 Tajikistan Legislation

This section provides a description/excerpts from the current legislation pertaining to citizens' access to information and participation:

*Law on Freedom of Information* is reinforced by Article 25 of the Constitution, which states that governmental agencies, social associations, and officials are required to provide each person with the possibility of receiving and becoming acquainted with documents that affect her or his rights and interests, except in cases anticipated by law. The law applies to relations related to access to information contained in official documents and not classified as restricted information in the interests of ensuring national security in accordance with the legislation on state secrets and other regulatory legal acts regulating relations pertaining to protection of state secrets.

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

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

Article 6 of the *Law on protection of population and territories against emergency situations of natural and anthropogenic origin* of August 2004 provisions for the unified government system of emergency prevention that brings together all governing bodies responsible for decision-making regarding protection of the population and territories from emergencies.

### 2.2 World Bank Requirements

The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10 "Stakeholder Engagement and Information Disclosure", recognizes 'the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice'. Specifically, the requirements set out by ESS10 are the following:

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

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

### 2.3 Gap Analysis between National Legislation and World Bank Requirements

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

*Table 1 Gap Analysis*

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



### 3. Summary of Previous Stakeholder Engagements

#### 3.1 Consultations with Stakeholders during the SCINHP implementation

Due to urgency in preparation of the PREPARED project as an emergency operation, the stakeholder engagement consultations on the SEP have been put off and will be held within two months after its effectiveness. However, this preliminary draft will be disclosed on websites of the MoF, the MoT and the CoESCD prior to appraisal. This SEP represents a starting point for an iterative process to develop a more comprehensive stakeholder engagement strategy and plan. It will be updated following appraisal as necessary, with more detail provided to hold meaningful consultations and shall be disclosed anew.

The project implementation units at the Ministry of Finance and Ministry of Transport have already been involved in conducting stakeholder engagement consultations during preparation and implementation of the ongoing SCINHP. Consultations were held to discuss the Social Assessment, the ESMF and the RPF and the project GRM during its preparation while consultations on RAPs were held with people affected by resettlement impacts (PAPs) at some bridge reconstruction sites during implementation. Table 7 provides information on the consultation activities carried out for the preparation of the SCINHP.

Table 2 SCINHP consultations

Location	Date	Participants	Key points of discussion
Kulyab, Vose districts Khatlon oblast	March 14, 2017	Total: 37 participants of which 12 women, 25 men	Project SA, ESMF, RPF including the GRM.
Kabodiyon, Shaartuz districts Khatlon oblast	March 16, 2017	Total:50 participants, of which 17 women, 33 men	Project SA, ESMF, RPF including the GRM.
Vanj district GBAO	March 23 2017	Total: 48 participants, of which 11 women, 37 men	Project SA, ESMF, RPF including the GRM.
Rushan district GBAO	March 24, 2017	Total:27 participants, of which 8 women, 19 men	Project SA, ESMF, RPF including the GRM.

The Social Assessment involved focus group discussions, structured and semi-structured interviews with potential beneficiaries at community as well as intuitional levels. The feedback received was used in the design of project interventions and its approach to engaging with different stakeholders at these levels.

## 4. Stakeholder Identification and Analysis

Project stakeholders are defined as individuals, groups, or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as ‘affected parties’); and
- (ii) may have an interest in the Project (‘interested parties’). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

### 4.1 Identification of Stakeholders

Component 1 of the project will involve public trainings for disaster preparedness; preparation of disaster preparedness modules for *different stakeholders* (public agencies, vulnerable citizens, industrial zones, SMEs, health workers, etc.); preparation of disaster preparedness plans for schools.

Component 2 will finance rehabilitation of some of the damaged roads and associated infrastructure, primarily in the Khatlon region affected by 2021 floods, thus the project will one way or another affect community living by, as well as owners or users of associated infrastructure. In accordance with ESS10, this SEP stakeholders shall be divided into following groups to ensure more effective and efficient interaction with them: affected parties, other parties, and vulnerable and disadvantaged groups.

#### 4.1.1 Affected Parties

Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category.

