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## WATER RESERVOIRS PROJECT - ARMENIA

### ESIA for the Reservoirs Construction Project

## STAKEHOLDER ENGAGEMENT PLAN

Rev02

November 2025

Prepared for:  
European Bank for Reconstruction  
and Development  
*and*  
Water Committee under the Ministry  
of Territorial Administration and  
Infrastructure of the Republic of  
Armenia

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Consultancy Services Contract № 2023.009567

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- **Water Committee under the Ministry of Territorial Administration and Infrastructure of the Republic of Armenia**

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**Document Preparation and Issue:**

Version	Status	Prepared by	Reviewed by	Issued by	Date of issue
Rev01	1st draft of the Project SEP	A. Ter-Torosyan			10.11.2025
Rev02	2nd draft of the Project SEP	-	A. Ter-Torosyan M. Gachechiladze-Bozhesku	A. Ter-Torosyan	01.12.2025

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## List of Abbreviations

CJSC	- Close Joint Stock Company
EBRD	- European Bank for Reconstruction and Development
EIA	- Environmental Impact Assessment
ESAP	- Environmental and Social Action Plan
ESIA	- Environmental and Social Impact Assessment
ESHS	- Environmental, Social, Health, and Safety
ESMP	- Environmental and Social Management Plan
ESMS	- Environmental and Social Management System
ESP	- Environmental and Social Policy
EU	- European Union
E&S	- Environmental and Social
FGD	- Focus Group Discussion
GBVH	- Gender-Based Violence and Harassment
GIP	- Good International Practice
masl	- meter above sea level
ME	- Ministry of Environment
MTAI	- Ministry of Territorial Administration and Infrastructure
OHS	- Occupational Health and Safety
PAP	- Project Affected Person
PIU	- Project Implementation Unit
PR	- Performance Requirement
RA	- Republic of Armenia
ToR	- Terms of Reference
WCRA	- RA Water Committee
WUA	- Water Users Associations

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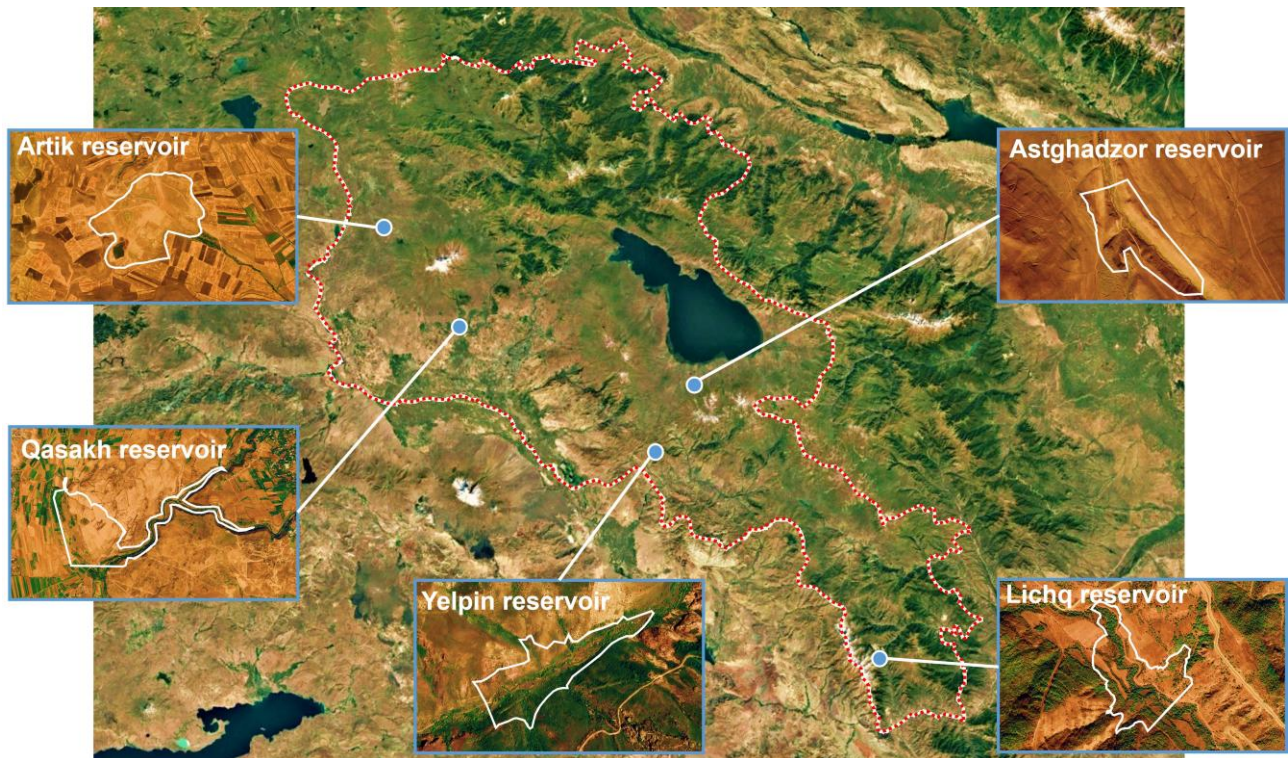
## 1. Introduction

The Government of the Republic of Armenia ('RA') plans to construct 17 reservoirs within the EU support initiative 'Recovery, resilience and reform: post 2020 Eastern Partnership priorities' to the Government of Armenia to enhance the water and food security level in the country. The European Bank for Reconstruction and Development ('EBRD' or the 'Bank') is considering provision of a loan to the GA to finance the construction of five water reservoirs in different regions (Marzes) of Armenia (the Project):

- Kassakh reservoir in Aragatsotn Marz<sup>1</sup>,
- Lichk reservoir in Syunik Marz,
- Yelpin reservoir in Vayots Dzor Marz,
- Artik reservoir in Shirak Marz,
- Astghadzor reservoir in Gegharkunik Marz.

The locations of the Project reservoirs are shown in **Figure 1**.

**Figure 1. Map of the Project reservoirs**



The EBRD has categorized this greenfield project as 'A' in line with its Environmental and Social Policy ('ESP') (2019) because it may cause significant environmental and social impacts. This means that a comprehensive Environmental and Social Impact Assessment ('ESIA') report and associated documents must be elaborated, followed by their public disclosure for a minimum period of 120 days. This Stakeholder Engagement Plan (SEP) has been developed as part of the ESIA package for the Project.

The Bank has engaged the Consultant<sup>2</sup> to update the national Environmental Impact Assessment ('EIA') reports for the five Reservoirs Construction Project in accordance with the EBRD ESP and to

<sup>1</sup>«Marz» means «Region» in Armenian

<sup>2</sup>A consortium consisting of ATMS Solutions Ltd. (Armenia) and Ecoline International Ltd. (Bulgaria)

prepare the associated Environmental and Social (E&S) documentation, including this SEP (as part of the ESIA package).

This SEP, together with the other Project E&S documents, will be disclosed for a period of at least 120 days in accordance with EBRD requirements, tentatively from May 2026 to September 2026. Following the public disclosure period, an ESIA Public Consultation Report will be prepared to document and summarise the stakeholder feedback received and the engagement activities conducted during the disclosure process. Subsequently, the Project's E&S documents, including this SEP, will be updated to reflect the feedback collected and will be re-disclosed as part of the Project's ongoing lifecycle.

The SEP is a living document intended to be updated and further developed as the Project progresses, particularly prior to the commencement of the operations phase.

The objectives of SEP are to:

- Present the national legal framework and the EBRD's requirements in relation to stakeholder engagement process,
- Identify all Project stakeholders, including those who might be considered vulnerable and might need more support during the consultation process and throughout the entire project cycle,
- Develop a stakeholder engagement programme that will be implemented to ensure that the E&S information on the Project is timely provided and properly communicated to the Project's stakeholders, and the feedback communication channels are available to them,
- Define the means of engaging with the identified stakeholders in a meaningful and culturally appropriate way,
- Propose a procedure or a mechanism for receiving, registering and addressing grievances and suggestions from stakeholders.

## 2. Project Overview

According to the Project design documents, the active capacities of the Project reservoirs are presented below:

- Artik Reservoir - capacity 1.152 mln. m<sup>3</sup> (Shirak Marz).
- Astghadzor Reservoir - capacity 1.55 mln. m<sup>3</sup> (Gegharkunik Marz<sup>3</sup>),
- Lichk Reservoir - capacity 3.76 mln. m<sup>3</sup> (Syunik Marz),
- Yelpin Reservoir - capacity 0.93 mln. m<sup>3</sup> (Vayots Dzor Marz),
- Kasakh Reservoir - capacity 10.0 mln. m<sup>3</sup> (Aragatsotn Marz),

### 2.1 Artik Reservoir

The hydraulic unit of the Artik Reservoir will consist of:

1. Dam,
2. Reservoir body,
3. Construction (diversion) channel,
4. Feeding channel,
5. Main irrigation channel,

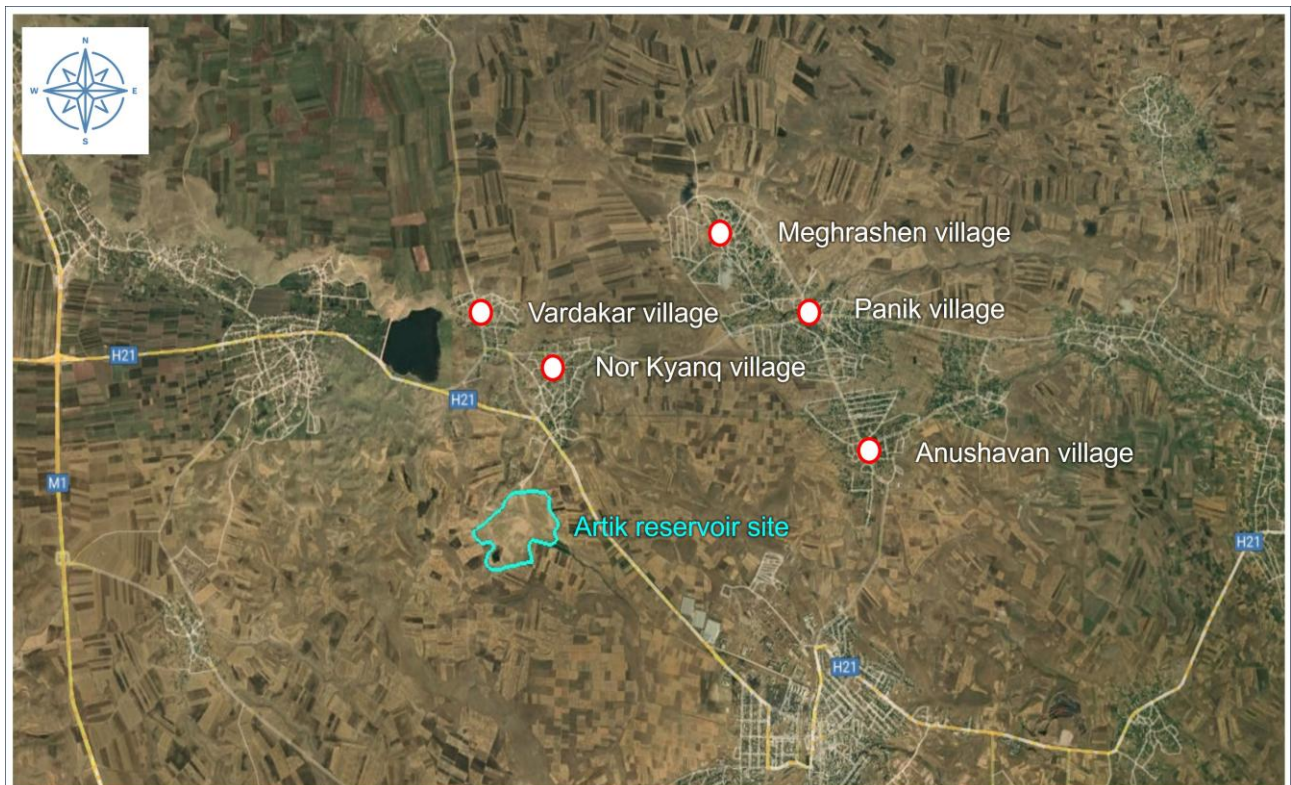
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<sup>3</sup>Marz - Region in Armenian

6. Outlet,
7. Emergency spillway,
8. Electricity supply.

The planned area of the Artik Reservoir construction site is located within the administrative boundaries of Artik multi-settlement community at the elevation of 1,700 meters above sea level (masl). The reservoir will provide irrigation water to 300 ha of agricultural land across five rural settlements in Artik community, specifically the command area, which includes the villages of Nor Kyanq, Vardaqar, Panik, Meghrashen and Anushavan (**Figure 2**).

**Figure 2. Map of the Artik Reservoir, feeding and irrigation channels**



The reservoir will have active storage capacity of 1.152 mln.m<sup>3</sup>. The Artik Reservoir and its components will cover 22.0 ha, while the feeding and irrigation pipelines/ channels will occupy 9.607 ha. The construction site is planned to cover an area of approximately 76 ha. Of the total 76 ha, only 31.607 ha will be permanently acquired for the Project. The remaining land plots will be rehabilitated as needed and returned to their respective owners (community, state, or private).

