



# **YEREYMENTAU WIND POWER PLANT, Yereymentau, Kazakhztan**

## **STAKEHOLDER ENGAGEMENT PLAN**

**Final Report**

November, 2014



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## 1 BACKGROUND AND OBJECTIVE

This document is the Stakeholder Engagement Plan (SEP) for the Yereymentau Wind Power Plant Project (*hereinafter referred to as “the Project”*). The Project is being developed by Samruk Green Energy LLP (referred to as “SGE” or “the Project Developer”), a renewable energy subsidiary of the state owned power holding Samruk-Energo JSC. A project company, Wind Power Yereymentau (“WPY”), was set up by SGE to develop the Project. The Project is part of Kazakhstan’s strategy to increase the renewable energy generation with an expected emission reduction of more than 150,000 tCO<sub>2</sub>/year.

Stakeholder engagement refers to a process of sharing information and knowledge, seeking to understand and respond to the concerns of others, and building relationships based on collaboration. Stakeholder consultation and disclosure are key elements of engagement and essential for delivery of successful projects.

The overall aim of this SEP is to ensure that a timely, consistent, comprehensive, coordinated and culturally appropriate approach is taken to consultation and project disclosure. It is intended to demonstrate the commitment of SGE/WPY to an ‘international best practice’ approach to engagement in line with Kazakh requirements and EBRD’s 2008 Environmental and Social Policy including the 10 Performance Requirements (PR).

This SEP concentrates on consultation and disclosure activities during design of the Project and completion of an Environmental and Social Impact Assessment (ESIA<sup>1</sup>) Addendum to Project pre-EIA Report which is being undertaken to inform investment and design decisions.

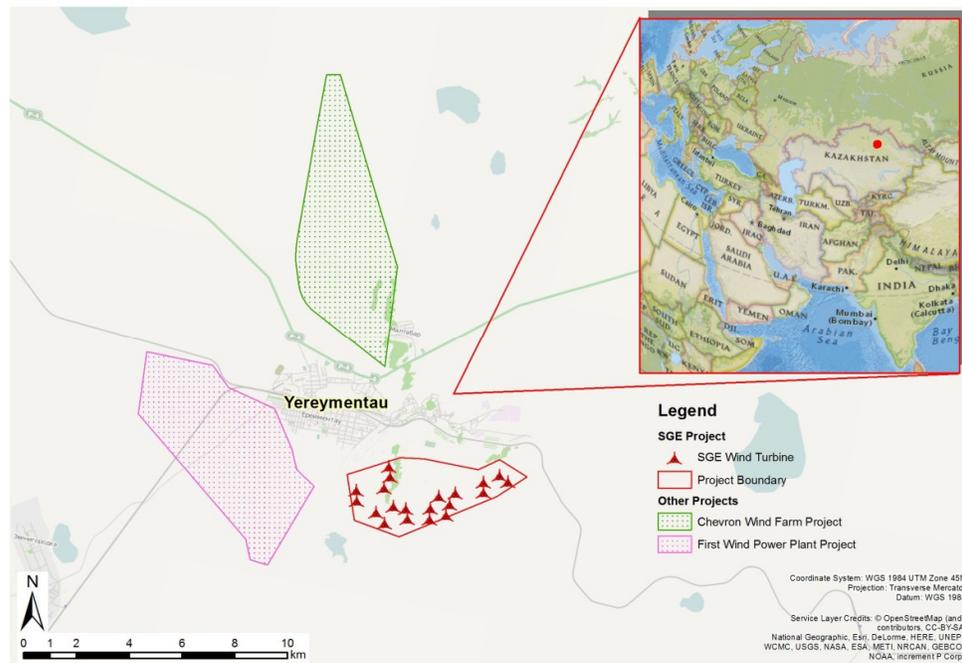
*This SEP is a living document, which will be amended and updated in the course of Project planning and implementation.*

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<sup>1</sup> The term Environmental and Social Impact Assessment (ESIA) is used when reference is made to international studies and requirements; whereas the term Environmental Impact Assessment (EIA) is used in context of the national procedures

**1.1 BRIEF DESCRIPTION OF THE PROJECT**

The Project is a 50 MW wind farm in Akmola region, south-east of Yereymentau Town, approximately 130 km east of Astana. The Project is the second SGE wind farm in Yereymentau and will represent the second stage of the envisaged development of 300 MW wind power capacity in Yereymentau area. The wind farm is located south-east of Yereymentau Town approximately 2 km from the town centre, with closest residence to a wind turbine at 500 – 600 m distance. The site location is presented in Figure 1.