- Road Users (pedestrians, transport users, vehicle Users, long-distance travelers, individual transport users, etc.)
- Roadside businesses
- Local communities
- Disaster risk preparedness training participants
- Health workers
- Students and school personnel
- Local governments (Jamoats)
- Public agencies
- vulnerable citizens
- Industrial zones
- SMEs
- Local communities (male and female)
- Businesses located in the target districts who may be positively or negatively affected by the project
- Businesses and/or industrial zones located in the project area who may be positively or negatively affected by the project

#### 4.1.2 Other Interested Parties

The projects’ stakeholders also include parties other than the directly affected communities, including:

- Ministry of Health

- Ministry of Education
- Institute of Geology, Earthquake Engineering and Seismology
- Central Environmental Agency
- Local Hukumats (regional and district level)
- Local Jamoats (community level)
- Local NGOs, Mahallas, press and mass media
- Civil society organizations, community-based organizations (CBO)
- International NGOs, and implementation agencies involved in development of the region
- Politicians
- The public at large

#### ***4.1.3 Disadvantaged /Vulnerable individuals or Groups***

Disadvantaged/vulnerable individuals and groups are those who are by virtue of lacking voice to express their concerns or understand the impacts of project are often excluded from stakeholder engagement. Vulnerable groups include persons with disabilities, large families with more than five dependent children below 18 years, single women-heads of households, households registered as poor, elderly households with no means of living and households with disabled members, and if affected by the project are entitled to the vulnerability allowance. Further information on these groups will be obtained during the consultations to be held after project effectiveness.

The vulnerable groups identified through the preliminary stakeholder mapping include:

- Individuals in extreme poverty
- Persons with disabilities
- Unemployed elderly people of working age
- Elderly
- Illiterate people
- Ethnic and religious minorities
- People with disabilities
- Potential refugees from Afghanistan
- Female-headed households
- Members of large low-income households
- At risk youth
- Families/Households at risk from climate change

The disadvantages experienced by these groups are often compounded by less awareness of their rights, less access to information due to language or limited mobility, low level of education, a low level of skills and relevant work experience, and lack of access to the internet and inability to use internet messenger services to gain access to information about the project.

The project will ensure attention is paid to the inclusion of vulnerable community members. A stakeholder engagement strategy will address these constraints and include measures to facilitate access to information (for example, through printed materials in their own language, information disclosure that responds to the needs of these vulnerable groups), support from local NGOs and community-designated focal points, and selection of available venues for focus group discussions.:

The proposed strategy to ensure the engagement of vulnerable groups will include outreach, language, community leadership and focal points, FGD training activities, links to local NGOs, and dedicated links and functionalities in the online platform, as described below.

## 4.2 Stakeholder Interest and Influence

Stakeholders will be analyzed in terms of their interest and project impact to better understand ways and scope of engagement. Individual consultations and discussions will take place with those, who have high level of interest and project impact; any changes occurring during the project implementation will be communicated to them individually. Individual consultations will also take place with the group of medium project impact and a high interest in the project. The group with a low project impact and a high project interest will be involved in trainings and information sharing and outreach activities.

*Table 3 Analysis and prioritization of Stakeholder groups based on the level of interest and influence over the project*

	<b>High ability or likelihood to influence or impact the project</b>	<b>Medium ability or likelihood to influence or impact the project</b>	<b>Low ability or likelihood to influence or impact the project</b>
<b>High level of interest in the project</b>	Tenants in the project area State Special Communication Enterprise	Markets (both formal and informal traders) A restaurant Other services Advertising companies Youth groups	Pedestrians Public transport users Private car users People using bikes People using taxis. People Using Private Transport People using parking People living near or along the project roads sections People living in villages along the project sites Disabled Elderly Children
<b>Medium level of interest in the project</b>	Civil Society Organizations, including ecological groups Press and Media	Police	General public Tourists Jobseekers