## 2.2 Yelpin Reservoir

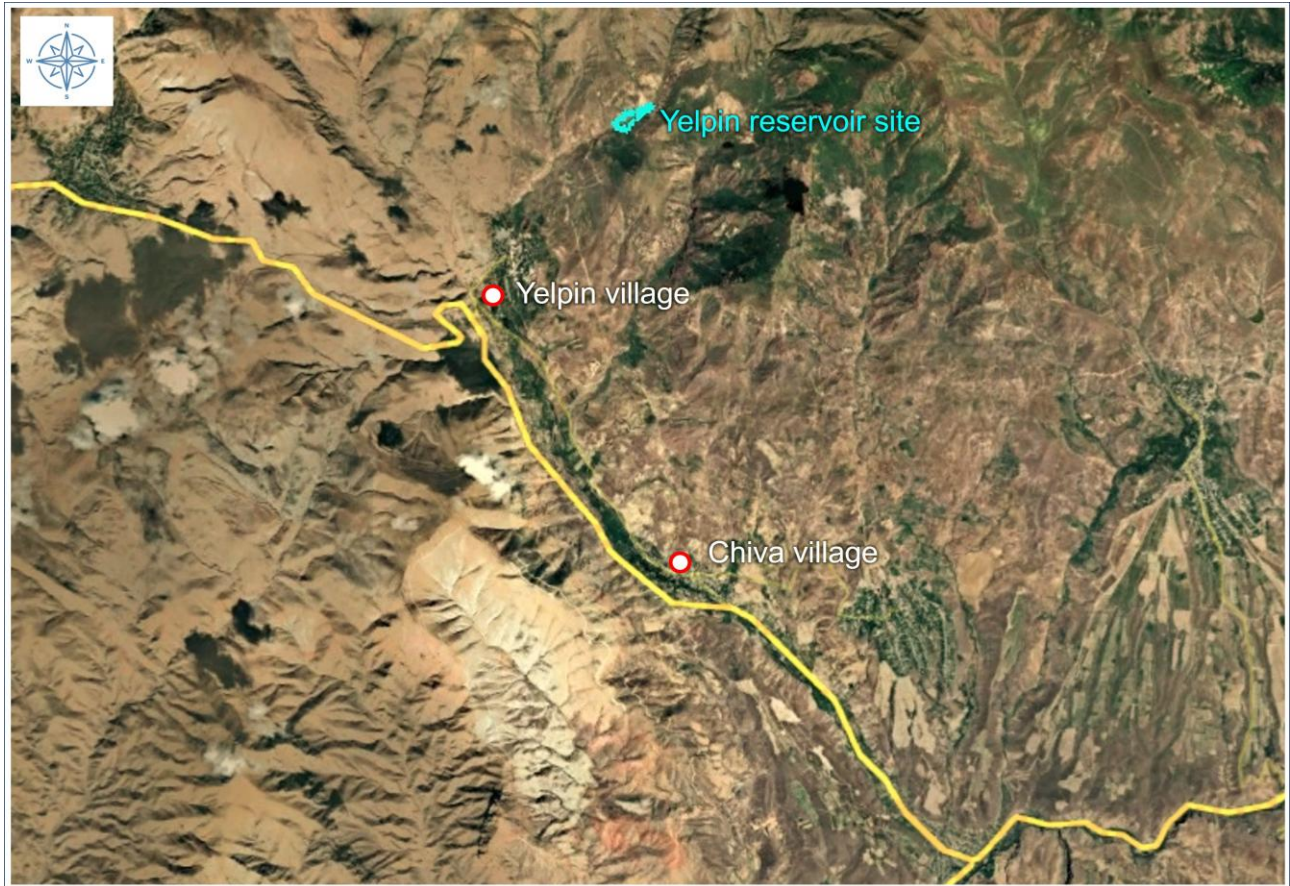
The hydraulic unit of the Yelpin Reservoir will consist of:

1. Dam,
2. Spillway,
3. Construction spillway,
4. Irrigation outlet and main pipeline.

The planned Yelpin Reservoir will be located within the administrative boundaries of Yelpin village. It is designed to be constructed on the Yelpin River, a right-bank tributary of the Arpa River, at an elevation of 1,650-1,700 masl. The reservoir will provide irrigation for approximately 300 ha of

agricultural land in Yelpin and Chiva rural settlements. Yelpin village, along with ten other rural settlements, is part of Areni enlarged community (**Figure 3**).

**Figure 3. Map of the Yelpin Reservoir**



The Yelpin Reservoir and its associated structures will cover an area of 14.7 ha, of which 8.5 ha will be occupied by the dam and its auxiliary facilities. The reservoir will have a storage capacity of 0.93 mln. m<sup>3</sup>. The stored water will be used to irrigate 300 ha of agricultural land in the rural settlements of Yelpin and Chiva during low-flow months.

### 2.3 Kasakh Reservoir

The reservoir hydraulic unit of the Kasakh Reservoir will consist of:

1. Dam,
2. Construction (diversion) outlets 1 and 2,
3. Irrigation outlet (offtake),
4. Bottom outlet,
5. Emergency spillway.

Kasakh Reservoir is planned for construction within the administrative boundaries of Voskehat, Voskevaz and Oshakan villages of Ashtarak community (RA Aragatsotn Marz) and Amberd and Aygeshat villages of Khoy community (RA Arnavir Marz) at the confluence of the Kasakh and Amberd rivers, at an elevation of 950-980 masl. The area proposed for the reservoir is mainly covered by community and private lands of agricultural significance, including pastures and arable land.

The reservoir will have a storage capacity of 10 mln. m<sup>3</sup>. The reservoir is designed to be fed by the Kasakh and Amberd rivers and will supply water to the Stage 2 Hrazdan Down Channel, through which 503 ha of agricultural land in 21 settlements of Armavir Marz will be irrigated (**Figure 4**).

**Figure 4. Map of the Kasakh Reservoir and its command area**



The Kasakh Reservoir will occupy an area of 89.7 ha; however, a total of 145.26 ha of land will be permanently allocated for the Project's needs, the dam and supporting infrastructure.

In total, 280 land plots covering a surface area of 1,452,605.40 m<sup>2</sup> are affected across two communities (Ashtarak and Khoy), including five settlements (Voskehat, Voskevaz, Oshakan, Amberd and Aygeshat).

## 2.4 Astghadzor Reservoir

The reservoir hydraulic unit will consist of:

1. Dam,
2. Spillway,
3. Construction (diversion) outlet,
4. Irrigation main outlet OJ 1 and Irrigation pipelines OJ 1-1 and OJ 1-2,
5. Emergency spillway.

Astghadzor reservoir will be constructed in Astghadzor administrative district of Martuni region of the RA Gegharkunik Marz, on the Astghadzor River, at absolute elevations of 2,100-2,160 masl. The reservoir shall serve the purpose of storing river floods and providing sustainable irrigation to 740 ha of agricultural lands of Astghadzor, Vaghashen, Martuni and Zolakar communities of RA Gegharkunik Marz in low-flow months (**Figure 5**).

**Figure 5. Map of the Astghadzor Reservoir and its command area**

Irrigation of lands in Astghadzor, Zolaqar, Vaghaghen and, partially, Martuni settlements situated within the Astghadzor River Basin is mostly conducted by pumping stations of Astghadzor, Zolaqar and Martuni settlements, gravity water supply from the river through not big canals and ditches, and several deep wells.

The above-mentioned three pumping stations take water from Lake Sevan, the canals and ditches - from the Astghadzor River, and the deep wells are fed with groundwater.

Presently, pumped irrigation takes place for 167 ha of lands and gravity irrigation for 34 ha of lands in three settlements out of the four water-using ones. Currently, 150 ha lands of Martuni settlement and most lands of the other three villages are not irrigated due to absence of irrigation water resources.

The reservoir, dam and its appurtenant structures will cover an area of 13.53 ha lands, of which 11.6 ha shall be occupied by the reservoir.

## 2.5 Lichk Reservoir

The reservoir hydraulic unit comprises the following components:

1. Dam,
2. Construction (diversion) outlet,
3. Irrigation outlet,
4. Emergency spillway,
5. Service facilities and structures.

Lichk reservoir will be constructed in Lichk settlement of Meghri community of RA Syunik province. The reservoir is foreseen on the Meghri River to supply irrigation water to around 1,510.8 ha of lands of Meghri, Agarak, Alvank, Shvanidzor, Nrnadzor, Lehvaz, Vardanidzor and Karchevan settlements. Under the command of Lichk reservoir are Meghri, Agarak, Alvank, Shvanidzor, Nrnadzor, Lehvaz, Vardanidzor and Karchevan settlements (**Figure 6**).

**Figure 6. Map of the Lichk Reservoir and its command area**



According to the data provided by Meghri Community Administration, irrigable lands of the mentioned settlements occupy an area of 1,315.8 ha. As per the water-balance estimations, additional 195.0 ha can be irrigated as a result of the Project implementation. These lands are not currently irrigated in spite of being registered as irrigable ones. Presently, these lands are not cultivated due to lack of irrigation.

### 3. Stakeholder Engagement and Information Disclosure Requirements

#### 3.1 National Requirements

The RA ratified the Aarhus Convention<sup>4</sup> in 2001. This Convention provides for the right of everyone to receive environmental information that is held by public authorities; to participate in environmental decision-making; and to review procedures to challenge public decisions that have been made without respecting the two aforementioned rights or environmental law in general. 15 Aarhus centres operate in Armenia: one in Yerevan and 14 in regions<sup>5</sup>.

<sup>4</sup>The United Nations Economic Commission for Europe Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters <https://ec.europa.eu/environment/aarhus/>

<sup>5</sup><https://aarhus.osce.org/armenia>

The RA Law "On Freedom of Information"<sup>6</sup> states that each person has the right to address an inquiry to information holder to get acquainted with and/or get the information sought by him/her as defined by the Law.

The RA Law "On Environmental Impact Assessment and Expert Examination" (2014, revised in 2023)<sup>7</sup> stipulates that state bodies and local self-government units are obliged to ensure the right of access to information and public participation in decisions concerning the state of the environment, and to issue a statement about how those decisions are made. This law and the associated by-laws set out the requirements for undertaking EIA of public and private projects which are likely to have a significant impact on the environment before development consent / construction permit is granted.

The Law sets out the processes of notification, documentation, public consultations, and appeal procedures and requirements for projects that are subject to an EIA. According to Article 12 of the Law, the types of activities, which should undergo EIA are divided into A and B categories depending on their expected impact on the environment. According to the same article, reservoirs or artificial lakes with a capacity exceeding 3.0 mln. m<sup>3</sup> are classified as Category 'A', while those with a capacity between 500,000 m<sup>3</sup> and 3.0 mln. m<sup>3</sup> are classified as Category 'B' activities/projects. Both categories are therefore subject to a national EIA and state expert examination.

According to the Law, public notifications and discussions are carried out jointly by the Project Initiator and the Environmental Impact Expert Examination Centre (EIEEC) under the Ministry of Environment (ME), acting as the Authorised state body responsible for the expert examination process. The organisation of public discussions is the responsibility of the affected community (i.e., the municipality).

As per the above law, the Lichk and Kasakh Reservoirs projects belong to Category 'A', while the Yelpin, Astghadzor and Artik - to Category 'B'. For all these projects four rounds of public discussions are envisioned by the Law: twice at the initial EIA stage and twice at the main EIA stage.

#### **Preliminary EIA stage:**

- **1st public discussion** is organised jointly by the Project initiator and heads of affected communities to present the Project objective and main components, environmental and social framework and get initial consent of the affected community,
- **2nd public discussion** is organised jointly by the EIEEC and the heads of affected communities to present key findings of the preliminary EIA and discuss the draft Terms of Reference to be issued by the Authorized state body for the Project main EIA stage.

#### **Main EIA stage:**

- **3rd public discussion** is organised jointly by the project initiator and heads of affected communities to discuss key findings of the EIA studies and recommended mitigation and monitoring measures,
- **4th public discussion** is organized jointly by the EIEEC and the heads of affected communities to get feedback to the comments raised by the EIA process participants and stakeholders and discuss draft environmental impact expert examination conclusions.

### **3.2 EBRD Requirements**

All projects financed by EBRD shall be structured to meet the requirements of the EBRD Environmental and Social Policy (ESP, 2019), which includes ten Performance Requirements (PRs)

<sup>6</sup><https://www.arlis.am/hy/acts/175858>

<sup>7</sup>It is important to note that, although amendments to the Environmental Impact Assessment and Expert Examination law were made in 2023, the Project's EIA reports were prepared based on the previous revision of the Law.

for key areas of environmental and social sustainability, including PR10 *'Information Disclosure and Stakeholder Engagement'*<sup>8</sup>.

In addition, the EBRD's Independent Project Accountability Mechanism<sup>9</sup>, as an independent last resort tool, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organisations about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its Environmental and Social Policy and the Project-specific provisions of its Access to Information Policy<sup>10</sup>; and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.