**Figure 1 Site Location Map**

The Project will consist of maximum 20 Wind Turbine Generators WTGs (depending on selected manufacturer and turbine type), hardstand pads adjacent to each WTG, internal roads, internal electrical grid, as well as an electrical substation including a control building and grid connection.

The Project will be developed following an EPC (Engineering, Procurement and Construction) turnkey approach which is a common approach in the industry. During procurement and construction stages a Project Implementation Unit (PIU) will ensure EPC tendering and works supervision.

The current stage of the Project is summarized below:

- The land for conducting design and exploration works is issued (exclusively community lands);
- The meteorological mast of 50 meters height is installed at the proposed Project Site;
- Daily monitoring of weather data started in November 2011;
- The Feasibility Study (approved by the State Examination on 22 November 2012) and Pre EIA for the Project (approved by the State Environmental Expertise on 28 February 2012) were developed; and
- Construction work is expected to start in April 2016 with commissioning envisaged for 2017.

## 1.2

### *SOCIAL CONTEXT*

The closest residential area to the Project is Yereymentau Town which is situated at 160 km from the Kazakh capital Astana. In 2013 10,466 people lived in Yereymentau Town. The majority of people are of Kazakh ethnicity (67 %). Russians are the largest minority group at 22% and 11% belong to other nationalities.

Industrial employment in the area is represented by mining (coal, quartz, lime, gravel) and processing industry. Agriculture includes mainly livestock farming and associated meat and milk production. Small entrepreneurship is on a development trend (67 enterprises in 2013 vs. 53 in 2012) and ensures employment for 2,115 people. Unemployment in the town is 13% of the total active population (2013 data). In 2013 the average income in Yereymentau District was KZT 68,486 (approximately EUR 270) which is about 87% of the average regional level.

Housing in Yereymentau Town is represented by 2,726 houses and 127 multi-story apartment buildings. Housing in immediate Project site vicinity (south-

eastern town border) is characterised by residential properties with single-level houses and buildings used for livestock farming.

Yereymentau Town has one school, 3 libraries, 3 hotels, a central district hospital and several additional medical treatment facilities.

## 2 ***REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE***

Stakeholder Engagement for the Yereymentau Project will be performed according to the following requirements:

- Legislative requirements of the Republic of Kazakhstan;
- Principles and procedures specified by the EBRD Environmental and Social Policy (May 2008), Performance Requirement (PR) 10 “Information Disclosure and Stakeholder Engagement”<sup>2</sup>

### 2.1 ***KAZAKH REQUIREMENTS***

In the Republic of Kazakhstan, the requirements for public consultations within the framework of international legislation are stipulated by the Aarhus Convention (ratified in 2000) on the access to environmental information and public participation in environmental decision making. In accordance with the Aarhus Convention, the Kazakh legislation requires that the public is informed about the Project and have an opportunity to comment on it. Public hearings are required at all stages of the EIA process (Preliminary EIA, Full EIA and Section “Environmental Protection”<sup>3</sup>). Responsiveness to public opinion in the EIA process is provided by public participation in the preparation and discussion of EIA documentation. This procedure is arranged by the Project Developer.

Public hearings on the EIA process are organized by the Project Developer and announced in local newspapers 20 days in advance. The announcement also specifies contact details of offices where members of the public may review the EIA materials. Starting from the date of the announcement, the Project Developer will provide the public with access to the EIA materials. The public hearings will be held irrespective of the number of participating members of the public.

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<sup>2</sup> For the development of this SEP the IFC’s handbook “Stakeholder Engagement”, 2007” gave best practice guidance.

<sup>3</sup> Part of the detail engineering which contains engineering solutions to prevent adverse environmental impact;

Participants of public hearings include interested public, public and non-governmental organisations and associations, local executive and representative bodies, governmental bodies authorised to make relevant decisions and mass media.

During the hearings, any participant has the right to express his or her opinion and ask questions related to the Project. All comments, questions and grievances as well as answers and speeches are recorded in the Minutes of public hearings and signed by a chairman and a secretary. The Minutes from these hearings are attached to the EIA and the results will feed into the EIA.