## 4.3 Summary of Stakeholder Needs

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

Table 4 Stakeholder Needs

Stakeholder groups	Risks and impacts by the project	Major activities	Communication channels	Special needs <i>To be supplemented/confirmed after consultations</i>
Pedestrians	Traffic in the project road section during construction	Passage through the road section	<p>Notices in transport vehicles</p> <p>Notifications in social media</p> <p>Posters at transport stops</p> <p>Workshops</p>	<p>Location close to meeting place of the road section.</p> <p>Childcare during meetings.</p> <p>Exhibition of informative topics preferably in large letters and non-technical terms.</p> <p>Preferred day for meetings: Weekends</p> <p>Preferred meeting time: after working hours (late afternoon)</p>
Transport users	<p>Transport stops may be repositioned</p> <p>Traffic jams due to the machinery operation or closures of public transit lanes</p>	Change to other transport; wait for their transport	<p>Notices in transport vehicles</p> <p>Notifications in social media</p> <p>Posters at stops</p> <p>Workshops</p>	<p>Location close to meeting place.</p> <p>Exhibition of informative topics preferably in large letters and non-technical terms.</p> <p>Preferred day meeting: Weekends or after 18 PM for another day</p> <p>Preferred meeting time: after working hours (late afternoon)</p>
Vehicle Users	Travel with the heavy loads could be problematic during construction	Wait for suburban bus	<p>Notices in vehicles</p> <p>Posters and public notices</p> <p>Notifications in social media</p>	<p>Location close to meeting place.</p> <p>Childcare during meetings.</p> <p>Exhibition of informative topics preferably in large letters and non-technical terms.</p> <p>Preferred day meeting: Weekends</p> <p>Preferred meeting time: after working hours (late afternoon) (however, it</p>

				<p>should still be possible to get home)</p> <p>Extra transport vehicles?</p>
Long-distance travelers	Challenges for travel with the baggage	Wait for bus	Notices in vehicles Announcements	<p>Project road location close to meeting place.</p> <p>Childcare during meetings.</p> <p>Exhibition of informative topics preferably in large letters and non-technical terms.</p> <p>Preferred day meeting: Weekends</p> <p>Preferred meeting time: after working hours (late afternoon)</p>
Residents near the project road	<p>Noise from construction</p> <p>Afraid of their courtyard's pollution due to the construction</p> <p>Potential loss of or damage to lands and non-lands assets</p>	<p>Pass through the project road</p> <p>Use transport</p> <p>Use retail outlets close by</p> <p>Daily life and livelihoods activities</p>	<p>Notices in vehicles</p> <p>Notifications in social media</p> <p>Posters at stops</p> <p>Workshops</p>	<p>Project road location close to meeting place.</p> <p>Childcare during meetings.</p> <p>Exhibition of informative topics preferably in large letters and non-technical terms.</p> <p>Preferred day meeting: Weekends</p> <p>Preferred meeting time: after working hours (late afternoon)</p>
Individual transport users	Transit traffic	Road travel	<p>Notifications in social media</p> <p>Workshops</p> <p>Notifications in radio</p>	<p>Location close to meeting place of residence.</p> <p>Preferred day meeting: Weekends</p> <p>Preferred meeting time: after working hours (late afternoon)</p>
Roadside businesses	<p>Loss of business</p> <p>Loss of the customers</p>	Sale of goods to the public	<p>Radio announcements</p> <p>Individual consultations</p> <p>Posters and public notices</p>	<p>Location close to meeting place of residence</p> <p>Childcare during meetings</p> <p>Exhibition of informative topics preferably in large letters and non-technical</p>

	Potential loss of, or damage to, lands and non-land assets		Participation in public consultations Workshops	terms Preferred meeting time: after working hours (late afternoon)
Residents of the road project	Building noise Dust and dirt Construction is dangerous for children Change the landscape of the streets Vehicle noise Potential loss of, or damage to, lands and non-lands assets	Passing by Use shops nearby Rest Daily life and livelihoods activities	Public hearings Workshops on construction rules Posts on social networks and the project's online page Billboards near their homes	Location close to meeting place of residence. Exhibition of informative topics preferably in large letters and non-technical terminology. Preferred day meeting: weekends Preferred meeting time: after working hours (late afternoon)
Restaurants and public catering facilities	Potential economic impact or damage to lands and non-lands assets	Sale of services to the public	Radio announcements Individual consultations Posters and public notices Participation in public consultations Workshops	Preferred meeting time: after working hours (late afternoon) Location close to meeting place of residence
Taxi	Parking areas	Transporting passengers	Radio announcements Posters Public notices Public consultation	Location close to meeting place of the project; Exhibition of informative topics preferably in large letters and non-technical terms
Private passenger carriers	Repositioning of stops for duration of the project activities	Transporting passengers	Announcements: posters and navigation	Location close to meeting place Childcare during meetings