According to PR10 stakeholder engagement involves the following elements:

- **Identification of stakeholders** including those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable, and analysis to determine the level of communication that is appropriate for the project,
- **Stakeholder engagement planning** with the development of a SEP describing how engagement with identified stakeholders will be carried out throughout the project life cycle,
- **Information disclosure** which will ensure that relevant project information including its E&S impacts, risks and opportunities are provided to the stakeholders together with meaningful consultation - a two-way process which continues on an ongoing basis,
- **Grievance mechanism** established to receive and facilitate resolution of stakeholders' concerns and grievances, in particular, regarding the client's E&S performance,
- **Ongoing reporting** on E&S performance to stakeholders.

The EBRD also developed a *'Guidance note to PR 10: Information disclosure and stakeholder engagement'* (2023)<sup>11</sup> that provides EBRD clients and stakeholders with practical guidance for interpreting and implementing PR10 and suggests Good International Practice (GIP) approaches for various elements of stakeholder engagement.

## 4 Existing Stakeholder Engagement Practices and Previous Project Engagement

This section outlines the stakeholder engagement activities undertaken/to be undertaken:

- 1) **During the early stages of Project development (2023-2024)** by the national EIA consultant (completed);
- 2) **Within the socio-economic study (2024-2025)** by the Consultant for the purposes of the Project's ESIA and Resettlement Framework (RF) (completed); and
- 3) **During the public disclosure period of the Project's ESIA package**, tentatively scheduled for May - September 2026 (to be completed).

First, the national EIA consultant was responsible for preparing the EIA reports for the Project Reservoirs and providing technical support throughout the environmental impact expert examination process conducted by the Authorized state body, the Environmental Impact Expert Examination Centre (EIEEC) under the Ministry of Environment.

<sup>8</sup><https://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

<sup>9</sup><https://www.ebrd.com/what-we-do/independent-project-accountability-mechanism.html>

<sup>10</sup><https://www.ebrd.com/what-we-do/strategies-and-policies/access-to-information-policy.html>

<sup>11</sup><https://www.ebrd.com/information-disclosure-and-stakeholder-engagement.pdf>

As a part of the national EIA studies focus group discussions and interviews with the heads of affected communities or settlements and some meaningful consultations with the representatives of vulnerable groups were carried out by the national EIA consultants<sup>12</sup> within the social surveys in spring 2024.

Second, during the preparation of the Project ESIA Report and Resettlement Framework (2024-2025), consultations and interviews were held with the heads of affected communities, administrative heads of affected settlements, as well as with residents who may potentially lose income or assets as a result of the Project's implementation. These engagement activities formed an integral part of the Project's socio-economic study and were conducted in accordance with the EBRD requirements and the principles of GIP for meaningful stakeholder engagement.

#### 4.1 Summary of Stakeholder Engagement Completed within the Project's National EIA Process in 2023-2024

Four rounds of public discussions were completed as required by the RA Environmental Impact Assessment and Expert Examination Law<sup>13</sup> and Government Decree №1325-N 'On defining the content of public notifications and public discussions, the procedures for conducting public discussions, the procedure and timeframes for submitting opinions, comments, and suggestions from interested stakeholders, as well as the procedure for issuing preliminary agreements or disagreements by local self-Government bodies within the environmental impact assessment and expert review process'.

Summaries of the national EIA-stage public discussion events, including their timeframes, agendas, and the main comments and suggestions raised by participants for each reservoir, are presented in **Table 1** below.

**Table 1. Summary of national EIA-stage public discussion events**

No	Project component	Date	Location	Agenda / Topics
<b>1st public discussions</b>				
1.1	Lichk Reservoir	26.12.2023	Residence of the administrative head of Lichk settlement, Meghri community, Syunik Marz	<ul style="list-style-type: none"> <li>- Presentation of the Project objective and main components,</li> <li>- Environmental and social framework,</li> <li>- Initial consent of the affected community.</li> </ul>
1.2	Artik Reservoir	15.09.2023	Artik municipality, Artik Community, Shirak Marz	
1.3	Astghadzor Reservoir	18.12.2023	Residence of the administrative head of Astghadzor settlement, Martuni community, Gegharkunik Marz	
1.4	Yelpin Reservoir	20.12.2023	Residence of the administrative head of Yelpin settlement, Areni community, Vayots Dzor Marz	
1.5	Kasakh Reservoir	20.12.2023	Residence of the administrative head of Amberd settlement, Khoy community, Armavir Marz	
<b>2nd public discussions</b>				

<sup>12</sup>Two companies were involved in conducting the national EIA studies for the Project's reservoirs. The national EIA studies for the Astghadzor, Kasakh, Lichk, and Yelpin reservoirs were carried out by one consulting company, while the study for the Artik reservoir was conducted by another.

<sup>13</sup>According to the 2023 amendment to the Law, only two rounds of public discussions are required during the EIA and expert examination process (instead of four). However, at the time when the EIAs for the Project reservoirs were initiated, this amendment had not yet entered into force.

No	Project component	Date	Location	Agenda / Topics
2.1	Lichk Reservoir	03.04.2024	Meghri municipality, Meghri Community, Syunik Marz	<ul style="list-style-type: none"> <li>- Key findings of the preliminary environmental impact assessment,</li> <li>- Draft Terms of Reference to be issued by the Authorized state body.</li> </ul>
2.2	Artik Reservoir	15.12.2023	Artik municipality, Artik Community, Shirak Marz	
2.3	Astghadzor Reservoir	08.05.2024	Residence of the administrative head of Astghadzor settlement, Martuni community, Gegharkunik Marz	
2.4	Yelpin Reservoir	25.03.2024	Residence of the administrative head of Yelpin settlement, Areni community, Vayots Dzor Marz	
2.5	Kasakh Reservoir	26.03.2024	Residence of the administrative head of Amberd settlement, Khoy community, Armavir Marz	
			Residence of the administrative head of Voskevaz settlement, Ashtarak community, Aragatsotn Marz	
<b>3rd public discussions</b>				
3.1	Lichk Reservoir	06.06.2024	Meghri municipality, Meghri Community, Syunik Marz	<ul style="list-style-type: none"> <li>- Key findings of the EIA studies,</li> <li>- Recommended mitigation and monitoring measures.</li> </ul>
3.2	Artik Reservoir	11.07.2024	Artik municipality, Artik Community, Shirak Marz	
3.3	Astghadzor Reservoir	27.06.2024	Residence of the administrative head of Astghadzor settlement, Martuni community, Gegharkunik Marz	
3.4	Yelpin Reservoir	27.05.2024	Residence of the administrative head of Yelpin settlement, Areni community, Vayots Dzor Marz	
3.5	Kasakh Reservoir	29.05.2024	Residence of the administrative head of Amberd settlement, Khoy community, Armavir Marz	
		29.05.2024	Residence of the administrative head of Voskevaz settlement, Ashtarak community, Aragatsotn Marz	
<b>4th public discussions</b>				
4.1	Lichk Reservoir	03.09.2024	Meghri municipality, Meghri Community, Syunik Marz	<ul style="list-style-type: none"> <li>- Feedback to the comments raised by the EIA process participants and stakeholders,</li> <li>- Draft environmental impact expert examination conclusion.</li> </ul>
4.2	Artik Reservoir	12.11.2024	Artik municipality, Artik Community, Shirak Marz	
4.3	Astghadzor Reservoir	09.10.2024	Residence of the administrative head of Astghadzor settlement, Martuni community, Gegharkunik Marz	
4.4	Yelpin Reservoir	06.08.2024	Residence of the administrative head of Yelpin settlement, Areni community, Vayots Dzor Marz	
4.5	Kasakh Reservoir	20.08.2024	Residence of the administrative head of Amberd settlement, Khoy community, Armavir Marz	

№	Project component	Date	Location	Agenda / Topics
		20.08.2024	Residence of the administrative head of Voskevaz settlement, Ashtarak community, Aragatsotn Marz	

**Key findings from the public discussions:**

- The overall attitude of residents from the settlements involved in all five reservoir construction projects are positive. Most participants are engaged in crop cultivation; therefore, the availability of additional irrigation water is viewed as beneficial.
- The questions and concerns raised by the participants during the public discussions have been categorised into four groups:
  - 1) *Technical and Design-Related Questions*
    - Technical characteristics of the reservoir and dam (e.g., storage capacity, surface area, dam height, etc.),
    - Construction of fish passes and other reservoir components; locations and required volumes of borrow pits,
    - Anticipated changes to the riverbed, volumes and types of excavation works, and potential need for blasting.
  - 2) *Environmental and Hydrological Aspects*
    - Availability of water resources for reservoir filling and maintenance of environmental flow,
    - Measures to ensure or improve water quality,
    - Concerns regarding flora and fauna,
    - Management of topsoil and spoil storage areas,
  - 3) *Land Use, Ownership, and Safety Issues*
    - Mechanisms and procedures for land acquisition,
    - Land and crop compensation processes,
    - Safety considerations related to land use,
  - 4) *Operational and Community Considerations*
    - Potential employment opportunities for residents of surrounding communities during the construction and operation phases,
    - Operation and maintenance arrangements for the reservoirs,
    - Potential seismic risks and planned mitigation measures.
- The positive environmental conclusions were issued for all five reservoir projects by the Authorised state body:
  - Conclusion №197-24, dated 23.09.2024, for the Yelpin Reservoir,
  - Conclusion №215-24, dated 16.10.2024, for the Lichk Reservoir,
  - Conclusion №233-24, dated 01.11.2024, for the Kassakh Reservoir,
  - Conclusion №265-24, dated 06.12.2024, for the Astghadzor Reservoir,
  - Conclusion №278-24, dated 13.12.2024, for the Artik Reservoir.

Focus Group Discussions (FGDs) were conducted by specialists from the national EIA consulting teams as part of the social surveys carried out in spring 2024. FGDs with both women and men were held in the Astghadzor, Meghri, and Yelpin settlements, while discussions with women only were conducted in Voskevaz. For the Artik reservoir, FGDs took place in the Nor Kyank, Panik, Anushavan, and Meghrashen settlements. Engagement meetings were also held with representatives of the Project affected settlements. The details and key findings of these activities are summarized in [Table 2](#) below.

**Table 2. Summary of FGDs and other engagement events conducted by the national EIA consultants**

Date	Location	Type of engagement	Profile of the participants	Topics discussed
<b>ASTGHADZOR RESERVOIR</b>				
08.05.2024	Astghadzor village	FGD: women	<p>Three participants were in the 41-60 age range, one was aged 18-25, and one was aged 26-40.</p> <p>The average household size was five members. The main sources of household income included remuneration for government or community work (four participants), income from agriculture (four participants), and earnings from migrant work (one participant).</p> <p>All participants owned homesteads, and two also owned pastures.</p>	<p>The participants stated that the main sources of income in the village are agricultural activities, including crop farming and animal husbandry, although some households do not keep livestock. They noted that there are both large landowners who cultivate their own plots and farmers who lease and cultivate land belonging to neighbours or relatives. Participants expressed concern that population growth is increasing the demand for water. They were, however, positive about the prospect of reliable access to irrigation water, as it would enable more residents to fully cultivate their land, thereby increasing household income and improving living conditions.</p>
08.05.2024	Astghadzor village	FGD: men	<p>Two participants were in the 26-40 age group, two were in the 41-60 age group, and three were over 61 years old.</p> <p>The average household size was five members.</p> <p>The main sources of household income included remuneration for government or community work (28.6% of households), income from private activities or agriculture (57.1%), and pensions or social benefits (57.1%).</p>	<p>The participants reported that they own homesteads, arable land, orchards, and grasslands. However, due to water shortages, they are unable to fully cultivate their land and currently depend on limited irrigation from a deep well.</p> <p>They expressed hope that the construction of the reservoir will allow for the expansion of cultivated areas, resulting in higher crop yields, increased community engagement in agriculture, and improved agricultural incomes. They believe that the reservoir will significantly enhance the socio-economic conditions of local residents.</p>
<p><b>An interview with the administrative head of Astghadzor village was conducted on 08.05.2024.</b> He expressed his appreciation for the planned construction of the reservoir, noting that it will enable the expansion of cultivated land and the cultivation of high-value crops such as green beans, cucumbers, cauliflower, and broccoli. He stated that it is also expected that the reservoirs will facilitate the production of high-quality apricots and cherries. With the reservoir in place, the number of farmers is expected to increase, agricultural employment opportunities will expand, household incomes will rise, and reliance on migrant labour will decrease.</p>				
<b>LICHK RESERVOIR</b>				
03.04.2024	Meghri town	FGD: women	<p>Among the participants, one was aged 18-25, two were</p>	<p>The participants stated that cultivating agricultural land,</p>