Access to Project information and materials is provided by the Project Developer through various channels (internet, newspaper, special publications). The Project Developer is responsible for organisation and bearing the costs for conducting the public hearings.

According to Kazakh law the public has also the right to ask for access to Project information at a pre-design or design phase of the Project. Stakeholders may be granted access to the state environmental review materials by filing a written request with an authorised body. Stakeholders can also submit to this body their written proposals and comments regarding the draft EIA.

## 2.2 *INTERNATIONAL REQUIREMENTS*

EBRD is supporting the Project. Thus the EBRD's 2008 Environmental and Social Policy applies to the Project. PR 10 describes the requirements for Information Disclosure and Stakeholder Engagement.

### 2.2.1 *EBRD Environmental and Social Policy and Performance Requirements*

EBRD is committed to community engagement that ensures the free, prior, and informed consultation of affected communities. Stakeholder Engagement shall be conducted on the basis of timely, relevant, understandable and accessible information, provided in a culturally appropriate format. In summary EBRD requires:

- *Identification of people or communities* that could be affected by the Project, as well as other interested parties;
- *Meaningful consultation* with Project-affected or other interested parties on environmental and social issues that could potentially affect them;

- Disclosure of appropriate information and appropriate notification about this disclosure at a time when stakeholder *views can still influence the development of the Project*;
- Stakeholder consultation during *all Project stages*, and starting *as early as possible* during Project planning and preparation;
- Operation of a procedure by which people can *submit comments and complaints*;
- Maintenance of a *constructive relationship* with stakeholders on an ongoing basis through meaningful engagement during Project implementation; and
- Special provisions shall apply to consultations which involve *Indigenous Peoples* as well as individuals belonging to *vulnerable groups*<sup>4</sup>.

### 3 IDENTIFICATION OF STAKEHOLDERS

A stakeholder is defined as any individual or group who is potentially affected by a project or who has an interest in the Project and its impacts. The objective of stakeholder identification is therefore to establish which organizations and individuals may be directly or indirectly affected (positively and negatively), or have an interest in the Project. Stakeholder identification is an ongoing process, requiring regular review and updating as the Project proceeds.

The main groups of stakeholders identified so far are listed in Table 1. The list will be updated and modified in the course of the Project development.

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<sup>4</sup> People who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by the Project than others and who may require particular measures to engage them in the process. Vulnerability is considered with regard to the Project context.

**Table 1** *Identified Groups of Stakeholders related to the Project*

<b>Group of Stakeholders</b>	<b>Stakeholders</b>
<b>1. Land owner and users</b>	1.1 Individuals, legal entities, local administration holding land title documents 1.2 Tenants or occupiers without formal rights 1.3 Land users (grazing, farming or other activities);
<b>2. Local population</b>	2.1 Inhabitants of Yereymentau 2.2 Residents located near wind turbines 2.3 Residents of settlements located near roads used for transporting materials during construction
<b>3. Administrative Bodies and Authorities</b>	3.1. Republic authorities 3.2. Regional authorities 3.3. Local authorities
<b>4. General public, Non-Governmental Organizations (NGOs) and independent experts</b>	4.1. General public 4.2 Specialized environmental, social and research organizations, NGOs 4.3 Experts on a national and international level
<b>5. Media</b>	5.1. Print media 5.2 Radio, TV 5.3. Internet sources
<b>6. Organizations involved in Project implementation</b>	6.1 Construction and design companies involved in implementation of the Project 6.2 Company staff 6.3 Contractors and contractor's staff
<b>7. Specific vulnerable groups who may be impacted by the Project.</b>	7.1 People with difficulty in engaging with the stakeholder consultation process 7.2 People with special vulnerability due to physical disability, social, political or economic standing, legal status, limited education, lack of employment or housing

The full list of stakeholders (Administrative bodies, media and NGOs) is given in the *Annex A* to this SEP.

## STAKEHOLDER ENGAGEMENT PROGRAM

Stakeholder engagement will be carried out at the following phases of the Project implementation:

1. ESIA Addendum to the Pre-EIA Report (starting in August 2014);
2. Full EIA;
3. Section “Environmental Protection”;
4. Construction (envisaged 2015-2017); and
5. Operation (envisaged 2017-2037).

At each stage certain engagement activities will be conducted to keep the stakeholders informed and continuously reach for their feedback.