Local governments (Jamoats)	Interviews are required to understand this group	Implementation of projects in the district	Individual conversations	Location close to their offices. Business hours
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## 5. Stakeholder Engagement Plan

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

Table 5 Stakeholder engagement action plan (subject to revision)

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

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

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

	Other Interested Parties (External) Press and media, NGOs. Businesses and business organizations. Workers' organizations. Academic institutions. National Government Ministries;	Project information - scope and rationale and E&S principles; Coordination activities. Land acquisition process. Health and safety impacts; Employment opportunities; Environmental concerns; redress process	Public meetings, trainings/workshops; Mass/Social Media Communication - Facebook, WhatsApp. Disclosure of written information - Brochures, posters, flyers, information kits, website. Information board – Prior the start and at the end of project at site. Grievance redress mechanism;	Monthly/quarterly meetings in all affected municipalities with ongoing construction and headquarters; Communication through mass/social media (as needed). Information desks with	(E&S team, land acquisition department)
	Local Government Departments; General public, tourists, jobseekers		Project tours for media, local representatives	brochures/posters in affected municipalities (continuous)	
	Other Interested Parties (Internal) Other Staff. Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope, rationale and E&S Principles. Training on ESIA and other sub-management plans. Grievance mechanism process	Face-to-face meetings; Trainings/workshops. Invitations to public/community meetings	As needed	(E&S team, land acquisition department). Supervision and RAP consultants. Contractor/sub-contractors;

*Post-construction and Operation phase  
(within life of the Project and defect liability period)*

<p>Project Affected Parties - People affected by land acquisition; People residing in project area;</p> <p>Vulnerable groups (including school children, elderly, persons with disabilities) Road users and roadside residents)</p>	<p>Satisfaction with engagement activities. Grievance mechanism process; Community health and safety measures during operation. Accessing resettlement compensation and completing land transfer (for PAPs who have not yet received it, if any) Information traffic safety measures (traffic signs, lights, traffic calming measures, etc.)</p>	<p>Public meetings, trainings/workshops, individual outreach to PAPs Mass/Social Media Communication - Facebook, WhatsApp. Disclosure of written information - Brochures, posters, flyers, website Information board – On the beginning and at the end of project side. Grievance mechanism PAP survey - Upon completion of resettlement Awareness raising activities on traffic safety</p>	<p>Meetings in affected municipalities and villages (semi-annual); Survey of citizens/PAPs in affected villages; Communication through mass/social media (as needed). Information desks with brochures/posters in affected municipalities (continuous) Community meetings, traffic safety leaflets disseminated at schools, communities</p>	<p>(E&amp;S team, land acquisition department)</p>
<p>Other Interested Parties (External) Press and media, NGOs. Businesses and business organizations. Workers' organizations. Academic institutions. National Government Ministries; Local Government Departments; General public, tourists, jobseekers</p>	<p>Grievance mechanism process; Community health and safety measures during operation;</p>	<p>Public meetings, trainings/workshops; Mass/Social Media Communication - Facebook, WhatsApp. Disclosure of written information - Brochures, posters, flyers, public relations kits, website. Information board – On the beginning and at the end of project side. Grievance mechanism. Project tours for media, local representatives</p>	<p>Meetings in affected municipalities (six-monthly). Communication through mass/social media (as needed). Information desks with brochures/posters in affected municipalities (continuous)</p>	<p>(E&amp;S team, land acquisition department)</p>

## 5.1 Strategy for Engagement

**Outreach.** To ensure the participation of vulnerable groups in the design and implementation of a project through regular meetings and structured engagement processes, it is necessary to disseminate information more widely through local traditional media (such as radio, telephone, and SMS) and involve NGOs. Transport needs (if any) for vulnerable groups and participation in planned events will be coordinated and managed by IAs local staff /coal points to conduct community mobilization.

**Language.** To ensure that the participatory activities with local communities developed by the project include representatives of vulnerable groups, presentations and dialogues will be conducted in Tajik, Russian, and other languages (as needed) to make them more convenient for members of local communities. Additional formats will be used where necessary to improve understanding.