Date	Location	Type of engagement	Profile of the participants	Topics discussed
			<p>aged 26-40, and three were aged 41-60.</p> <p>The average household size ranged from 3 to 6 members, with three participants living in households of 3-4 members and three participants in households of 5-6 members.</p> <p>Four participants were engaged in community work, while three were involved in private activities.</p>	<p>particularly orchards, is an important source of income for the community. They emphasized that access to irrigation water is essential for producing high-quality crops that can be sold for income.</p> <p>They noted that for large farmers, agriculture is the primary livelihood. These farmers not only work on their own land but also provide employment to many community members. In addition, they may purchase crops for processing, creating further job opportunities and contributing significantly to the local economy. The participants also indicated that the construction of the reservoir will increase the number of farms engaged in agriculture, raise agricultural incomes, and improve overall living standards within the community.</p>
03.04.2024	Meghri town	FGD: men	<p>Two participants were aged 41-60, one was aged 26-40, and two were over 61. Household (HH) sizes varied, with two participants living in HHs of two members, and the remaining three in HHs of three, six, and nine members, respectively. The main sources of HH income were remuneration from government or community work, private activities or agriculture and pensions or social benefits.</p>	<p>Focus group participants highlighted agriculture as their main source of income. They identified several challenges, including not only the lack of irrigation water, but also limited access to fertilizers, which often requires traveling to Yerevan and difficulties accessing consumer markets. Most people cultivate their own plots. Participants emphasized that the sooner the reservoir is constructed, the better, as it has been a long-standing need for the community. At the same time, they expressed concern about the high interest rates on agricultural loans and the limited market for selling their products. The ongoing construction of the North-South road corridor will provide a high-speed connection to the new markets.</p>

**An interview with the head of Meghri community was conducted on 03.04.2024.** The purpose of the interview was to discuss the challenges in the irrigation sector affecting the community and to understand their expectations regarding the Lichk reservoir construction project. The deputy head of the community explained that the population of the Meghri region is primarily engaged in fruit production, with Meghri figs, pomegranates, and persimmons being widely recognized. He emphasized that if irrigation water is available, residents will fully cultivate their lands. Agriculture is the main source of livelihood in the community, with approximately 80% of the population engaged in farming. Most plots of land are cultivated

Date	Location	Type of engagement	Profile of the participants	Topics discussed
<p>by their owners, although some are leased. People are enthusiastic about the reservoir construction project. The general expectation is that the project will be successfully completed and that everyone will have access to the water.</p>				
<p><b>YELPIN RESERVOIR</b></p>				
25.03.2024	Yelpin village	FGD: women	<p>One participant was aged 26-40 and a recipient of a benefit package, living in a household of six members. Two participants were aged 41-60; one of them was a pensioner with disabilities, living in a household of three members. The fourth participant was over 61 years old, engaged in private activity, and lived alone in a one-member household.</p>	<p>The participants stated that they are only able to cultivate their land partially due to limited irrigation water. Arable land near the border, along with other fields and grasslands, remains largely uncultivated. They noted that water scarcity is severe, with productive trees such as apples and walnuts being watered very infrequently, approximately once every 40 days. The participants added that with sufficient irrigation, cultivation conditions would improve significantly, enabling the production of high-quality crops and the full utilization of all available land. They expect that the new reservoir will positively impact household living standards, increase agricultural incomes, and help reduce poverty within the community</p>
25.03.2024	Yelpin village	FGD: men	<p>Among the surveyed households, one household head was aged 26-40, while four household heads were between 41 and 60 years old. One household head was over 60. Household sizes varied: one household had 2 members, one had 3 members, one had 5 members, and one had 8 members</p>	<p>The participants noted that agriculture is currently not the main source of income due to water scarcity. They also observed that some lands in the village are leased, with tenants, mostly local residents, cultivating barley and wheat, while the majority of plots are farmed by their owners. They anticipate that after the construction of the reservoir, the number and area of cultivated plots will increase, leading to higher incomes. Land leasing and sales are expected to rise, and more people will engage in farming. The development is likely to encourage the growth of cooperatives and the number of active farmers.</p>
<p><b>An interview with the administrative head of Yelpin settlement was conducted on 25.03.2024.</b> The purpose of the interviews was to discuss the challenges in the irrigation sector affecting the settlements and to understand their expectations regarding the Yelpin reservoir construction project. It was emphasized that irrigation water is primarily used for livestock and horticultural purposes. By the end of May, water supply becomes restricted, and in summer there is often no water at all, posing a significant problem for farmers. The lack of irrigation water negatively affects crop quality, resulting in a portion of the harvest being</p>				

Date	Location	Type of engagement	Profile of the participants	Topics discussed
<p>unsellable and generating no income. As a result, some residents have migrated from the village in search of work. Currently, 25 houses have no permanent residents, though some owners return seasonally. With improved water availability, many of these individuals are expected to remain in the village.</p>				
<p><b>An interview also was conducted with the head of Yelpin division of "Yeghegnadzor" Water Users Association (WUA).</b> He noted that the settlement has 210 water users managing a total of 165 hectares of irrigated land. Irrigation water is supplied through one or two pumps on a rotational basis, with users being notified of their turn two days in advance. Most of the water arrives at night, but nighttime irrigation presents challenges, particularly from a security standpoint. The village lands border Azerbaijan, and there is also a risk from bears. Payments for irrigation water are made reliably. The project implementation will solve the security issues because in case of water availability there will be no need for the nighttime irrigation.</p>				
<p><b>KASSAKH RESERVOIR</b></p>				
26.03.2024	Voskevaz village	FGD: women	<p>The participants included nine women. Their ages were distributed as follows: four women were between 26 and 40, two were between 41 and 60, and three were over 61. On average, each household had six members.</p>	<p>The FGD participants noted that in some cases drinking water is used for irrigation. For example, some greenhouses rely on drip irrigation systems that operate with potable water. They emphasized that the cost of irrigation is very high: watering a 5,000 m<sup>2</sup> plot requires around 50,000 drams, and vineyards are typically irrigated only once every 40 days. They also mentioned that while some households produce agricultural products for commercial purposes, others cultivate only for their own needs due to the lack of irrigation water. The participants anticipated that the construction of the reservoir will significantly expand irrigable agricultural land and improve the socio-economic situation of households.</p>
26.03.2024	Voskevaz village	Interview	<p>The HH head is over 41 years old and lives in a family of six members. His occupations include community service and farming, and he is professionally trained as an agronomist. The HH sources of income include a salary, earnings from private activities and agriculture, as well as a pension.</p>	<p>He expressed strong interest in the preservation of the historical and cultural monuments of Voskevaz, particularly the castle. He was especially concerned about whether the construction of the reservoir might damage the rich historical and cultural heritage of the region. A thorough study of the historical and cultural values in Voskevaz village is therefore necessary.</p>
<p><b>An interview with the administrative head of Aygeshat settlement was conducted on 26.03.2024.</b> He outlined the current problems and condition of the irrigation system, noting a shortage of water during the summer months. While all landowners cultivate their lands, they are unable to farm them fully. Although they could potentially harvest twice a year, water scarcity prevents this. With the construction of the reservoir, all landowners are expected to benefit, leading to higher household incomes and a reduction in poverty levels.</p>				
<p><b>An interview with the administrative head of Voskevaz settlement was conducted on 26.03.2024.</b> Currently, 90% of the irrigated lands are cultivated, although not to their full potential, and there are no</p>				

Date	Location	Type of engagement	Profile of the participants	Topics discussed
leased lands in the settlement. The construction of the reservoir is expected to expand irrigation areas, allowing more land plots to be cultivated and easing the workload for farmers. Vineyards are also likely to be expanded. Out of 300 ha of non-irrigated land, approximately 50% could produce high yields if proper irrigation is available.				
ARTIK RESERVOIR				
Spring 2024	Nor Kyank, Panik, Anushavan, and Meghrashen villages	FGDs	4 focus group discussions	FGDs were conducted in four of the five beneficiary settlements, Nor Kyank, Panik, Anushavan, and Meghrashen, where residents discussed their roles as current or future beneficiaries and stakeholders of the irrigation project. Targeted sessions were held with directly affected residents, specifically landowners in Nor Kyank and Panik, whose lands will accommodate the main aqueducts (the flume and irrigation canal). In Anushavan and Meghrashen, the participants, including local landowners, are expected to become beneficiaries upon project completion. These sessions provided valuable insights, ideas, and expectations, thereby strengthening community engagement and informing project implementation.

#### 4.2 Summary of the Stakeholder Engagement Completed during the Socio-Economic Study in 2024-2025

A series of stakeholder engagement consultations were conducted by the Consultant between July-September 2024 with the heads of project-affected communities, administrative heads of affected settlements and residents who may potentially lose income or assets as a result of the Project’s implementation. These consultations formed part of the socio-economic studies carried out for the purposes of the ESIA and the RF. In addition, several online interviews with representatives of the Artik community were held between August and September 2025.

Prior to the aforementioned engagement activities, the Consultant submitted official letters to the heads of the affected communities, namely Areni, Artik, Martuni, Meghri, Khoy, and Ashtarak municipalities, outlining: (i) the Project and its components; (ii) the current status of the Project implementation process; (iii) the scope and objectives of the environmental and socio-economic studies; (iv) potential land use restrictions, land acquisition, and compensation issues; and (v) the list of officials and groups of Project-Affected Persons (PAPs) to be consulted.

All community administrations, except Artik, expressed their readiness to participate in the engagement consultations / interviews. In case of Artik, the online interviews were carried out. Summary of engagement meetings and in-depth interviews with the Project affected residents is presented in [Table 3](#).

**Table 3. Summary of EIA-stage public discussion events**

No	Date	Location	Type of engagement	Consultees / Interviewees
<b>1. LICHK RESERVOIR</b>				
1.1	31.07.2024	Meghri municipality	Consultation meeting	Head and deputy heads of Meghri community, press secretary
1.2	31.07.2024		Interview	Chief specialist of the urban development, land use and property management division
1.3	16.08.2024	Lichk rural settlement	Interview	Administrative head of Lichk rural settlement
1.4	28.08.2024		Interview (3)	Residents of Lichk village (land owners of orchards within the area to be acquired for the Project needs, farmers using the land within the area to be acquired for ploughing and haymaking)
<b>2. YELPIN RESERVOIR</b>				
2.1	22.08.2024	Areni Community	Consultation meeting	Head of Areni community
2.2	22.08.2024	Yelpin rural settlement	Interview	Administrative head of Yelpin village
<b>3. ASTGHADZOR RESERVOIR</b>				
3.1	07.08.2024	Martuni municipality	Consultation meeting	Head and deputy head of Martuni community, secretary of staff, head of agricultural and nature protection division
3.2	07.08.2024		Interview	Head of agricultural and nature protection division
3.3	07.08.2024	Astghadzor rural settlement	Interview	Administrative head of Astghadzor rural settlement
3.4	26.08.2024		Interview (3)	Residents of Astghadzor village (informal user of community land within the area to be acquired, cultivates cattle feed crops and raspberry, owner of land located within area to be acquired; practices ploughing and haymaking, cattle-breeder who often crosses the reservoir site with cattle on the way to the pasture lands)
<b>4. KASAKH RESERVOIR</b>				
4.1	09.08.2024	Khoy municipality	Consultation meeting	Head and deputy head of Khoy community, expert, administrative heads of Aygeshat and Amberd village
4.2	06.09.2024	Ashtarak municipality	Consultation meeting	Head of staff of Ashtarak community, deputy heads of Ashtarak community
4.3	13.09.2024	Ashtarak municipality	Interview (3)	Administrative heads of Voskevaz, Voskehat and Oshakan villages
4.4	13.09.2024	Voskevaz rural settlement	Interview (3)	Residents of Voskevaz village (owners of the orchards and a semi-constructed structure within the area to be acquired, user of the Project area as a pasture)
4.5	13.09.2024	Voskehat rural settlement	Interview (3)	Residents of Voskehat village (owners of the orchards within the area to be acquired)
4.6	13.09.2024	Oshakan rural settlement	Interview	Resident of Oshakan village (owner of the orchards within the area to be acquired)
<b>5. ARTIK RESERVOIR</b>				

No	Date	Location	Type of engagement	Consultees / Interviewees
5.1	Aug-Oct 2025	Artik municipality	Number of online interviews	Head and staff of the Development Programs, Tourism and Internal Affairs Department, representatives of the social services, etc.

The results of this socio-economic study are analysed and included into the relevant sections of the Project's ESIA reports and RF document, however, the key outputs are as follows:

- According to the community administrations, the Project is highly awaited by the population in all communities, as the shortage of irrigation water is a significant issue.
- The community administrations expressed their eagerness to support the Project both during the preparatory / design study and implementation.
- Some community administrations noted that the constructing the reservoirs has been discussed for many years and it would good to finally materialize this; they also noted the important of switching from mechanical to gravity water supply.
- The Project is expected to bring significant benefits for the agricultural development and well-being of the communities downstream of the reservoirs and beyond; some respondents also noted that the reservoirs could be a touristic attraction.
- However, some participants expressed concerns regarding land acquisition issues, the methodology for calculating crop and land intake, and the compensation mechanism. Some indicated that they would prefer to purchase alternative land plots and continue their livelihoods through land cultivation.

## 5 Stakeholder Identification and Analysis

As per the EBRD's ESP PR10, stakeholders are defined as the various individuals or groups who:

- are affected or likely to be affected (directly or indirectly) by the Project (affected parties), or
- may have an interest in the Project (other interested parties).

### 5.1 Stakeholder Identification Methodology

The identification of stakeholders in relation to the Project was carried out based on the following criteria:

- **Impact:** the implementation of the Project may significantly affect a certain social group (stakeholders);
- **Influence:** the social group is able to significantly influence the Project implementation;
- **Partnership:** there are opportunities for building partnerships between the Client and the given social group; and
- **Interest:** a social group or individuals not necessarily directly affected by the Project may (or may not) show interest in it.

