

DUSHANBE TROLLEYBUS NETWORK, TAJIKISTAN

STAKEHOLDER ENGAGEMENT

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1 INTRODUCTION

BACKGROUND

- 1.1.1. This document is a Stakeholder Engagement Plan (SEP) prepared for the Communal State Unitary Enterprise “Trolleybus of Dushanbe” (The Company) describing consultation and disclosure plans, for the project to enhance the infrastructure for the trolleybuses.
- 1.1.2. The SEP takes into account best international practice in relation to information disclosure. It outlines the general engagement principles that The Company will use for their strategic investment plans that include the possibility of financing a rehabilitation of the trolleybus infrastructure in the City.
- 1.1.3. The SEP will be reviewed on a regular basis. If the activities change or new activities relating to stakeholder engagement commence, the SEP will be brought up to date.

OBJECTIVES OF THE PLAN

- 1.1.4. The methods, procedures, policies and actions undertaken by the company to engage stakeholders, in a timely manner, with respect to the potential benefits and impacts of the project are the key subject of this document.
- 1.1.5. Key stakeholders have been identified in this document. If any stakeholders have not been identified, they should contact [title, Name] (contact details have been provided above) and ask to be included in future information and communications. Furthermore, this document describes the way that any concerns or grievances will be handled by the company.
- 1.1.6. This document also provides a schedule for consultations / communications, which may be subject to revisions during detailed design / procurement / implementation. The resources available to implement the SEP are also described in this document.

SCOPE OF THE PLAN

This document covers the following:

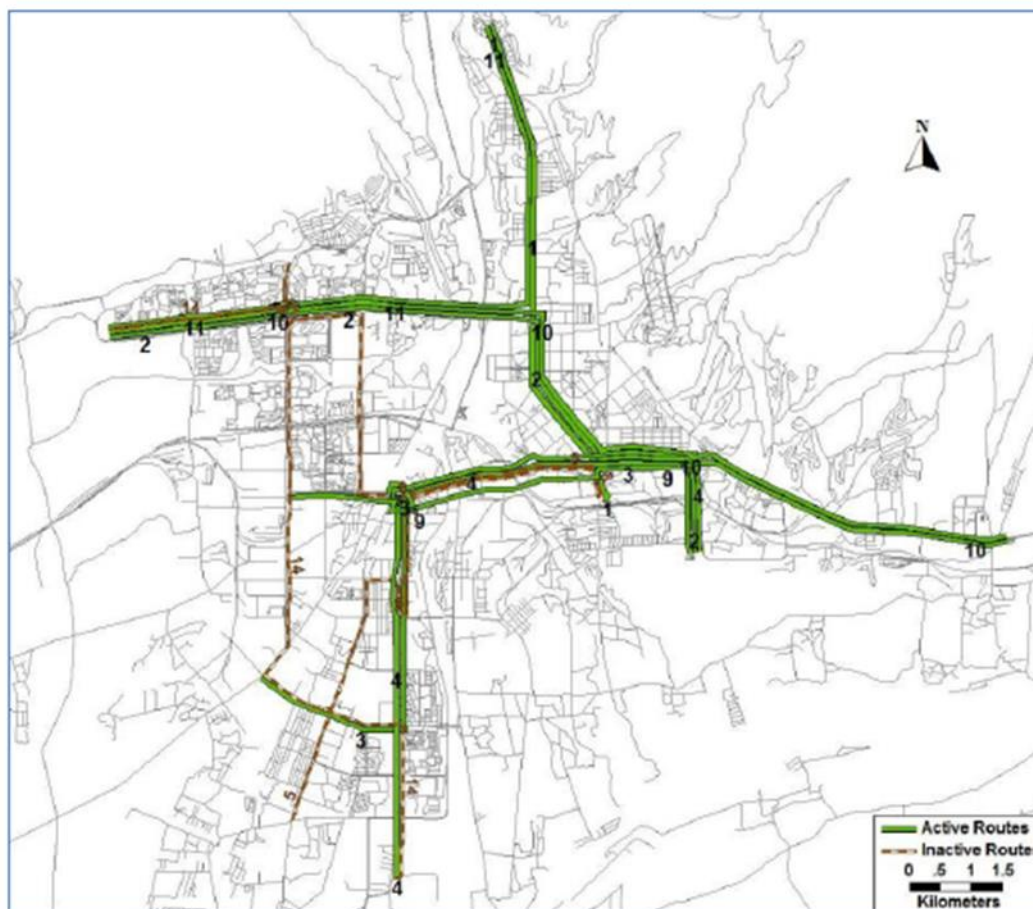
- Chapter 2 – Project overview and setting;
- Chapter 3 – Public consultations and information disclosure requirements;
- Chapter 4 – Identification of stakeholder and other affected parties;
- Chapter 5 – Overview of current stakeholder engagement practices;
- Chapter 6 – Stakeholder engagement programme and methods of engagement and resources; and
- Chapter 7 – Grievance mechanism

2 PROJECT BACKGROUND

2.1 OVERVIEW OF THE PROJECT

- 2.1.1. 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 decline in revenue and therefore a lack of investment into the trolleybus network.
- 2.1.2. It is evident that an investment in public transport is required.
- 2.1.3. The Communal State Unitary Enterprise 'Trolleybus of Dushanbe' is one of four state enterprises responsible for public transport in Dushanbe. 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.
- 2.1.4. The Trolleybus Company currently operates 92 trolleybuses on nine routes in the city and owns two depots with a total capacity of 175 standard vehicles. 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 with substations in operations. The Company is currently working to approximately 50% capacity.
- 2.1.5. The figure below shows the trolleybus network in Dushanbe.