**Community leadership support.** The assistance of community leaders will be needed to encourage effective representation of vulnerable and disadvantaged groups in group discussions at all stages of the project. The project will identify community focal points to support outreach to vulnerable households.

**FGDs for vulnerable beneficiaries.** The project will establish FGDs for vulnerable community members to ensure that disadvantaged and vulnerable groups have equal opportunities to participate in project activities, and it will also develop measures to improve access to information and project benefits. These FGDs will provide vulnerable community members with greater opportunities to put forward their priority areas, express concerns, and access information to understand their rights or the impact of the project and ensure that the views of vulnerable groups in communities are taken into consideration.

- Focus groups will be created consisting of vulnerable people, including women, youth, persons with disabilities.
- FGDs will be organized for vulnerable groups at the stages of selection of priority proposals and feedback during implementation, and channels to provide feedback or file complaints.
- Separate FGDs held at easily accessible locations will be conducted for women, youth, people with disabilities, and any other vulnerable groups in the target areas.
- FGDs will share information about the project directly, (with translation into Tajik, Uzbek, etc. if required), and provide printed materials related to the project for information dissemination in culturally appropriate, user-friendly language, that is translated prior to distribution.

**Public trainings for disaster preparedness** will be carried out in target areas to ensure greater participation of the population. All the above-mentioned stakeholder engagement methods will be specifically designed for activities conducted with vulnerable groups and will take into account the specific needs and proposals received from members of the vulnerable groups during consultations.

## 5.2 Proposed Strategy for Information Disclosure

The strategy for information disclosure will ensure that the target groups receive full information in a user-friendly manner through a variety of channels. The information sharing and disclosure will accommodate the challenges of working within the context of COVID-19 should a pandemic continues.

- Community- and jamoat level meetings.** The project includes social mobilization of the community at several stages. At the initial stage of project implementation, the IAs will organize adapted meetings in target areas. In addition, the PIGs teams at the MoT and CoESCD will help organize such community meetings throughout the entire life cycle of the project.
- Social communication in mass media.** The PIGs will be involved in the project at all stages of the project implementation with the help of various campaigns throughout the project life cycle. Various channels will be used, both traditional mobilization (public meetings, media, radio, television, print

publications) and adapted, as necessary, in the context of a pandemic, for the use of social networks to the maximum extent possible to disseminate information.

- c. **Information materials.** Information will be disclosed to the public through a variety of written and printed communication materials, including brochures, leaflets, posters, etc. A public communication set will be specially designed and distributed both in print and online.
- d. **Online information accessible by mobile phones.** The CoESCD has developed an online platform to promote direct and rapid communications with target communities including youth on to health, safety, and appropriate behavior in emergency situations. Such pages were opened on popular Telegram, Instagram, and Facebook social media accounts in addition to a channel on YouTube.
- e. This experience in communication and information sharing will be considered for use by all IAs in addition to their existing websites. The websites will also provide information on the project’s grievance redress mechanism. The IAs websites (to be added) will be used for disclosure of the ESF related documents in Tajik and Russian.

### 5.3 SEP implementation Arrangements

The Stakeholder Engagement Plan is an important document expected to help to engage all stakeholders in the project and, by doing so, help the project become sustainable.

The activity types and their frequency will be adapted to the three main project stages (preparation, design, and implementation).

### 5.4 Roles, Responsibilities and Resources for Stakeholder Engagement

Implementing agencies (MoT, MoF and CoESCD ) will mobilize human and material resources to implement the SEP and manage the Grievance Redress Mechanism (GRM). Table 9 below will be filled with required information on their roles, responsibilities and resources in implementation of activities of the components they carry responsibility for.