This version of the SEP has been prepared for Phase 1 and will be disclosed together with:

- Draft ESIA Addendum to the Pre-EIA Report;
- Non-Technical Summary of the Draft ESIA Addendum to the Pre-EIA Report (NTS); and
- Environmental and Social Action Plan (ESAP).

Any individual or group wishing to make comments on the SEP is invited to do so as part of the current disclosure process.

The table below gives a brief description of actions to be taken to implement this SEP.

Detailed plans for later phases of the Project will be developed during the next phases of the Project (construction and operation). The intention will be to continue an active program of engagement with affected and interested parties to ensure they are kept informed and have an opportunity to continue a constructive dialogue about the Project and with SGE/WPY.

**Table 2** *Plan of Action for Disclosure of the Draft ESIA Addendum to the Pre-EIA Report*

Activity/Element	Target Stakeholders	Description	Timing
1. Online publication of all documents on the project website (in English and Russian <sup>5</sup> language).	All stakeholders	This SEP, the Draft ESIA Addendum to the Pre-EIA Report, the NTS and the ESAP will be available in digital format (as pdf files) on the project website ( <a href="http://www.samruk-green.kz">www.samruk-green.kz</a> ). The project website will provide an email address (info@samruk-green.kz) where written submissions can be emailed and a postal address for written submissions: Samruk-Green Energy LLP Mr. Aidan Kasymbekov 010000 Republic of Kazakhstan Astana, Kabanbai batyr ave., 15A, Block B The Project website will contain details of the Grievance Procedure (see Section 5 of this SEP).	All online materials will be available for review and comment for 120 days, starting on <b>30 July</b> They will also remain available on the website thereafter but the on-line email facility for receipt of comments on the Draft ESIA Report will be closed.  The online grievance procedure will remain open for public use for the foreseeable future.
2. Availability of the Project documents a hard copy in Yereymentau town	All stakeholders	The Draft ESIA Addendum to the Pre-EIA Report, NTS and other public information documents will be available in hard copy for public inspection at SGE headquarters (address above) and in the town hall of Yereymentau town (Akimat of Yereymentau district, 121 Kunanbayev str.). Comment Forms will be provided for people to give their comments.	All materials will be available for review and comment for 120 days, starting on 30 July.
3. Project information 'hotline'	All stakeholders	A staffed project information hotline will be operation for the duration of the 120 day consultation period: +7 (7172) 682366. It will be manned during normal business hours in Yereymentau and outside of these, an answer phone facility will be available so callers can leave a message and if needed can be called back during business hours. The telephone number will be advertised by the communication channels described in this SEP (homepage, newspaper, public meeting).	Hotline will be operational for 120 days, starting on 30 July
4. Conduct public hearings in	All	The SGE/WPY team and the environmental consultant will conduct at least one public meeting in Yereymentau town to present the results of the Draft ESIA process and	18 October 2014.

<sup>5</sup> Based on ERM's assessment and experiences in the Project region meaningful consultation is given with the documentation disclosed in Russian language.

Activity/Element	Target Stakeholders	Description	Timing
Yereymentau town	stakeholders	respond to the questions of the stakeholders. Furthermore concerns and comments of the stakeholders shall be captured to address them in the Final ESIA Addendum to the Pre-EIA Report. If deemed appropriate (e.g. number of attendees low or not all stakeholder groups represented) one or more further meetings will be organized.	
5. Formal newspaper notices	All stakeholders	The public hearings are announced in newspapers in local languages 20 days in advance and cover results of the EIA. The advertisements will refer readers to the project website for further information, and explain where copies of the ESIA Addendum to the Pre-EIA Report and other documents can be inspected.	20 days in advance of the public hearings
6. Notices at public places	All stakeholders	SGE/WPY will make notices at public places, e.g. at central places in Yereymentau town or on bulletin board at the community house. This information channel will also be used to announce construction/increased traffic activities.	20 days in advance of the public hearings/continuously during Project implementation.
7. Appoint Community Liaison Officer to act as connection between SGE/WPY and the stakeholders	Local population	The local liaison officer will be appointed and employed by SGE/WPY. He will be the local point of contact for the population in Yereymentau town. His responsibility include providing Project related information on behalf of SGE/WPY (e.g. related to start of major construction operations or traffic in areas open to public) and receiving grievances made orally or filled via the grievance form.	Open ended.
8. Comment Form and Grievance Form	All stakeholders	A pre-printed comment form (see <i>Annex A</i> ) will be made widely available during public meetings and in the Project area. Comments can also be provided orally, by email or by telephone and will be logged by the SGE/WPY Complaints Manager. Comments from individuals can be provided anonymously if wished.	Open ended.
9. Install grievance box in Yereymentau town	Local population	The grievance box will be installed in Akimat of Yereymentau district and in the office of SGE/WPY in Astana and will be equipped with grievance forms so that the people can file written grievances. The Community Liaison Officer will be responsible for emptying the grievance box on a regular basis and provide the SGE/WPY Complaints Manager with the grievance forms recollected in Yereymentau town.	Open ended.
10. Special actions	Vulnerable and marginalised groups	If community leaders or other stakeholders identify that there are special groups within the community that will require particular measures to engage them in the process, the Complaints Manager and his team will identify an appropriate means of making contact, explaining the Project and understanding their views.	As needed during the disclosure period

