

DUSHANBE TROLLEYBUS NETWORK, TAJIKISTAN

NON TECHNICAL SUMMARY

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1 PROJECT DESCRIPTION

WHAT IS THE PROJECT ABOUT?

- 1.1.1. The European Bank for Reconstruction and Development (EBRD) is considering providing a loan alongside a grant from an international donor to co-finance the city's trolleybus rehabilitation programme. The Project Extension Loan will be used to finance the following priority investments (the Project):
- Reconstruction of 4 traction substations;
 - Reconstruction of 30km of cable network;
 - Reconstruction of 20km of overhead wiring;
 - Renewal of technological base of trolleybus depot (supply of equipment).
- 1.1.2. This will be a second loan provided by the EBRD, who had already provided a loan in 2010, used to finance the rehabilitation of four substations as well as up to 30km of power distribution infrastructure (feeder cables, power transmission lines and poles). However, this project was delayed and implementation only commenced in March 2017.
- 1.1.3. In 2005, the City upgraded the Company's trolleybus fleet; purchasing 104 new Russian, low floor vehicles. However, in recent years there has been a lack of investment in the trolleybus power distribution infrastructure which has resulted in an unreliable power supply and therefore impacts on the reliability of the service. The rehabilitation of the power distribution infrastructure is of a high priority in order to attract passengers to use the service.
- 1.1.4. This project will not extend the network or the depots and therefore no land acquisition is required in order to implement the rehabilitation project.
- 1.1.5. This document is a Non-Technical Summary (NTS) that provides a summary of the Project in non-technical language covering the background and project description, the Environmental, Health, Safety and Social (EHSS) assessment, management measures and the contact details for communications with a summary of the Stakeholder Engagement Plan (SEP), that includes a grievance mechanism.

HOW IS THE TROLLEYBUS SYSTEM OPERATING CURRENTLY?

- 1.1.6. The below map shows the current extent of the network:

Figure 1 Trolleybus network



1.1.7. The current trolleybus network services 9 routes in the City. It was reported, in 2011, that trolleybus trips account for only 1.9% of all the public transport trips made in the city of Dushanbe. This is understood to be as a result of unreliable services and insufficient service levels. This has led to an increase in passengers using private diesel minibus services.

1.1.8. Overall the public transport service within Dushanbe is the responsibility of the Dushanbe Municipality Department for Transport, including licensing, setting routes and approving timetables and setting fares. The City is ultimately responsible for the execution of the project from the planning however; services are delegated out to the City owned company for the operation and maintenance of the transportation.

WHO ARE THE COMPANY RESPONSIBLE?

1.1.9. The Communal State Unitary Enterprise 'Trolleybus of Dushanbe' is one of four state enterprises responsible for public transport in Dushanbe. Public transport is of high importance within the Municipality with several Decrees being passed to ensure safe movement of passengers and traffic management.

1.1.10. There are approximately 90 trolleybuses in service on a daily basis, serving nine routes across the City. The Trolleybus network has a greater capacity than this, with 14 routes in total covering 256km of Dushanbe city. The trolleybus company also has an energy supply service department. The company has 12 substations in total, however only eight are operational. The operational substations are not working to the full capacity as most of the equipment is in need of repair. The total capacity of the substations is 21,300kW. It was reported that the company is not currently running to capacity, running at approximately 50% capacity.

1.1.11. There are 417 employees, including 153 drivers, approximately 150 maintenance and line workers, 70 power station personnel and 49 administrative personnel.

WHY IS THE INVESTMENT NEEDED?

1.1.12. The Paris Process on Mobility and Climate (PPMC) reports that the public transport policy in Dushanbe is facing challenges with an increase in the demand for transport (due to a quick population growth) and also the steady decline and deterioration of the vehicles and the public transport infrastructure. It is also understood that there are challenges with regards to the trolleybus ridership due to unreliability of the service and restrictions with regards to the route / network thus leading to declines and revenues and therefore a lack of investment into the trolleybus network.

1.1.13. It is evident that an investment in public transport is required.

- 1.1.14. The EBRD is considering providing a loan alongside a grant from an international donor to co-finance the city's trolleybus rehabilitation programme.

2 WHAT ARE THE ENVIRONMENTAL, HEALTH, SAFETY AND SOCIAL ASPECTS OF THE PROJECT?

2.1 OVERVIEW OF THE EHSS REVIEW

- 2.1.1. An assessment of EHSS performance of the trolleybus system (with a particular focus on the Trolleybus Company's operations) was undertaken between January and March 2018 in order to determine the current levels of performance, ahead of the potential loan from the EBRD.
- 2.1.2. An evaluation of both the impacts and the benefits of the project have been undertaken and where the results of the assessment have identified areas for improvement, actions and management techniques have been proposed. The proposed actions have been compiled into one Environmental and Social Action Plan (ESAP) to ensure full compliance with relevant national, EU and EBRD requirements.
- 2.1.3. Interviews with key personnel from the Company were held, as well as review of available documentation and a site visit to the depots was undertaken in order to review the current EHSS management and performance.
- 2.1.4. The assessment was conducted and a detailed report produced explaining the key EHSS risks and opportunities of the project.

2.2 WHAT ARE THE KEY BENEFITS OF THE PROJECT?

- 2.2.1. The upgrade of the trolleybus service will bring benefits in:
- Increased mobility of people;
 - Increased capacity in the network, in-turn minimising congestion, for example, on the mini-buses;
 - Increased reliability of the network;
 - Potential to attract more passengers, in turn reducing traffic congestion on roads and therefore decreasing fumes and emissions from vehicles;
 - Energy efficiency improvements;
 - Minimisation of any potential EHSS impacts associated with the project from the implementation of recommendations listed within the EHSS assessment report.