Table

No.	Activities	Number of activities	Number of participants	Execution deadline	Responsible	Notes (required budget)

(This table will be filled in by IAs project staff responsible for a respective component)

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

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

- Participate either themselves, engage affiliated locally deployed IAs representatives, during all face-to-face stakeholder meetings; and
- Review and sign-off minutes of all engagement events



## 6. Grievance Redress Mechanism

### 6.1 Objective of the GRM

The GRM incorporated into a broader beneficiary feedback mechanism is to be strengthened by MoF PIU at the central and local levels. The project based GRM is intended to serve as a mechanism to:

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

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

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

The GRM can be used to submit complaints, feedback, queries, proposals, or recognitions related to the overall project management and implementation, as well as issues pertaining to sub- projects financed and supported by the project, including:

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

**Grievance Mechanism (GM) to monitor SEA/SH risks.** The IAs (CoESCD PIG, MoT PIG & MoF PIG) will establish an effective GM with multiple channels to address complaints, including those which are confidential and sensitive. The GM will incorporate measures on how to manage SEA/SH. The IA will hold additional training sessions on GBV-GRM, GBV service providers, sensitivity training, skilled experts and support services for victims and GBV mitigations to be integrated into the E&S instruments and contractor’s code of conduct. The contractors will also hold training for their staff on contractor’s code of conduct (CoC) to address SEA/SH. Project staff will be trained on the behavioral obligations under the CoC. The contractor’s CoC (including visual illustrations) will be disseminated in the Project areas, including discussion with employees and local communities. The IAs will review contractor -ESMP to verify that appropriate mitigation actions are included. They will also review the GM’s reception and processing of complaints to ensure that the protocols are being followed in a timely manner, referring complaints to an established mechanism to review and address SEA/SH complaints.

### 6.2 GRM Monitoring and Reporting.

The GRM for the project will be guided by Laws of the Republic of Tajikistan “On Citizens’ Appeals” and “On Civil Reporting Service” as well as the Instructions of the Government of the Republic of Tajikistan “On the Procedures of Records Management of the Appeals of Citizens”.

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

*Standards.* The GRM will establish clearly defined timelines for acknowledging receipt, update, and final feedback to the complainant. To enhance accountability, these timelines will be disseminated widely to Project stakeholders. The timeframe for acknowledging receipt of a feedback will not exceed 7 days from the time that it was originally received; if an issue is still pending by the end of 30 days the complainant will be provided with an update regarding the status of the grievance and the estimated time by which it will be resolved; and all grievances will be resolved within 45 days of receipt.

*Structure.* The structure of the Feedback system/GRM for the project will be comprised of four levels, from the level of the mahalla through to the central PIU level (MoF)

*Village Level.* To ensure that the GRM is accessible to people at the community level, they will have the option to report their complaint/feedback to Jamoat designated member who will also serve as the *grievance focal point (GFP) at the village level*. Community members are entitled to contact Jamoat directly to file a complaint.

*Jamoat Level.* The Jamoat *Grievance Management Committee (GMC)* will be established to address complaint/feedback within 15 days of being apprised of the issue. This GMC, represented by Jamoat Head, Jamoat Secretary, mahalla leaders and Jamoat activists, will be responsible for maintaining logs of the feedback received, as well as issues that have been resolved and those which are pending. If the issue cannot be resolved at the jamoat level, then the GMC will immediately escalate it to a higher level, i.e., either to the GMC at the district level and/or directly to the MoF PIU central office.

The timeline for complaint resolution at the MoF PIU central office level will be 15 days upon receipt of the complaint. The complainant will be informed of the outcome immediately and at the latest within **5 days** of the decision.

*Appeal Mechanism.* If the complaint is still not resolved, the complainant may escalate/appeal to a higher level of GRM within the project at the central level. If s/he is not satisfied with the decision, then s/he can submit his/her complaint to the appropriate court of law.

### **6.3 GRM Communication & Process**

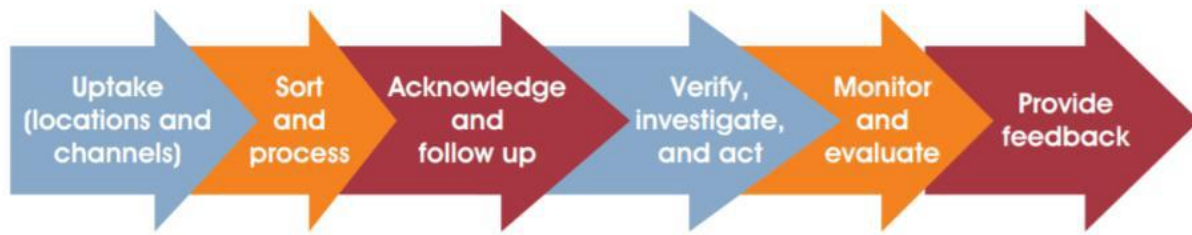
*Communication.* Information about the project GRM will be publicized as part of the initial feedback consultations in the jamoats and villages. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as in government offices, project offices, village notice boards, community centers, etc. Information about the GRM will specify that:

- The GRM offers several different channels for providing feedback. Community members and other stakeholders themselves decide on the best ways to file complaints.
- Grievances are disclosed publicly, but no one who files a grievance is identified unless they self-identify. The identity of all those who have filed grievances is treated with confidentiality.
- There is no charge for filing a grievance.
- The timeframe for responding to a grievance should not exceed 30 days from the time the grievance is originally received. Grievances should be resolved within 45 days of receipt.

and will be posted online on ISa websites (links to be added). This information will also include reference to such details as:

*Process.* The overall process for the GRM will be comprised of 6 steps: (1) uptake (2) sorting and processing (3) acknowledgment and follow up (4) verification, investigation and action (5) monitoring and evaluation and (6) feedback (see figure 1).

*Figure 1. Feedback and GRM Process*



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

*Designing Effective Grievance Redress Mechanisms for Bank-Financed Projects – Part I. SDV. World Bank.*

Step 1: Uptake. Project stakeholders will have the opportunity to provide feedback and report complaints through several channels (in-person, mail, telephone, project website) at different levels (jamoat, district, IAs branch and central offices)

Step 2: Sorting and Processing. To consolidate, monitor and report on information grievances, complaints and feedback related to project will be documented upon receipt/communication at each level of the GRM, and will be classified and prioritized in order to manage the grievance redress process more effectively.

Step 3: Acknowledgement and Follow-Up. Within 15 days of receiving complaint/feedback, the GFP will inform the complainant about the timeframe and the likely course of action. At the 30-day mark, if a complaint/question is still pending, the GFP in charge of the complaint at that point should provide an update about the status of complaint/question to the person who submitted it and provide an estimate of how long it will take to resolve the grievance or respond to the query.

Step 4: Verification, Investigation & Action. Verification and investigation involve gathering information about the grievance to determine its validity and to generate a strong evidence of the circumstances surrounding the issue under consideration. This process normally includes site visits, document reviews, a meeting with the complainant (if known and willing to engage).

## 7. Monitoring and Reporting

Monitoring M&E will be based on indicators identified and detailed in the POM. Mid-term and end evaluations will also be carried out during the project. (Details to be added)

The project will also continuously monitor project implementation, including a review of the functioning of the GRM and the types of complaints registered, as well as beneficiary feedback.

Upon completion of the SEP activities, a review of the results will be conducted to assess the effectiveness of the SEP as implemented.

The SEP monitoring will also include the following indicators: (i) the number of annual complaints disaggregated by sex (both directly received by the project and through other GRM and other channels and how they were addressed; and (ii) the number of stakeholders participating in consultations and other activities related to the SEP monitoring.

Stakeholder engagement activities will be periodically assessed by the Project Coordinator. The Project Coordinator will ensure that all consultations and disclosures are properly recorded. The implementation of the SEP and related complaints will be included in the regular reports as a separate section. The reports will include all stakeholder interactions and consultations held, complaints and decisions on their resolutions, as well as plans for the subsequent period.

### 7.1 Involvement of Stakeholders in Monitoring Activities

Activity monitoring will be carried out at several levels (to be added)

### 7.2 Reporting Back to Stakeholder Groups

Project information, including the activities in cooperation with stakeholders, will be periodically posted on the IAs project website for community information.

## 8. ANNEXES

### Annex1. Grievance Registration Form Template

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

Position \_\_\_\_\_  
(Director of department)

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

From \_\_\_\_\_  
(Resident district)

Address \_\_\_\_\_  
(Address of complainant)

### Appeal

I'm \_\_\_\_\_  
(The name and surname of complainant)

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

Ways to fix the problem \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

Phone \_\_\_\_\_  
regions:

Contacts off the PIU/PIG staff in

Email (if any) \_\_\_\_\_

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

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