Activity/Element	Target Stakeholders	Description	Timing
11. Disclose the biodiversity surveys and bird/bat monitoring information	All stakeholders	SGE/WPY to make available on Project website the results of the biodiversity surveys and bird/bat monitoring performed. SGE/WPY to inform BirdLife International/ACBK and other relevant stakeholders (e.g. Aarhus Centre) on surveys and monitoring results availability and provide reports directly if requested.	Within one week of surveys and monitoring results availability
12. Discuss survey and monitoring results	BirdLife International/ACBK	SGE/WPY to organize a meeting with BirdLife International/ACBK to discuss the results of the biodiversity surveys and monitoring performed. Update Environmental and Social Management Plan (ESMP) and Biodiversity Management Plan (BMP) with consideration of ACBK inputs.	Within two weeks of surveys and monitoring results availability

## 5 *GIEVANCE PROCEDURE*

### 5.1 *OVERVIEW*

A grievance is considered to be any complaint about the way a project is being implemented. It may take the form of specific complaint about impacts, damages or harm caused by the Project, concerns about access to the project stakeholder engagement process or about how comments have been addressed, and concerns about Project activities during construction or operation, or perceived incidents or impacts.

A Grievance Procedure specific to the Project will be developed with the following aims:

- To build and maintain trust with all stakeholders;
- To prevent adverse consequences of failure to adequately address grievances; and
- To identify and manage stakeholder concerns and thus support effective risk management.

### 5.2 *GRIEVANCE PROCEDURE*

The Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available on the Project website and in other materials. In particular all workers will be informed of the Grievance Process and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on site information boards. The grievance procedure comprises the following steps:

1. **Identification of grievance:** Stakeholders shall be able to use the following methods to submit a grievance:
  - Oral via Project information hotline or the Community Liaison Officer;
  - By filling the grievance form online ([www.samruk-green.kz](http://www.samruk-green.kz)); and
  - In writing via the grievance box located in Yereymentau town.

The grievance is recorded and classified in the 'Grievance Log' (written and electronic) by the Complaints Manager employed by SGE/WPY. The Grievance Log will be held at SGE/WPY's office.

2. **Grievance is formally acknowledged** through a personal meeting, phone call, or letter as appropriate, within 5 working days of submission. If the grievance is not well understood or if additional information is required, clarification should be sought from the complainant during this step.
3. **The Complaints Manager delegates the grievance** in writing to the relevant SGE/WPY department(s)/personnel /contractor for development of an appropriate response. The Complaints Manager will estimate the subject matter of this grievance and identify the risk category. If required, the grievance may be sent for consideration of the senior management.
4. **A response is developed** by the delegated team and Complaints Manager with input from the Senior Management and others, as necessary. Should the need arise; the Project will consider the establishment of a conflict resolution "committee" (SGE/WPY representatives, local authorities, complainant etc.) for the management of complex grievance issues.
5. **Required actions are implemented** to deal with the issue, and completion of these is recorded on the grievance log.
6. **The response is signed-off** by the Complaints Manager. The sign-off may be a signature on the grievance log or in correspondence which should be filed with the grievance to indicate agreement.
7. **The response is communicated to the affected party**; the response should be carefully coordinated. The Complaints Manager ensures that a suitable approach to communicating the response to the affected party is agreed and implemented. The response to a grievance will be provided 20 working days after receipt of the grievance.
8. **The response of the complainant is recorded** to help assess whether the grievance is closed or whether further action is needed. The Complaints Manager should use appropriate communication channels, most likely telephone or face to face meeting, to confirm whether the complainant has understood and is satisfied with the response. The complainants' response should be recorded in the grievance log.
9. **The grievance is closed** with sign-off from the Complaints Manager, who determines whether the grievance can be closed or whether further attention and action is required. If further attention is required the Complaints Manager should return to Step 2 to re-assess the grievance and then take appropriate action. Once the Complaints Manager has assessed whether the grievance can be closed, he/she will sign off to approve closure of the grievance on the grievance log or by written communication.