Stakeholder engagement requires identification of the stakeholders considering the above criteria and selection of the appropriate methods for engagement with them.

## 5.2 Key Stakeholder Categories and Groups

For the purposes of the stakeholder analysis, the Project stakeholders are grouped into the following two main categories:

- **Internal stakeholders**, representing companies involved in the implementation of the Project, their management, staff and shareholders, as well as contractors and subcontractors involved in the project and benefiting from its implementation (investors, shareholder); and
- **External stakeholders**, representing the groups or individuals not involved in the Project (as employees of the Client, contractors and subcontractors), authorities involved (which will be involved) in the project approval process; the local population affected by the project; and the interested public.

In order to ensure effective and meaningful engagement, the Project’s external stakeholders have been clustered into the following groups in line with EBRD PR10:

- Potentially affected parties;
- Potentially vulnerable groups;
- State authorities;
- Regional administrations;
- Local self-government bodies, including municipalities and settlements; and
- Other interested parties (NGOs, mass media, academia, business, etc.).

## 5.3 Stakeholder Analysis

A list of external stakeholder groups and their relation to and/or interests in the Project, identified on the basis of desktop review, meetings and consultations described in **Chapter 4**, is provided in **Table 4**. Based on this list, the Client will develop and keep updated a Stakeholder Registry with names, titles and contact details of stakeholders. This information will remain confidential and will only be collected and stored with the consent of the stakeholder and for the purpose of receiving information on the Project.

**Any stakeholder that is not included in the table below but wishes to receive information about the Project and its E&S aspects and impacts can approach the Client (see contacts in Chapter 7) with a request to be included in the stakeholders register.**

**Table 4. External stakeholders, their relation to / interests in the Project and engagement methods**

Stakeholder Groups	Interests / Relations	Communication tools
POTENTIALLY AFFECTED PARTIES		
Owners and users of agricultural lands in settlements located within the command areas of the reservoirs: - <b>Artik Reservoir</b> <i>Nor Kyanq, Vardaqaq, Panik, Meghrashen, Anushavan settlements</i> - <b>Astghadzor Reservoir</b> <i>Astghadzor, Zolaqar, Vaghashen and parts of Martuni settlements</i> - <b>Kasakh Reservoir</b>	May be interested in: <ul style="list-style-type: none"> <li>• benefiting from the availability of irrigation water for the cultivation of previously unirrigated agricultural lands,</li> <li>• adoption of modern irrigation techniques and technologies,</li> <li>• establishment of agricultural cooperatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Public meetings</li> <li>• Focus group discussions</li> <li>• Disclosure of written information</li> <li>• Mass media communication</li> <li>• Community liaison</li> <li>• Special purpose events (meetings)</li> <li>• Individual meetings</li> </ul>

Stakeholder Groups	Interests / Relations	Communication tools
<p><i>Amberd, Leramerdz, Aragats, Aghavnatun, Ferik, Tsaghkalanj, Arshaluys, Aknalich, Haytagh, Geghakert, Hovtamej, Tsiatsan, Doghs, Tsaghkunq, Aygeshat, Mrgastan, Shahumyan, Echmiadzin, Artimet, Khoronk, and Griboyedov settlements</i></p> <p>- <b>Lichk Reservoir</b> <i>Agarak, Alvank, Karchevan, Lehvaz, Meghri, Nrnadzor, Shvanidzor and Vardanidzor settlements</i></p> <p>- <b>Yelpin Reservoir</b> <i>Yelpin and Chiva settlements</i></p>		<ul style="list-style-type: none"> <li>Grievance mechanism</li> </ul>
<p>Farmers and owners or users of land and assets whose properties may fall within the areas designated for the planned reservoirs and associated infrastructure, as well as other locations that are yet to be confirmed (such as spoil disposal areas, topsoil storage areas, borrow pits, etc.), together with those who may be affected by land use restrictions during the operation of the reservoirs:</p> <p>- <b>Artik Reservoir</b> <i>Anushavan, Artik, Nor Kyanq, Panik, Pempashen and Tufashen settlements</i></p> <p>- <b>Astghadzor Reservoir</b> <i>Astghadzor and Zolaqar settlements</i></p> <p>- <b>Kasakh Reservoir</b> <i>Amberd, Aygeshat, Oshakan, Voskehat and Voskevaz settlements</i></p> <p>- <b>Lichk Reservoir</b> <i>Lichk settlement</i></p> <p>- <b>Yelpin Reservoir</b> <i>Yelpin settlement</i></p>	<p><b>May be affected by:</b></p> <ul style="list-style-type: none"> <li>temporary/permanent land acquisition and loss of assets,</li> <li>access (construction and operation) and land use restrictions (operation phase),</li> <li>loss of crop/income,</li> <li>noise and air emissions,</li> <li>increased traffic density along the communal and access roads,</li> <li>risks of road traffic accidents and incidents.</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>valuation and payment for asset (land and crops) compensation,</li> <li>legal consultancy and support during the land acquisition process,</li> <li>information about the Project, its progress and its E&amp;S impacts,</li> <li>opportunities to raise concerns and provide feedback through grievance mechanisms.</li> </ul>	<ul style="list-style-type: none"> <li>Public meetings</li> <li>Focus group discussions</li> <li>Disclosure of written information</li> <li>Mass media communication</li> <li>Community liaison</li> <li>Special purpose events (meetings)</li> <li>Individual meetings</li> <li>RAP engagement activities</li> <li>Grievance mechanism</li> </ul>
<p>Residents of the settlements, within the administrative boundaries of which the reservoirs will be constructed, including:</p> <p>- <b>Artik Reservoir</b> <i>Anushavan, Artik, Nor Kyanq, Panik, Pempashen and Tufashen settlements</i></p> <p>- <b>Astghadzor Reservoir</b> <i>Astghadzor and Zolaqar settlements</i></p> <p>- <b>Kasakh Reservoir</b> <i>Amberd, Aygeshat, Oshakan, Voskehat and Voskevaz settlements</i></p> <p>- <b>Lichk Reservoir</b></p>	<p><b>May be affected by:</b></p> <ul style="list-style-type: none"> <li>noise and air emissions,</li> <li>increased traffic density along the communal and access roads,</li> <li>risks of road traffic accidents and incidents,</li> <li>littering and waste removal,</li> <li>GBVH related risks.</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>employment opportunities,</li> <li>benefiting from the economic opportunities that the Project may bring to the settlements,</li> </ul>	<ul style="list-style-type: none"> <li>Public meetings</li> <li>Focus group discussions</li> <li>Disclosure of written information</li> <li>Mass media communication</li> <li>Community liaison and engagement</li> <li>Special purpose events (meetings)</li> <li>Individual meetings</li> <li>Grievance Mechanism</li> </ul>

Stakeholder Groups	Interests / Relations	Communication tools
<p><i>Lichk settlement</i> - <b>Yelpin Reservoir</b> <i>Yelpin settlement</i></p>	<ul style="list-style-type: none"> <li>• information about the Project, its progress and its E&amp;S impacts,</li> <li>• opportunities to raise concerns and provide feedback through grievance mechanisms.</li> </ul>	
<p>Local businesses, mainly shops, cafés, service providers, refueling stations, small hotels, and guesthouses, located along the access roads to the reservoir sites, as well as their employees.</p>	<p><b>May be affected by:</b></p> <ul style="list-style-type: none"> <li>• access restrictions due to the construction works,</li> <li>• increased traffic density along the communal and access roads.</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>• information about the Project, its progress and its E&amp;S impacts,</li> <li>• procurement opportunities arising from the Project,</li> <li>• provision of accommodation and feed services,</li> <li>• employment and procurement opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Public meetings</li> <li>• Individual meetings</li> <li>• Disclosure of written information</li> <li>• Grievance Management</li> </ul>
<p>Operators of public infrastructure (such as gas and electricity suppliers) and owners of small hydropower plants (HPP) located within the areas designated for the construction of the reservoirs and their associated components, or those who may be affected by construction activities, as well as their employees.</p>	<p><b>May be affected by:</b></p> <ul style="list-style-type: none"> <li>• relocation of infrastructure currently located within areas designated for reservoirs construction,</li> <li>• loss of income due to the temporary suspension of infrastructure operations and (HPP) activities.</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>• information about the Project, its progress and its E&amp;S impacts,</li> <li>• the construction of new electricity supply infrastructure for the reservoirs and supporting components.</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings</li> <li>• Workshops</li> <li>• Disclosure of written information</li> <li>• Letters / E-mails /Calls</li> </ul>
<p>Fisherfolk affected by the loss or change of aquatic habitats downstream of the project reservoirs (particularly relevant for the Kasakh Reservoir).</p>	<p><b>May be affected by:</b></p> <ul style="list-style-type: none"> <li>• reduced fishing opportunities in feeder rivers,</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>• fishing opportunities offered by the reservoirs.</li> </ul>	<ul style="list-style-type: none"> <li>• Public meetings</li> <li>• Notifications at the social facilities</li> <li>• Individual meetings</li> <li>• Disclosure of written information</li> <li>• Grievance Mechanism</li> </ul>
<p>Individuals who currently use areas designated for the construction of the Astghadzor, Lichk, and Yelpin Reservoirs for recreational or other purposes.</p>	<p><b>May be affected by:</b></p> <ul style="list-style-type: none"> <li>• temporary loss of recreational areas,</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>• development of new recreational areas around the reservoir featuring enhanced scenic landscape.</li> </ul>	<ul style="list-style-type: none"> <li>• Public meetings</li> <li>• Notifications at the social facilities</li> <li>• Individual meetings</li> <li>• Disclosure of written information</li> <li>• Grievance Mechanism</li> </ul>

Stakeholder Groups	Interests / Relations	Communication tools
Churches, cemeteries, sacred sites, and other social or religious facilities located within or in proximity to the construction sites, as well as their users, including clergy and custodians of cultural heritage monuments or churches.	<p><b>May be affected by:</b></p> <ul style="list-style-type: none"> <li>the restricted access due to the Project,</li> <li>relocation of cultural heritage units located within the Project's direct impact area.</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>information about the Project and its progress.</li> </ul>	<ul style="list-style-type: none"> <li>Public meetings</li> <li>Notifications at the social facilities</li> <li>Individual meetings</li> <li>Disclosure of written information</li> <li>Grievance Mechanism</li> </ul>
<b>POTENTIALLY VULNERABLE GROUPS</b>		
Families registered as living below the poverty level, pensioners-headed households with no support, single-parent families, female headed households with no working adults, multi-children families, people with physical and mental disabilities	<p><b>May be potentially affected by:</b></p> <ul style="list-style-type: none"> <li>limited access to information on Project activities, impacts including RAP implementation, and mitigation measures.</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>information about the Project, its progress, E&amp;S impacts and benefits,</li> <li>Access to information and specific assistance for accessing RAP entitlements (only for those affected by resettlements impacts), employment opportunities,</li> <li>the grievance mechanism.</li> </ul>	<ul style="list-style-type: none"> <li>Public meetings</li> <li>Special purpose events (meetings)</li> <li>Individual meetings</li> <li>Disclosure of written information</li> <li>Consultation support</li> <li>Specific assistance for vulnerable groups in RAP</li> <li>Grievance mechanism</li> </ul>
Children living in the affected settlements located close to the reservoirs (near the reservoirs)	<p><b>May be potentially affected by:</b></p> <ul style="list-style-type: none"> <li>unauthorised access to the construction sites,</li> <li>the traffic accidents,</li> <li>unauthorised access to the operated reservoirs and feeding/irrigation channel.</li> </ul>	<ul style="list-style-type: none"> <li>Focused meetings at schools</li> <li>Public meetings</li> <li>Disclosure of written information</li> </ul>
<b>STATE AUTHORITIES</b>		
Ministry of Territorial Administration and Infrastructure (MTAI) and its subdivisions.	MTAI develops and implements state policy related to the management and safe operation of state-owned water systems, among other responsibilities.	<ul style="list-style-type: none"> <li>Workshops</li> <li>Public meetings</li> <li>Private meetings</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> </ul>
- Water Committee under the MTAI - Project Implementation Unit (PIU)	<p><b>Involved in:</b></p> <ul style="list-style-type: none"> <li>development and implementation of state policy in water sector,</li> <li>development and implementation of investment policy of water systems,</li> <li>initiation and management of the water sector projects.</li> </ul> <p><b>May be interested in:</b></p>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Public meetings</li> <li>Private meetings</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> </ul>