Figure 1 Dushanbe Trolleybus Network



- 2.1.6. The current trolleybus network services 9 routes in the City. It is reported, in 2011, that trolleybus trips account for only 1.9% of all the public transport trips made in the city of Dushanbe, potentially as a result of unreliable services and insufficient service levels. This has led to an increase in passengers using private diesel minibus services.
- 2.1.7. In 2005 the City upgraded the Company's trolleybus fleet; purchasing 104 new Russian, low floor vehicles. However, a lack of investment in the trolleybus power distribution infrastructure results 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.
- 2.1.8. The EBRD has already provided a loan in 2010 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 commenced in March 2017.
- 2.1.9. The EBRD is considering providing a second 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).

2.2 PROJECT SETTING

- 2.2.1. Dushanbe, the capital of the country, is located in the west of Tajikistan. It is a relatively new city and grew from a small market village. As of 2016, Dushanbe had a population of 802,700. Tajikistan is a small landlocked, mountainous country.

- 2.2.2. There is an extensive road network in Dushanbe, which is home to a variety of public transport methods.
- 2.2.3. The Trolleybus Depots and offices which are occupied and operated by The Company can be seen in figures 2 and 3 below. The depots have capacity to store and service more vehicles than are currently housed.
- 2.2.4. This project will not extend the network or the depots and therefore no land acquisition is required in order to implement the rehabilitation project.

Figure 2 Satellite picture of depot 1



Figure 3 Satellite picture of depot 2



The depots are located in mixed residential and commercial areas, with residential properties adjacent to the sites. However the sites are well screened and the activities undertaken on site are not considered high risk to nuisance issues (i.e. noise and odour).

3 CONSULTATION AND DISCLOSURE

- 3.1.1. Public consultation and information disclosure undertaken by the company will comply with the requirements of Tajik legislation and best international practice, as described in the requirements of the EBRD.

3.2 NATIONAL LEGISLATIVE REQUIREMENTS

- 3.2.1. The National legislation on Environmental Impact Assessments #464; 03.10.2006, defines the requirements for preparing an EIA, the details required and also procedures for public participation.
- 3.2.2. Annex I of the regulations provides a list of facilities and types of activities that are subject to mandatory EIAs. The allocation, construction and reconstruction of bus and trolleybus depots, or other infrastructure units associated with public transport (e.g. power supply for trolleybus network) are not subject to an EIA. Therefore an EIA will not have been completed historically, nor will an EIA be required for the upgrade project.
- 3.2.3. Upon issuing an additional information request to the City seeking clarification on environmental assessments, it was reported that currently no environmental and social assessments have commenced. It was reported that a construction phase management plan will be developed for the rehabilitation project, which will include Environmental Health and Safety (EHS) aspects.

3.3 EBRD REQUIREMENTS

- 3.3.1. Stakeholder engagement is an essential requirement of EBRD's PR 10: *Information Disclosure and Stakeholder Engagement*, highlighting the need for on-going stakeholder engagement, which should be meaningful and unbiased and the findings communicated through a document such as this, a SEP. As a Category B project, The Company will adopt this SEP including the grievance mechanism. The SEP is developed commensurate to the nature of the investment project and the associated environmental and social impacts and benefits, and the level of anticipated public interest. The programme will be rolled out in a timely manner. It will include details to ensure that adequate stakeholder engagement is conducted for all stages of the project.
- 3.3.2. On an annual basis, the company will produce a public report on their social and environmental performance, including progress made with the implementation of their Environmental and Social Action Plan (ESAP) that has been developed and also reporting on resolution of grievances (if any) associated with the project.

3.4 BEST INTERNATIONAL PRACTICE

- 3.4.1. The key principles of effective engagement for projects are summarised as follows:
- Providing meaningful information in a format and language that is readily understandable and tailored to the needs of the target stakeholder group(s);
 - Providing information in advance of consultation activities and decision-making;
 - Providing information in ways and locations that make it easy for stakeholders to access it and that are culturally appropriate;
 - Respect for local traditions, languages, timeframes, and decision-making processes;
 - Two-way dialogue that gives both sides the opportunity to exchange views and information, to listen, and to have their issues heard and addressed;
 - Inclusiveness in representation of views, including age, gender, vulnerable and / or minority groups;
 - Processes free of intimidation or coercion or incentivisation;
 - Clear mechanisms for responding to people's concerns, suggestions and grievances; and
 - Incorporating, where appropriate and feasible, feedback into project or program design, and reporting back to stakeholders.
- 3.4.2. These principles will be reviewed and accordingly adopted by the company for the project.