If actions taken on a grievance are not successful, a stakeholder may turn to court in accordance with the existing legislation of the Republic of Kazakhstan. The Grievance Form is presented in *Annex B*.

## 6 *RECORDING AND MONITORING STAKEHOLDER ENGAGEMENT*

This section presents an overview of the reports that will be used to report on and monitor SEP activities.

### 6.1 *STAKEHOLDER REGISTER*

It is important that issues raised during the Draft ESIA consultation are recorded in a logical and systematic way so that they can be tracked through to appropriate resolution and closure. The register will record:

- Reference number for the stakeholder;
- Name and contact details (unless requesting anonymity);
- Date of contact(s);
- Issue(s) raised (comment, suggestion, question, complaint, etc.);
- Proposed response and actions to be taken; and
- Status (recorded, active, closed).

Where many stakeholder raise similar issues these will be grouped as “issues” and responses to them will be tracked together in a separate section of the register. An appropriate cross-reference will be made in the response column in the main register.

### 6.2 *REPORTING*

SGE/WPY will update this SEP prior to construction and a second time prior to operation. Additional updates due to Project development may be required. In the process of updating the SEP the past stakeholder engagement activities will be described.

### 6.3 *EVALUATION OF EFFECTIVENESS*

The effectiveness of engagement activities will be evaluated against the goals and objectives set out in the SEP. This evaluation will examine the extent to which activities were implemented in accordance with the Plan and the extent to which they achieved the aims defined here. The results and any lessons learned will then be incorporated into further updates of the SEP as the Project evolves and is implemented.

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# ANNEXES

- A: Stakeholder List
- B: Grievance Form

ANNEX A

## Stakeholder List

№	Stakeholder	Contact details(address, phone, fax, e-mail)
<b>Project Developer</b>		
1.	Samruk-Energy JSC Aidan Kasymbekov	010000 Republic of Kazakhstan Astana, Kabanbai batyr ave., 15A, Block B Phone : +7 (7172) 682366 Fax: +7 (7172) 55-30-30 E-Mail: info@samruk-energy.kz
<b>Oblast and District Executive Authorities</b>		
1.	Akimat Akmola region Akim Sergey Kulagin	Kokshetau, Abay Street, 83, Tel: (7162) 29-72-00, Fax 8 7162 29 7310 e-mail: akim@akmo.kz
2.	Akimat of Yereymentau district of Akmola region Akim Ermek Nugmanov	121, Kunanbaev str., Yereymentau Town, tel. +7713 8(71633)213 33 email: erem@mail.kz e-mail: <a href="mailto:orgotd_ere@mail.kz">orgotd_ere@mail.kz</a>
3.	Akimat of Yereymentau town Akim Tuilyutai Makhamedzhanov	4, Umbetai Zhyrau str., Yereymentau Town, tel. +7713 45- 237 38, 211 35 email: akerei@mail.kz
4.	Akimat of Yereymentau district of Akmola region, Construction Department Erbol Mazhkenov	121, Kunanbaev str., Yereymentau Town, tel. +7713 8(71633) 234 36
5.	Akimat of Yereymentau district of Akmola region, Department of Architecture and Urban Planning Nurlan Batenov	121, Kunanbaev str., Yereymentau Town, tel. +7713 8(71633) 211 03
6.	Akimat of Yereymentau district of Akmola region, Land relation Department Elena Olieksienko	121, Kunanbaev str., Yereymentau Town, tel. +7713 8(71633) 2-12-71
<b>Republic Supervisory Authorities</b>		
1.	Ministry of Environment Protection and Water Resources of RK Minister Nurlan Kapparov	Astana, Orynbor str., 8. The House of Ministries Block "A" entrance 14 tel.: +7 (7172) 74 08 09, +7(7172) 74 00 16 +7 (7172) 74 00 77 email: www.eco.gov.kz
2.	Ministry of Industry and New Technologies of RK Minister Asset Isekeshv	Astana, Kabanbai Batyr Avenue, 32/1, Transport Tower 7 (7172) 24 04 75, 7 (7172) 24 04 76, 7 (7172) 24 12 13, mint@mint.gov.kz www.mint.gov.kz
3.	Ministry of Healthcare of the Republic of Kazakhstan	Astana city, Orynbor str., House of Ministries, entrance 5,