Stakeholder Groups	Interests / Relations	Communication tools
	<ul style="list-style-type: none"> <li>successful implementation and monitoring of the Project.</li> </ul>	
Water Users Associations	<p><b>Involved in:</b></p> <ul style="list-style-type: none"> <li>provision of irrigation water to rural settlements,</li> </ul> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>increasing the volume of water supplied to meet irrigation needs.</li> </ul>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Public meetings</li> <li>Private meetings</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> <li>Grievance Mechanism</li> </ul>
Technical Commission for Maintenance of Water Systems under the Water Committee	<p><b>Involved in:</b></p> <ul style="list-style-type: none"> <li>supervision and technical inspection of hydrotechnical structures,</li> <li>studies on ensuring the safety, uninterrupted and efficient operation and maintenance of water systems, analyses the measures being implemented and provides professional conclusions.</li> </ul>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Public meetings</li> <li>Private meetings</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> </ul>
<p>Ministry of Environment (ME) and its subdivisions:</p> <ul style="list-style-type: none"> <li>Environmental Impact Expert Examination Center SNCO<sup>14</sup></li> </ul>	<p>ME ensures environmental protection and rational use of natural resources. The ME, through its key departments, will have administrative authority over the project approval processes in compliance with environmental protection legislation, including state expert examinations of the water sector projects and activities.</p>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Public meetings and discussions</li> <li>Private meetings</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> </ul>
<ul style="list-style-type: none"> <li>Zangezur Biodiversity Complex SNCO, responsible for the management of the «Arevik» National Park,</li> <li>«Sevan» National Park SNCO responsible for the management of Lake Sevan.</li> </ul>	<p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>the preservation and conservation of biodiversity, including protected flora and fauna,</li> <li>national protected areas and internationally recognized natural areas.</li> </ul>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Public meetings</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> <li>Grievance Mechanism</li> </ul>
<p>Ministry of Education, Science, Culture and Sport (MESCS):</p> <ul style="list-style-type: none"> <li>Department for Protection of Historical and Cultural Monuments</li> </ul>	<p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>preservation of historical and cultural sites in Armenia,</li> <li>avoiding impacts on local historical and cultural sites,</li> </ul> <p><b>Involved in:</b></p> <ul style="list-style-type: none"> <li>the EIA and construction permitting processes, including authorization of detailed archaeological studies,</li> </ul>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Public meetings</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> </ul>

<sup>14</sup>SNCO - State Non-Commercial Organization

Stakeholder Groups	Interests / Relations	Communication tools
	<ul style="list-style-type: none"> <li>managing potential chance finds during Project construction.</li> </ul>	
Ministry of Health (MH)	One of the key stakeholders in terms of reviewing the Project's potential impact on public health and safety.	<ul style="list-style-type: none"> <li>Public meetings</li> <li>Disclosure of written information</li> </ul>
Cadastre Committee	<p><b>Involved in:</b></p> <ul style="list-style-type: none"> <li>maintenance of state registry of real estate, promotes the development and implementation of land policy. Cooperation with the Committee is important in relation to land acquisition.</li> </ul>	<ul style="list-style-type: none"> <li>Consultation meetings</li> <li>E-mails / Letters / Phone calls</li> </ul>
Environmental Protection and Mining Inspection Body	<p><b>Involved in:</b></p> <ul style="list-style-type: none"> <li>monitoring compliance with the mandatory provisions of the Project's EIA conclusions during the construction and operation phases, overseeing the enforcement of environmental and water use legislation within the scope of Project implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Inspection visits</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> </ul>
Ministry of Internal Affairs (MIA): - RA Police under the MIA	<p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>promoting road safety and reducing the number of accidents and crimes,</li> <li>reviewing and providing recommendations on the Project's Traffic Management Plans.</li> </ul>	<ul style="list-style-type: none"> <li>Consultation meetings</li> <li>Disclosure of written information</li> <li>E-mails / Letters / Phone calls</li> </ul>
<b>REGIONAL ADMINISTRATION</b>		
<p>Regional administrations of Aragatsotn, Gegharkunik, Shirak, Syunik and Vayots Dzor Marzes, including:</p> <ul style="list-style-type: none"> <li>Department of Urban Development, Land Development and Infrastructure Management</li> <li>Department of Agriculture and Environmental Protection</li> <li>Department for the Preparation and implementation of development programs.</li> </ul>	<p><b>Key stakeholders</b> in consultations on measures to be implemented at the regional level. Regional administrations carry out inspection, inventory, and assessment activities, as well as control and monitoring of the Project's progress and its impacts on the region at various levels.</p> <p><b>May be interested in:</b></p> <ul style="list-style-type: none"> <li>socio-economic development at the regional and community levels,</li> <li>expanding the areas of irrigated agricultural land in the regions.</li> </ul>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Public meetings</li> <li>Private meetings</li> <li>Disclosure of written information</li> </ul> <p>E-mails / Letters / Phone calls</p>
<b>LOCAL SELF-GOVERNMENT BODIES</b>		
- <b>Artik Reservoir</b> Artik community and administrative heads of Anushavan, Artik, Nor	<p><b>Heads of communities</b></p> <ul style="list-style-type: none"> <li>will be engaged in working directly with the affected population, communicating</li> </ul>	<ul style="list-style-type: none"> <li>Joint site visits</li> <li>Public meetings</li> <li>Private meetings</li> </ul>

Stakeholder Groups	Interests / Relations	Communication tools
<p>Kyanq, Panik, Pemzashen and Tufashen settlements</p> <p>- <b>Astghadzor Reservoir</b> Martuni community and administrative heads of Astghadzor and Zolaqar settlements</p> <p>- <b>Kasakh Reservoir</b> Khoy community and administrative heads of Amberd and Aygeshat settlements</p> <p>Ashtarak community and administrative heads of Oshakan, Voskehat and Voskevaz settlements</p> <p>- <b>Lichk Reservoir</b> Meghri community and Lichk settlement</p> <p>- <b>Yelpin Reservoir</b> Areni community and Yelpin settlement</p>	<p>Project objectives to residents, organizing public hearings and information disclosure, gathering residents' concerns and suggestions, and helping to prevent or mitigate miscommunication,</p> <ul style="list-style-type: none"> <li>• possess data on population, land tenure status, and the social and economic conditions of households,</li> <li>• expect improvements in the community's socio-economic conditions,</li> <li>• are interested in understanding the Project's potential positive and negative E&amp;S impacts,</li> <li>• are interested in the possibility of using compensatory tree planting to create green spaces and utilizing spoil material for community purposes,</li> <li>• are interested in developing businesses stimulated by Project implementation.</li> </ul> <p><b>Administrative heads of settlements</b></p> <ul style="list-style-type: none"> <li>• will be engaged in working directly with the affected population, communicating the Project's objectives to residents, organizing public hearings and information disclosure, collecting residents' concerns and suggestions, mitigating miscommunication, and supporting land and asset acquisition (if any),</li> <li>• possess data on population, land tenure status, and the social and economic conditions of households,</li> <li>• expect the local population to benefit from the development of services such as retail, catering, accommodation, and temporary employment.</li> </ul>	<ul style="list-style-type: none"> <li>• E-mails</li> <li>• Letters / Disclosure of written information</li> <li>• Phone calls</li> </ul>
<b>OTHER INTERESTED PARTIES</b>		
<p>Non-Governmental Organizations (NGOs): Birds of Armenia Project, Acopian Center for the Environment (ACE), Armenian Birdwatching Association, WWF Armenia, ECOLUR Information Network, ICOMOS-Armenia, etc.</p>	<ul style="list-style-type: none"> <li>• consultations on specific topics, such as biodiversity, flora and fauna, cultural heritage, including intangible, etc.</li> <li>• interested in the information about the planned Project activities, its positive and</li> </ul>	<ul style="list-style-type: none"> <li>• Workshops</li> <li>• Public meetings and discussions</li> <li>• Private meetings</li> <li>• Disclosure of written information</li> </ul>

Stakeholder Groups	Interests / Relations	Communication tools
<i>The list of the NGOs and civil society organisations will be supplemented and refined in the course of the ESIA development and Project implementation.</i>	negative impacts on the people and the environment. Close cooperation with NGOs will allow the Project to ensure smoother communication with the residents and organize more inclusive public hearings.	<ul style="list-style-type: none"> <li>E-mails / Letters / Phone calls</li> <li>Grievance Mechanism</li> </ul>
National, regional and local media	Coordinated and regular communication with the media will be essential to ensure that Project updates are shared with the local audience in a timely manner and to build trust, thereby preventing potential reputational crises.	<ul style="list-style-type: none"> <li>Public meetings</li> <li>Mass Media communication / Press releases</li> </ul>
Academia (National Academy of Science, National University of Architecture and Construction of Armenia; Institutes of natural sciences, etc).	May be interested in the Project related E&S impacts and may be engaged by the ME or state authorities as advisors during the public consultations or for preparing experts statements.	<ul style="list-style-type: none"> <li>Public meetings</li> <li>Private meetings</li> <li>Disclosure of written information</li> </ul>
Local business	<b>May be involved in:</b> <ul style="list-style-type: none"> <li>procurement of construction materials,</li> <li>construction activities as subcontractors.</li> </ul>	<ul style="list-style-type: none"> <li>Disclosure of written information</li> <li>Tender and procurement announcements.</li> </ul>

**Administrative division of the beneficiary and affected settlements**

Reservoir	Settlement	Community	Region / Marz
Artik	Nor Kyanq, Vardaqaq, Panik, Meghrashen, Anushavan, Pempzashen and Tufashen	Artik	Shirak
Astghadzor	Astghadzor, Zolaqaq, Vaghashen and parts of Martuni	Martuni	Gegharkunik
Kasakh	Oshakan, Voskehat and Voskevaz	Ashtarak	Aragatsotn
	Artimet	Araks	Armavir
	Ferik	Ferik	
	Aknalich	Metsamor	
	Echmiadzin	Vagharshapat	
	Aragats, Aghavnatun, Tsaghkalanj, Arshaluys, Doghs, Leramerdz, Haytagh, Geghakert, Hovtamej, Tsiatsan, Tsaghkunq, Mrgastan, Shahumyan, Khoronk, Griboyedov, Amberd and Aygeshat	Khoy	
Lichk	Agarak, Alvank, Karchevan, Lehvaz, Meghri, Nrnadzor, Shvanidzor, Vardanidzor and Lichk	Meghri	Syunik
Yelpin	Yelpin and Chiva	Areni	Vayots Dzor

## 6 Stakeholder Engagement Programme

The Stakeholder Engagement Programme (**Table 5**) has been developed to ensure effective engagement with all identified stakeholders, foster and maintain respectful relations between the Client and stakeholders. It covers the Project design (pre-construction) and construction phases.

The Programme should be revised and updated at least within one year after the commencement of the construction phase and then prior to commissioning the Project facilities. It provides a specific action plan with the distribution of responsibilities and a timeframe for implementation of the suggested activities. If there would be changes during the Project implementation that require modification of the engagement mechanisms and / or new stakeholders are identified, the Programme should also be updated.

Stakeholder engagement will continue in parallel with information disclosure and will include several components, with the objective of continuing the facilitation of meaningful consultation and provision of information on the Project and its E&S implications:

- **The Project ESIA disclosure and consultations:** this component will be led by the Consultant, with support from the Client and local municipalities. Following the disclosure of the draft ESIA package, relevant stakeholder and public consultation meetings and events will be organized. Public consultation events are planned in:
  - 1) Each Project-affected community (Areni, Artik, Martuni, Meghri, Ashtarak, and Khoy),  
*Agenda: presentation of key findings from the draft ESIA report relevant to each affected community, documentation of participants' concerns, comments and recommendations.*
  - 2) Yerevan city with the participation of relevant state authorities and NGOs.  
*Agenda: presentation of key findings from all five ESIA reports to the participating state authorities and NGOs, and documentation of participants' concerns, comments, and recommendations.*
- **Consultations within the land acquisition and livelihood restoration planning:** early consultations to inform the RF were completed (see **Section 4.2** above) and further consultations with the municipal authorities and land acquisition affected households/people will be held in as planned in Resettlement Plans for each reservoir.
- **Special purpose events:** these events will occur prior to and/or during the construction phase and will aim at addressing the ESIA commitments and will cover the following topics, as a minimum:
  - Community health and safety (including pedestrian and road safety and pedestrian passes, special awareness raising in schools and other sensitive receptors),
  - Job creation opportunities and challenges, and women participation in labour force,
  - Restricted access to some local facilities and alternative access.