2.3 WHAT ARE THE IMPACTS?

- 2.3.1. As part of the EHSS assessment a review of the potential impact areas was undertaken, key impact areas include:
- Potential nuisance during construction activities;
 - Potential increase in electrical consumption due to an increase in network capacity.

2.4 WHAT ARE THE KEY ACTION AREAS?

- 2.4.1. Following the audit, an ESAP was developed in order to align the project with European equivalent standards and the EBRD performance requirements. The proposed action areas will result in improved EHSS performance and risk management and benefit enhancement. A summary of the key themes that are incorporated into the ESAP are below:
- Report on company EHSS performance and resolution of grievances;
 - Development of corporate systems and processes for the management of environmental, health and safety management practices, to be communicated to all employees and contractors;
 - Enforcement of the EHSS policy at contractors / subcontractors to ensure that key EHS and labour provisions are cascaded down to these levels;
 - Appointment of a dedicated environmental, health and safety manager, responsible for the Trolleybus company's performance;
 - Development of a traffic and road safety management plan, with appropriate roles and responsibilities identified and either appointed internally or recruited;
 - Implementation of a stakeholder engagement plan and formal grievance mechanism for internal and external stakeholders;
 - Review of driver working hours;
 - Insurance policy for vehicles to be obtained;
 - Completion of risk assessments for potentially hazardous activities; and

- Enforce the use of personal protective equipment (PPE)

3 HOW WILL STAKEHOLDERS BE ENGAGED?

- 3.1.1. A stakeholder engagement plan (SEP) has been developed for the project with the objective of identifying key stakeholders and ensuring that, where relevant, they are informed in a timely manner of the potential impacts of the project.
- 3.1.2. The plan also identifies a formal grievance mechanism to be used by stakeholders for dealing with complaints, concerns, queries etc. It will be reviewed and updated on a regular basis. If activities change or new activities relating to stakeholder engagement commence, the SEP will be brought up to date. The SEP will also be reviewed periodically during project implementation and updated as necessary.
- 3.1.3. The SEP includes the following:
- Project description, location of the site and key environmental and social issues;
 - Public consultations and information disclosure requirements;
 - Identification of stakeholders and other affected parties;
 - Overview of previous stakeholder engagement activities;
 - Stakeholder engagement programme and methods of engagement and resources; and a
 - Grievance mechanism.
- 3.1.4. Stakeholders could be individuals and organisations that may be directly or indirectly affected by the project either in a positive or negative way, who wish to express their views. The definition applied to identify key stakeholders is:
- 'any stakeholders with significant influence on or significantly impacted by, the work and where these interests and influence must be recognised if the work is to be successful'.***
- 3.1.5. Key stakeholders have been identified from the following categories: international; governmental (state / regional and local); advisory non-government; services / suppliers; clients; institutions (universities, think tanks, etc.); the industrial sector (vehicle suppliers, electricity suppliers), internal stakeholders (employees); general communities (locally affected people); public groups (female and disabled users of the service, local residents); and the media.
- 3.1.6. The SEP outlines the methods to be adopted to ensure effective stakeholder engagement is undertaken, providing details of the programme of future public consultation and information disclosure that will be required. The following information will be recorded on an ongoing basis:
- Type of information disclosed, in what forms (e.g. oral, brochure, reports, posters, radio, etc.), and how it was released or distributed;
 - The locations and dates of any meetings undertaken to date;
 - Individuals, groups, and / or organisations that have been consulted;
 - Key issues discussed and key concerns raised;
 - Company response to issues raised, including any commitments or follow-up actions; and
 - Process undertaken for documenting these activities and reporting back to stakeholders.
- 3.1.7. If there are questions, queries, complaints or grievances regarding the project, a grievance mechanism has been developed to address these issues and a grievance form will be used to record this information. The grievance form and the outline on how to use the grievance form is provided below.

3.2 WHAT WILL BE THE PROCEDURE FOR GRIEVANCES?

- 3.2.1. A grievance mechanism will be adopted in which the grievance form presented below will be used as required to handle grievances from non-employees. The mechanism will be as follows:
- Grievance received;
 - Grievance recorded in a register;
 - For an immediate action to satisfy the complaint, the complainant will be informed of corrective action;
 - Implement corrective action, record the date and close case;
 - For a long corrective action, the complainant will be informed of proposed action; and
 - Implement corrective action, record the date and close case.
- 3.2.2. A grievance should be recorded by the complainant using the grievance form below, ensuring that contact details are provided with the preferred method and language of communication. A clear description should be

provided of the incident or grievance. Any verbal grievances will also be logged and responded to in accordance with the requirements above.

3.3 HOW DO I FIND OUT MORE INFORMATION?

3.3.1. The contact details for the relevant person at <<DEPARTMENT / ORGANISATION>> for this project are

Name of the person and title	Contact Information
XXXX	XXXX

Public Grievance Form

Reference No: _____

Full Name

Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent

My first name _____

My last name _____

- I wish to raise my grievance anonymously
 I request not to disclose my identity without my consent

Contact Information

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

- By Post:** Please provide mailing address:

- By Telephone:** _____
- By E-mail** _____

Preferred Language for communication

- Tajik
 Russian
 Other (please specify)

Description of Incident or Grievance:

What happened? Where did it happen? Who did it happen to? What is the result of the problem?

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 happen to resolve the problem?

Signature: _____

Date: _____

Please return this form to: [name], [role], [company name],
 Address _____ : Tel.: _____ or E-mail: _____@_____.com .