№	Stakeholder	Contact details(address, phone, fax, e-mail)
		tel: +7 (7172) 74-32-43, email:minzdrav@mz.gov.kz www.mz.gov.kz
4.	Ministry of Emergency Situations of the Republic of Kazakhstan Minister Vladimir Bozhko	Astana, Beibitshilik str., 22, tel. 8 (7172) 60-21-33 email: mchs@emer.kz
5.	Committee of State Energy Supervision and Control of the Ministry of Industry and New Technologies of RK	Astana city, Orynbor str., 10, "House of Ministries" Block A, Entrance 15, Astana, 010000, Republic of Kazakhstan tel. 87172 968609, fax 968612, info@kec-ak.kz, aokec@mail.ru
6.	Union of Legal Entities «Kazakhstan Association of Oil/Gas and Energy Sector Organizations «KAZENERGY», Chairman Timur Kulibayev	Astana, Kabanbai Batyr Avenue 22, Block B-15, + 7 (717 2) 979 398, + 7 (717 2) 979 391 (fax) reception@kazenergy.com
7.	KEGOC Chairman of the Management Board Bakhytzhazhan Kazhiev	Astana, Beibitshilik Str., 37 +7(7172) 554-002, +7 (7172) 31-95-22 +7 (7172) 97-04-55, +7 (7172) 97-04-55kegoc@kegoc.kz
8.	KazEnergExpertise JSC, President Sungat Esimkhanov	Astana, Kenesary Str., 40, 7-th Continent Business Center +7 (7172) 96-86-09, +7 (7172) 96-86-12 (fax) 1050@kazee.kz 8701 783 10 83, 96 86 13
<b>Regional Supervisory Authorities</b>		
1.	Governance of Construction of Akmola region Akimat, Department of State architecture and constructing control for Akmola region Director Nimur Karagoishin	1B Satpaev str.,Kokchetav city, tel. +7 (7162) 25-32-23 fax 8 (7162) 25-20-40
2.	Akmola oblast Department of the Committee on State sanitary epidemiologic supervision of the RoK Ministry of Healthcare Director Kenzhebek Shaisultanov	83, Abai str.,Kokchetav city, tel.: +7(7162) 26-55-88 e-mail: Ses_Rezer@mail.kz
4.	Territorial Land Inspection Agency for Land Management Rustem Tokenov	Kokchetav city, телефон: 8 (716 2) 25-75-46 телефон доверия: 8 (716 2) 25-75-42 e-mail: tzi-akmol@mail.ru
5.	Ecology department of the Committee on environmental regulation and control of the RoK Ministry of Environmental protection, Acting chief Ruslam Aubakirov	139a, Auelbekov str., Kokshetav tel.: +7 (7162) 25-20-73 fax: +7 (7162) 25-57-87
6.	Territorial Akmola department of forestry and hunt Zhanat Rakhombbekov	Kokchetav city, tel.: +7 (7162) 25-47-17 e-mail: ohota-koksh@mail.kz