Table 5. Stakeholder Engagement Programme

No	Activity / communication means	Target Group	Information to be disclosed	Timeframe	Responsible party	Location
<b>Project Design phase</b>						
1	Provision of regular updates on the Project's implementation progress and its E&S performance.	All stakeholders	E&S information about the Project, Frequently Asked Questions (FAQs) on the Project's E&S impacts and mitigation and grievance mechanism, press releases, announcements on mass media, social media accounts.	Regular updates on the Project in line with the construction and operation schedule, particularly when key milestones are achieved / construction progress made, etc.	Client Construction contractor/s	<ul style="list-style-type: none"> <li>WCRA website in: Armenian (<a href="http://www.scws.am/arm">www.scws.am/arm</a>) and English (<a href="http://www.scws.am/eng">www.scws.am/eng</a>),</li> <li>TV channels, mass media,</li> <li>WCRA social media accounts (once created - Facebook, X, Instagram or else),</li> <li>Information boards of regional administrations and affected municipalities.</li> </ul>
2	Maintenance of a Project Grievance Mechanism. Notification of public on such mechanism and contact information of the person/s in charge of its implementation.  Keeping a record of the received grievances and inquiries in the grievance logbook.	Potentially affected stakeholders Other stakeholders	Notification, information announcement / grievance leaflet.  Grievance resolution materials provided to the complainant.	The grievance mechanism is to be kept operational throughout the duration of the Project  Further presentations of the mechanism during the ESIA disclosure and land acquisition process.	Client (i.e., the WCRA officer in charge of the Grievance Mechanism implementation).	Information about the grievance mechanism posted on: <ul style="list-style-type: none"> <li>WCRA website,</li> <li>Information boards at administrative buildings of: <ul style="list-style-type: none"> <li>Areni community and its Yelpin settlement,</li> <li>Artik community and its Anushavan, Artik, Nor Kyanq, Panik, Pemzashen and Tufashen settlements,</li> <li>Martuni community and its Astghadzor and Zolaqar settlements,</li> <li>Meghri community and its Lichk settlement,</li> <li>Ashtarak community and its Oshakan, Voskevaz and Voskehat settlements,</li> <li>Khoy community and its Amberd and Aygeshat settlements.</li> </ul> </li> </ul>

No	Activity / communication means	Target Group	Information to be disclosed	Timeframe	Responsible party	Location
						<ul style="list-style-type: none"> <li>• Notice boards at construction sites.</li> </ul>
3	120-day disclosure of the Project's draft ESIA package, including: five ESIA reports, ESMPs and Biodiversity Action Plans (BAPs), Environmental and Social Action Plan (ESAP), Non-Technical Summary (NTS), Stakeholder Engagement Plan (SEP), Resettlement Framework (RF)	Potentially affected settlements, NGOs, media, academia, other stakeholders.	Project's draft ESIA disclosure package in English and Armenian.	Tentative disclosure period: May - September 2026.	Client and EBRD	<ul style="list-style-type: none"> <li>• WCRA website,</li> <li>• EBRD website,</li> <li>• Consultant's own and LinkedIn websites,</li> <li>• Hard copies of all documents available at: <ul style="list-style-type: none"> <li>- WCRA office in Yerevan</li> <li>- Administration buildings of Areni, Artik, Martuni, Meghri, Ashtarak, and Khoy communities.</li> </ul> </li> <li>• Hard copies of the NTS available at administration buildings of Anushavan, Artik, Nor Kyanq, Panik, Pemzashen, Tufashen, Astghadzor, Zolaqar, Amberd, Aygeshat, Oshakan, Voskehat, Voskevaz, Lichk and Yelpin settlements.</li> </ul>
4	Announcement about the draft ESIA package public disclosure and consultations.	All stakeholders	Brief information about the Project, disclosure period, agenda, date and time of the meetings.	At least 15 days before the consultation meetings, tentatively scheduled (2026).	Consultant with inputs from the Client.	<ul style="list-style-type: none"> <li>• Newspapers,</li> <li>• WCRA website,</li> <li>• Consultant's own and LinkedIn websites,</li> <li>• Information boards at administration buildings of Areni, Artik, Martuni, Meghri, Ashtarak and Khoy communities and Anushavan, Artik, Nor Kyanq, Panik, Pemzashen, Tufashen, Astghadzor, Zolaqar, Amberd, Aygeshat, Oshakan, Voskehat, Voskevaz, Lichk and Yelpin settlements,</li> <li>• Postings in the accessible places in the potentially affected settlements.</li> </ul>
5	Draft ESIA package public consultation meetings	Potentially affected settlements, any	Draft ESIA disclosure package: ESIA report, ESMPs, BAPs, ESAP,	May - September 2026	Consultant and WCRA with support of local	Administrative buildings of: <ul style="list-style-type: none"> <li>• Areni community,</li> <li>• Artik community,</li> </ul>

No	Activity / communication means	Target Group	Information to be disclosed	Timeframe	Responsible party	Location
		stakeholders	NTS, RF		authorities	<ul style="list-style-type: none"> <li>• Martuni community,</li> <li>• Megri community,</li> <li>• Ashtarak community,</li> <li>• Khoy community,</li> </ul> or affected settlements.
		State authorities, NGOs, media, academia and any stakeholders				Conference hall in Yerevan.
6	Analysis of comments, recommendations, and other feedback received during the ESIA disclosure period and public consultation meetings	All stakeholders	Public consultation report reflecting stakeholder feedback and proposed actions (e.g., revisions to ESIA disclosure package documents).	September - October 2026	Consultant with support of the WCRA	<ul style="list-style-type: none"> <li>• WCRA website</li> </ul>
7	Conducting targeted consultations, if necessary	Potentially affected stakeholders who raised issues, newly identified stakeholders	Information bulletins, FAQ leaflets on the Project's E&S impacts and mitigations, etc.	May - September 2026	WCRA and Consultant with support of local authorities.	Affected settlements / administrative units in the Project area.
8	Media coverage of the planned activities with regard to the Project implementation, its E&S impacts, benefits, etc.	All stakeholders	Announcements in the mass media, press releases	May - September 2026	WCRA with support of local authorities and the consultant.	<ul style="list-style-type: none"> <li>• WCRA website,</li> <li>• Respective media channels / means.</li> </ul>
9	Official correspondence, meetings, cooperation on land acquisition procedures and so forth.	State authorities, regional administrations, affected communities, etc.	Specific printed or electronic materials to be prepared	During design and throughout the Project lifecycle when relevant	WCRA with support of its consultants	<ul style="list-style-type: none"> <li>• Offices of state authorities, WRCA or as will be agreed otherwise.</li> </ul>

## Pre-construction phase

No	Activity / communication means	Target Group	Information to be disclosed	Timeframe	Responsible party	Location
10	Disclosure of the final ESIA package: ESIA reports, ESMPs, BAPs, ESAP, SEP, NTS and RF.	All stakeholder	Final ESIA package: ESIA reports, ESMPs, BAPs, ESAP, SEP, NTS and RF.	October 2026, then the ESIA package will be kept disclosed during the life of the Project.	WCRA	<ul style="list-style-type: none"> <li>WCRA website.</li> <li>EBRD Website</li> </ul>
11	Consultation during the preparation of the RPs.	PAPs/PAHs	Draft RPs and leaflets (in Armenian and English).	May - September 2026.	WCRA	<ul style="list-style-type: none"> <li>WCRA website.</li> <li>Hard copy of the relevant draft RP (in Armenian) at administrative buildings of: <ul style="list-style-type: none"> <li>Areni community,</li> <li>Artik community,</li> <li>Martuni community,</li> <li>Megri community,</li> <li>Ashtarak community,</li> <li>Khoy community,</li> <li>or affected settlements.</li> </ul> </li> </ul>
	Disclosure of the RPs.			Once draft RP are ready.		
12	Notification on the start of the construction work and expected end.	Potentially affected communities and settlements.	Announcements in the mass media, press releases, social media.	Prior to the start of construction works and regular updates during the construction.	WCRA, regional administrations, affected communities and settlements	<ul style="list-style-type: none"> <li>WCRA website,</li> <li>Websites of affected communities,</li> <li>Notices at information boards of participating regional administrations, affected communities and settlements<sup>15</sup>.</li> </ul>
13	Special purpose events, e.g.: <ul style="list-style-type: none"> <li>Informing the public on the potential increased traffic and relevant safety measures applied during the construction period,</li> </ul>	Potentially affected settlements, separate meetings with women.	Announcements, bulletins, press releases, presentation materials, safety rules and regulations.	Prior to the start of construction works, and during construction as needed.	WCRA, local communities, Construction contractor.	<ul style="list-style-type: none"> <li>WCRA website,</li> <li>Websites of affected communities,</li> <li>Information boards of affected communities and settlements<sup>16</sup>,</li> <li>Meetings at schools or in the districts of the potentially affected settlement close</li> </ul>

<sup>15</sup>Areni community and its Yelpin settlement; Artik community and its Anushavan, Artik, Nor Kyanq, Panik, Pemzashen and Tufashen settlements; Martuni community and its Astghadzor and Zolaqar settlements; Meghri community and its Lichk settlement; Ashtarak community and its Oshakan, Voskevaz and Voskehat settlements; Khoy community and its Amberd and Aygeshat settlements.

<sup>16</sup>Ibid

№	Activity / communication means	Target Group	Information to be disclosed	Timeframe	Responsible party	Location
	<ul style="list-style-type: none"> <li>• Holding briefings at schools that are close to the planned construction sites regarding the potential risks and hazards from the construction sites and activities,</li> <li>• Informing the public about community health and safety precaution measures.</li> </ul>					to the planned construction sites, where relevant.
14	<p>Special purpose events on various topics, such as:</p> <ul style="list-style-type: none"> <li>• Awareness campaign meetings with local administrative authorities, agricultural users, Water Users Associations, etc. to explain the importance on preventing the discharge of the untreated wastewater and agricultural runoff into the reservoirs and identifying required technical and prevention measures</li> <li>• Meetings on employment and procurement opportunities and workforce qualifications, women participation,</li> <li>• Restricted access to some local facilities/roads and alternative access.</li> </ul>	Potentially affected settlements and communities separate meetings with women.	Announcements, bulletins, press releases, presentation materials, safety rules and regulations.	Prior to the start of construction works, and during construction as needed.	WCRA and Construction contractor.	To be decided based on the design of reservoirs, construction schedule, worker accommodation strategy selected, reservoir operation and maintenance plans, restrictions/other impacts on settlements and their interest / needs voiced.
15	Installation of information boards at construction sites and in relevant settlements with the	Potentially affected settlements.	Information boards, grievance mechanism and grievance forms.	Prior to the start of construction works.	Construction contractor and WCRA.	<ul style="list-style-type: none"> <li>• Construction sites,</li> <li>• Administrative buildings of affected</li> </ul>

No	Activity / communication means	Target Group	Information to be disclosed	Timeframe	Responsible party	Location
	contact details of the person in charge of grievance mechanism implementation and boxes with the Public grievance forms.					communities and settlements <sup>17</sup> .
16	Preparation and disclosure of FAQs outlining: <ul style="list-style-type: none"> <li>• Project summary,</li> <li>• E&amp;S impacts, risks and opportunities,</li> <li>• mitigations already adopted/to be implemented,</li> <li>• other questions asked during the stakeholder engagement events.</li> </ul>	Potentially affected settlements, other stakeholders.	Information bulletins, leaflets.	Prior to the start of construction works.	WRCA	<ul style="list-style-type: none"> <li>• WCRA website,</li> <li>• Information boards of affected communities and settlements<sup>18</sup>.</li> </ul>
<b>Construction phase</b>						
17	Organisation of focus groups/ individual meetings and consultations when a specific topic appears to be of concern/ misunderstood.	Affected parties, any stakeholder that raise issues, or newly identified stakeholders if applicable.	Specific printed or electronic materials to be prepared.	Throughout the Project lifecycle, when relevant.	WRCA, local communities and settlements.	<ul style="list-style-type: none"> <li>• WCRA office in Yerevan, or</li> <li>• In the affected settlements depending on the organizer and types of questions raised,</li> <li>• Exchange of phone calls or emails.</li> </ul>
18	Updating the SEP based on its monitoring and evaluation and disclosing it.	All stakeholders	Updated SEP	Regularly throughout the Project lifecycle.	WRCA, officer responsible for the SEP maintenance.	<ul style="list-style-type: none"> <li>• WCRA website,</li> <li>• Hard copy at the WCRA office in Yerevan.</li> </ul>
19	Preparation of annual E&S monitoring reports <sup>19</sup> regarding the progress of the Project and	EBRD	Report as per the format agreed with the	Annually during the entire Project life cycle (tentatively	WRCA / PIU	<ul style="list-style-type: none"> <li>• EBRD and WCRA websites</li> </ul>

<sup>17</sup>Ibid<sup>18</sup>Ibid<sup>19</sup>Can be intensified based on the EBRD request

No	Activity / communication means	Target Group	Information to be disclosed	Timeframe	Responsible party	Location
	status of the ESAP implementation.		EBRD	by May 1st each year)		
20	Preparation of annual reports on the E&S performance of the Project	All stakeholders	A short summary report	Annually (counting from the start of construction) during the entire Project life cycle	WCRA / PIU	<ul style="list-style-type: none"> <li>• WCRA website,</li> <li>• Websites of affected communities,</li> <li>• Hard copy at the WCRA office in Yerevan,</li> <li>• Hard copy in the administrative buildings of affected communities.</li> </ul>
<b>Project operations</b>						
20	Continue with items 1, 2, 8, 13, 14, 16, 17, 18, 19 and 20 during the Project operations. In case of rehabilitation works, re-launch the relevant items from project "Pre-construction phase" and "Construction phase".					

## 7 Grievance Mechanism

As per the EBRD PR1 and PR10 requirements, an effective Project Grievance Mechanism (GM) should be established by the Client as early as possible in the Project development process to be aware and respond to stakeholders' concerns related to the project, especially its E&S performance, in an efficient, timely, transparent, equitable and cost-effective manner.

The Project Grievance Mechanism is based on the existing WCRA communication channels and national legal acts and regulations, enhanced with additional measures to comply with the EBRD's requirements.