№	Stakeholder	Contact details(address, phone, fax, e-mail)
7.	Akmola oblast Department for emergencies of the RoK Ministry for emergency situations, Chief Arman Abdykalykov	87, Ayelbekov str., Kokchetav city, tel.: +7 (7162) 25-24-47, fax +7 (7162) 25-24-47. e-mail: dchs_akm@emer.kz
8.	Governance of Sanitary Epidemiological Expertise of Akmola region Director Erzhan Mukazhanov	27, Kuadiberdieva str., Kokshtau, , tel. +7 (7162) 277 127
9.	State National Natural Park “Buraitau” Director Zhanat Khasenov	Karagandy region, Osakarov district, Molodexhnyi village, Abai str.,138 tel.: +7 7214 821 579
<b>Design Contractors</b>		
1.	KazNII Energy JSC named after Academician Chokin, Chairmen of Board Halyk Abdullaev	Almaty, Baitursynov Str., 85 +7 (727) 292-08-60, +7 (727) 292-24-54 kazniienerg@mail.ru
2.	«Dar Muhenislik Musavilik A.S.»	25, Syganak str., office 10/4, Astana
<b>Potentially affected groups</b>		
1.	Citizens of Yereymentau town	Akmola region, Yereymentau district, Yereymentau town
<b>Mass media</b>		
1.	Eremen, Public Political newspaper Raushan Nurgazina	Yereymentau Town, str., tel.: +7 (71633) 213 57. email: Akmolagazeti@mail.ru
2.	River, Advertising Information newspaper Ablaikhan Syrymbetov	Yereymentau Town, Abylai Khan str., 109, tel.: +7 (71633) 215 62, 237 47, 237 46 email: mail@river.kz
3.	Inforating Ruphiya Chernikova	Yereymentau Town, Balikhanov str., 48, tel.: +7 (71633) 211 85
4.	Mir reklamy	Yereymentau Town, Arman Trading Center, tel.: +7 (71633) 245 04
<b>Non-government public organizations</b>		
1.	The Kazakhstan ElectricEnergy Association	Astana, Beibitshilik Str., 37 +7 (7172) 31-95-22; 69 0 4-55 fax +7 (7172) 97-04-55 kecoc@kecoc.kz
2.	National Aarhus Center Aigul Urakbaeva	Astana, Orynbor Str., 11/1 Tel. +7 (7172) 79-96-45, fax: +7 (7172) 79-96-40 www.aarhus.kz e-mail: aarhus@inbox.ru

№	Stakeholder	Contact details(address, phone, fax, e-mail)
3.	Association of Farms of Yereymentau district Nina Perfenova	Yereymentau Town, tel.: +7 (71633) 221 67 email: Pchelka.54@mail.ru
4.	The Regional Environmental Center for Central Asia, Kazakhstan Association on conservation of biodiversity Director Iskandar Abdullaev	Almaty, Micro district "Orbita", 40 +7 (727) 278-51-10, +7 (727) 278 50 22, +7 (727) 229-26-19 info@carec.kz
5.	Association for the conservation of biodiversity of Kazakhstan (ACBK) Director Gulmira Izimbergenova	Beibytshilik St., 18, 406 office, Astana, 010000 Tel./fax +7 (7172) 910044, 8 701 951 44 17 www.acbk.kz/ru/news/733/
6.	Bird Conservation Union Kazakhstan Kadyrali Zhunisov	Al-Farabi Avenue, 93, Institute of Zoology, Almaty, Kazakhstan 8(7272)694866
7.	NGO "E town" Valikhon Begenzhov	Yereymentau Town, tel.: +7 (71633) 217 02
8.	Rayionnyi Sovet Veteranov Tolegen Abdin	Yereymentau Town, tel.: +7 (71633) 238 45
9.	Branch of political party "Nur Otan"	Yereymentau Town, tel.: +7 (71633) 219 37 238 07

ANNEX B

## Grievance Form

<b>Public Grievance Form</b>	
<b>Reference No (assigned by SGE/WPY):</b>	
<i>Please enter your contact information and grievance. This information will be dealt with confidential.</i> <i>Please note: If you wish to remain anonymous please enter your comment/grievance in the box below without indicating any contact information – your comments will still be considered by SGE/WPY.</i>	
<b>Full Name</b>	_____
<b>Anonymous submission</b>	<b>I want to remain anonymous</b>
<b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<b>By Mail (Please provide mailing address):</b> _____ _____  <b>By Telephone (Please provide Telephone number):</b> _____  <b>By E-mail (please provide E-Mail address):</b> _____
<b>Preferred Language for communication</b>	<b>Kazakh</b> <b>Russian</b> <b>Other, please specify:</b> _____
<b>Description of Incident or Grievance:</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of Incident/Grievance:</b> _____	<b>One time incident/grievance (date _____)</b> <b>Happened more than once (how many times? ____)</b> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return this form to:** SGE/WPY, Mr. Aidan Kasymbekov  
 We will register your complaint up to 5 working days and provide an answer within up to 20 working days.