The RA Law "On Fundamentals of Administrative Action and Administrative Proceedings"<sup>20</sup> specifies the maximum time period for the administrative proceeding equal to 30 days. The law may define special terms, shorter than 30 days or longer time periods. According to the law, applications to administrative body shall be submitted in written form and shall contain full name of an applicant (natural or legal person), address, name of administrative body to which application is submitted, etc.

The proposed GM for the Project takes into account the requirements of national regulations as well as the grievance management practices currently applied in other EBRD-financed projects in Armenia. All inquiries, complaints and requests directed to the Chairman of the WCRA will be collected and registered in the central database, after which they will be distributed to the relevant units or departments for review and response. Inquiries, complaints and requests received by WCRA managers and specialists under other lender-funded projects will also be registered in the central database. Following registration, a decision and/or response will be communicated to the inquirer or complainant via the preferred channel specified, within one month of receipt. For inquiries and complaints that do not require further review or verification, a response will be provided within 15 days.

Grievances and suggestions can be addressed to the WCRA using the contact details below:

<b>Water Committee's contact person for Project-related inquiries and grievances</b>	
<b>Name:</b>	Ms. Naira Avetyan
<b>Position:</b>	Head specialist of irrigation and collector-drainage systems department
<b>Address:</b>	Vardanants str. 13a, Yerevan 0010, Armenia
<b>E-mail:</b>	<a href="mailto:nairavetyan2013@gmail.com">nairavetyan2013@gmail.com</a>
<b>Telephone:</b>	+37410 540135, +37491 726111

<b>Water Committee's details for general inquiries</b>	
<b>Address:</b>	Vardanants str. 13a, Yerevan 0010, Armenia
<b>Hot-line:</b>	+37410 547283, +37410 540135
<b>Reception:</b>	+37410 540909
<b>Fax:</b>	+37410 540613
<b>E-mail:</b>	<a href="mailto:scws@scws.am">scws@scws.am</a>

The residents of the affected settlements can also submit their inquiries and complaints to the heads of their communities and respective settlements:

### 1) For the Artik Reservoir:

Head of Artik community and administrative heads of Anushavan, Artik, Nor Kyanq, Panik,

<sup>20</sup><https://www.arlis.am/hy/acts/194274>

Pemzashen and Tufashen settlements,

**2) For the Yelpin Reservoir:**

Head of Areni community and administrative head of Yelpin settlement,

**3) For the Astghadzor Reservoir:**

Head of Martuni community and administrative heads of Astghadzor and Zolaqar settlements,

**4) For the Lichk Reservoir:**

Head of Meghri community and administrative head of Lichk settlement,

**5) For the Kasakh Reservoir:**

Head of Ashtarak community and administrative heads of Oshakan, Voskevaz and Voskehat settlements.

Head of Khoy community and administrative heads of Amberd and Aygeshat settlements.

Any inquiries or concerns communicated to the local authorities (heads of settlements or communities) will be immediately transmitted to the WCRA for review and redress.

Once the Construction contractor and Supervision engineer are appointed, their contact details will be disclosed, so inquiries and grievances can be channelled to them as well. Information on grievances will be reported to the WCRA on a monthly basis by the Supervision Engineer, who will also incorporate relevant data received from the Construction Engineer.

Prior to the Project construction, the WCRA will appoint a dedicated Stakeholder engagement expert<sup>21</sup> who will manage delivery of this SEP including receiving and registering grievances and inquiries for the Project. Construction contractor will employ Community Liaison Officers (CLOs) at the site level to facilitate the implementation of SEP.

The proposed Project GM flowchart is shown in [Figure 7](#).

With the commencement of the land acquisition process, grievances and proposals may be submitted to the WCRA in writing using the Sample Public Grievance Form ([Annex 1](#)). These forms will be available in electronic format on the WCRA's website and in printed form at the administrative buildings of affected communities and settlements, as well as at the Project construction sites.

Grievances received by phone, e-mail, mail, text messages (SMS), or messages in instant messengers will also be registered and considered.

The WCRA aims to protect a person's confidentiality when requested and will guarantee anonymity.

Grievances can also be submitted anonymously. If a complainant prefers to submit a grievance anonymously or through a third-party, this will be accepted, and the WCRA will respond to the extent feasible (e.g., via general posts on its website or notice boards of the community administrative buildings respecting anonymity of an inquirer).

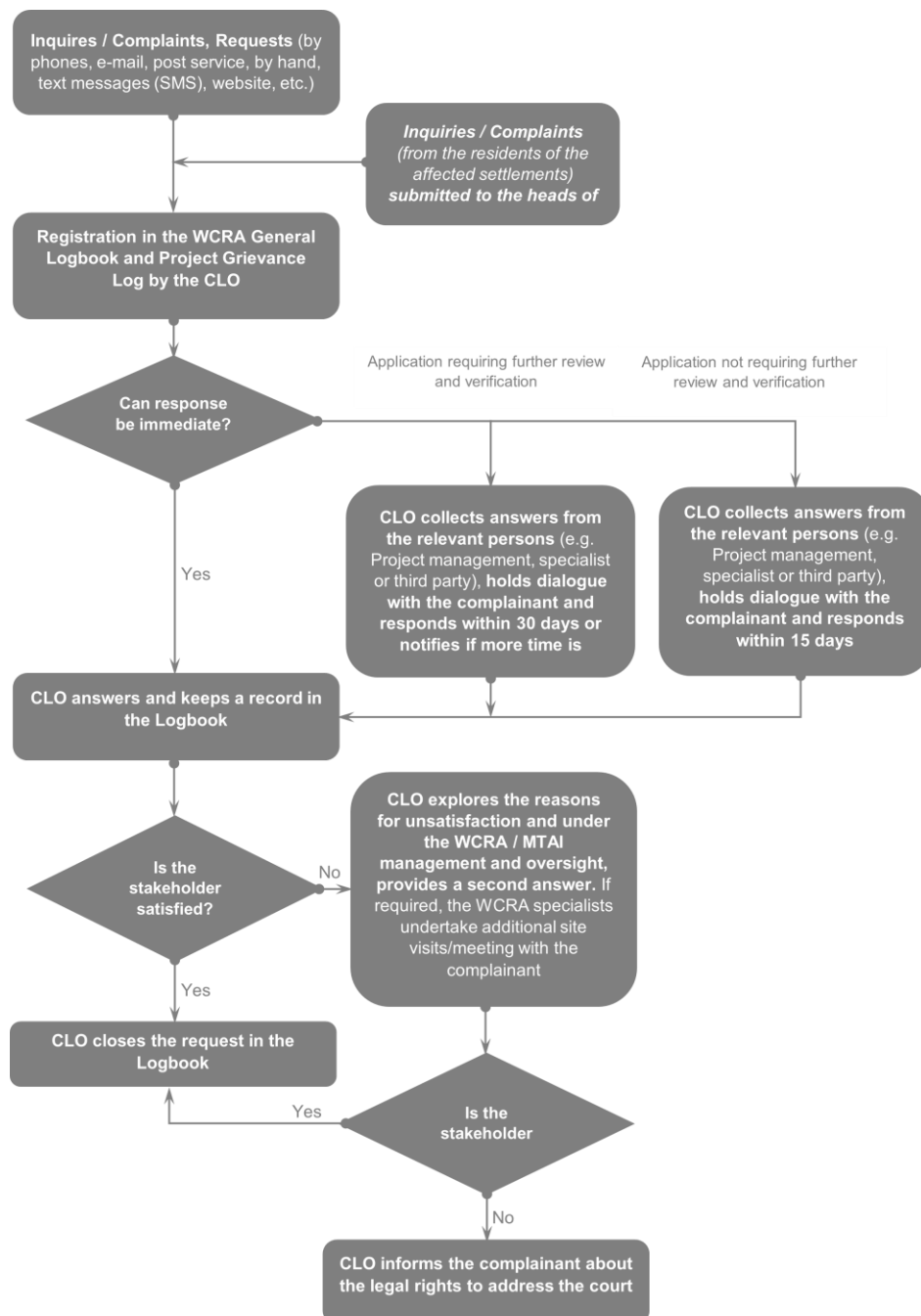
GBVH grievances may be submitted through secure and confidential reporting pathways, including anonymous submissions. Complainants are not required to disclose their identity. Only designated staff experienced in GBVH response, confidentiality, and ethical handling of sensitive information will review and manage such complaints in the WCRA. Complainants and witnesses will be protected from any form of retaliation or adverse consequences. GBVH grievances will be recorded and stored in a secure, restricted-access system separate from other Project grievances. The project will provide prompt acknowledgment and response timelines appropriate for specific GBVH cases, while ensuring discretion and minimizing the number of people involved in the process.

<sup>21</sup>Can be within the WCRA or PIU staff. He/she will closely cooperate with the Construction contractor and will report to the WCRA or PIU.

The WCRA will establish and maintain a separate Grievance Log for the Project. It will contain all grievances regarding the Project throughout its life cycle. The following information will be recorded in the Log:

- The essence of the received grievance / proposal / appeal,
- Date of application,
- Contact information of the sender (if the complaint was not submitted anonymously),
- Description of the actions taken (investigation, corrective action, preventive action, etc.),
- Date of decision making and closing / providing a response to the sender,
- Details of the sender's consent / disagreement with the decision and measures taken.

**Figure 7. Project Grievance Mechanism Flowchart**



Source: prepared by ATMS Solutions Ltd. and Ecoline International Ltd.

## 8 Monitoring, Evaluation and Reporting

Successful stakeholder engagement depends on continuous effort, performance monitoring and evaluation, and adapting to changed conditions and stakeholder information needs.

The overall responsibility for the delivery and monitoring of the SEP lies with the WCRA Social Expert, Ms. Marine Vardanyan (contact details provided below). In the implementation of the SEP and related public disclosures, she will be supported by the CLO, the head specialist of irrigation and collector-drainage systems department, of the Water Committee, who serves as the contact person for Project-related inquiries and grievances, as well as by a dedicated monitoring and reporting officer at the WCRA (or PIU). This officer will be responsible for preparing periodic E&S reports for the EBRD related to the Project.

SEP delivery and monitoring	
<b>Name:</b>	Ms. Marine Vardanyan
<b>Position:</b>	Social Expert
<b>Address:</b>	Vardanants str. 13a, Yerevan 0010, Armenia
<b>E-mail:</b>	<a href="mailto:eshswatcom@gmail.com">eshswatcom@gmail.com</a>
<b>Telephone:</b>	+37410 540135

The following indicators will be used for monitoring and improving stakeholder engagement performance in support of the Project implementation:

- The SEP is up to date and available to the public for review/commenting,
- Actions listed in the SEP are completed in full and as scheduled,
- The topics that were discussed and the questions that were raised during the public consultations, and follow up actions, if carried out,
- Number of stakeholders' comments and suggestions received through various feedback channels with the identification of how many women and men send them if possible, and follow up actions, if carried out,
- Number of stakeholders' grievances and claims received, disaggregated by gender, if possible,
- Number of publications on the Project implementation process in local, regional, and national media,
- Key categories of grievances received by the WCRA or its contractors (employment, permanent or temporary land use, environmental issues, labour relations, etc.),
- Number of grievances resolved within the maximum established timeline,
- Number of grievances remaining unresolved.

All stakeholder engagement activities will be recorded in a special log (**Annex 2**). Such log was created at the outset of the ESIA process and will be maintained further as the Project progresses.

The SEP will be periodically evaluated by the WCRA in order to identify activities that might need any corrective and/or preventative measures with the purpose to improve the efficiency of its performance. In such cases the SEP should be updated and shared with the public with the amendments made.

If there are significant changes to the Project that result in additional or different E&S risks and impacts to project-affected parties, the WCRA will conduct additional consultations about how these risks and impacts will be mitigated.

The results of the stakeholder engagement process will be analysed monthly and quarterly, and a summary of the analysis will be included in the annual E&S monitoring reports submitted to the EBRD during the construction and the first five years of operation. All E&S monitoring reports will be posted on the WCRA and EBRD websites.

## Annex 1. Example Public Grievance Form

### Public Grievance Form

Reference No. (for internal purpose)

Full name:

First name \_\_\_\_\_

Last name \_\_\_\_\_

I request not to disclose my identity and contact details without my consent

I want to submit an anonymous grievance (*Note: if you select this option, you will not be able to receive a response to you personally*)

Contact information

By Post: Please provide mailing address:

Please mark how you wish to be contacted (mail, telephone, e-mail)

\_\_\_\_\_

\_\_\_\_\_

By telephone: \_\_\_\_\_

By e-mail: \_\_\_\_\_

Preferred Language for communication

Armenian

English

Other, please specify \_\_\_\_\_

Description of Grievance

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of Incident/Grievance

One-time incident/grievance (date \_\_\_\_\_)

Happened more than once (how many times?)

\_\_\_\_\_

\_\_\_\_\_

On-going (currently experiencing problem)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What would you like to see to resolve the problem?

Signature:

\_\_\_\_\_

Date:

\_\_\_\_\_

## Annex 2. Template of Stakeholder Engagement Log

*Note: the log can be maintained in the Excel format.*

ID/№	Engagement Activity	Participants	Stakeholder Category	Date	Location	Initiated by	Number of participants	Purpose of Engagement	Topics discussed and issues raised	Minutes of Meeting
1										
2										
3										
...										