3.5 GENERAL STAKEHOLDER COMMUNICATION RECORDS MAINTENANCE

- 3.5.1. Communication records will be maintained by The Company clearly logging the key information provided to stakeholders and also the key incoming communications (i.e. general questions, complaints, queries etc.) to the company along with a summary of the actions taken.

- 3.5.2. As part of this communication procedure, The Company will record and update these stakeholder engagement activities on an on-going basis.

4 STAKEHOLDER IDENTIFICATION

4.1 IDENTIFICATION OF MAIN STAKEHOLDERS

- 4.1.1. This section of the document identifies interested parties, i.e. stakeholders and others affected at a local, district and regional level.
- 4.1.2. Stakeholders can be individuals and organisations who may be directly or indirectly affected by the project either in a positive or negative way, who wish to express their views:
- **Stakeholders:** any person, group or organisation with a vested interest in the outcome of a project; and
 - **Key stakeholders:** any stakeholders with significant influence on or significantly impacted by, the work and where these interests and influences must be recognised if the project is to be successful.
- 4.1.3. Stakeholders can be grouped into the following categories:
- International, such as the EBRD.
 - Government (e.g. Tajikistan state, regional and local regulatory bodies and municipalities).
 - Advisory non-government organisations.
 - Services / suppliers.
 - Clients, which would include public transportation users.
 - Education and training institutions (e.g. universities, colleges, think tanks, etc.).
 - Industrial sector (e.g. trade bodies, manufacturers).
 - Internal stakeholders (e.g. employees, trade unions).
 - General communities (e.g. nearby residents, local community groups).
 - Public groups (e.g. nearby hospitals, local schools).
 - The media.
- 4.1.4. If stakeholders are not on the list below and would like to be kept informed about the project, contact should be made with [Name, title] (contact details provided on the front cover) who has responsibilities for stakeholder communications.

4.2 KEY STAKEHOLDERS IDENTIFIED DURING THE DEVELOPMENT OF THIS PLAN

- 4.2.1. The project stakeholders identified at this stage are presented in Table 1 below.

Table 1 Key Stakeholders

Stakeholder Group	Key Stakeholders	Summary of Specific Interest
International	<ul style="list-style-type: none"> ▪ EBRD – London HQ <i>One Exchange Square, London EC2A 2JN, United Kingdom, Switchboard: +44 20 7338 6000</i> ▪ EBRD – Tajikistan Office <i>Rudaki Avenue 34, Dushanbe, Tajikistan</i> 	<p><i>EBRD Environmental and Social Policy (2014), including Environmental Health Safety and Social (EHSS) best practice, Environment and Social Impact Assessment and Environmental and Social Action Planning</i></p> <p><i>Funded projects for promotion of sustainable transport</i></p>
National Government and regulatory bodies	<ul style="list-style-type: none"> ▪ Government of Tajikistan, including: <ul style="list-style-type: none"> ▪ Ministry of Transport and Communications (including Transport Inspectorate) ▪ Committee Of Emergency Situations ▪ The Committee of the City of Dushanbe on Environmental Protection (CoEP) ▪ Ministry of Labour and Social Protection ▪ State Technical Committee ▪ Agency for Standardization, Metrology, Certification and Trade Inspection 	<p><i>Design decisions – determination of the applicable procedure, for example a need for the Environmental Impact Assessment (EIA), or determination of conditions and/or mitigation measures which have to be met by The Company during the construction works and exploitation</i></p> <p><i>Permission of emissions</i></p> <p><i>Emergency Planning</i></p> <p><i>Details on operation and changes to service</i></p> <p><i>Employment and labour protection</i></p>
Local Communities and Public Groups	<ul style="list-style-type: none"> → Municipality of Dushanbe → First response Emergency Services → Passengers on all services → Residents adjacent to the project facilities, including depot(s) → Female users of the services → Disabled users of the services → Any other formal or informal land users that might be present in the land area for the project, for example, any informal trading stalls along the trolleybus route that could have their access limited or removed 	<p><i>Changes to the services and facilities, including pricing</i></p> <p><i>Awareness of the high voltage electrical risks and chemical risks associated with trolleybuses and mitigation strategies</i></p> <p><i>Engagement on development (including design decisions / construction works)</i></p> <p><i>Environmental and other local community benefits and impacts</i></p> <p><i>Changes to access</i></p>
Operational Suppliers,	Contractors for supply of equipment including:	<i>Supply needs / changes</i>

Services	→ Maintenance and service providers, including equipment suppliers → Electricity supplier	<i>EHSS requirements and standards</i>
Internal Stakeholders	→ Employees, especially those involved in the project → Trade unions → The City of Dushanbe	<i>Any changes to responsibilities or procedures and associated training</i> <i>Employment and social policies and procedures</i> <i>Labour safety</i>
Media	→ Local newspapers → Local radio	<i>Development and procurement plans</i> <i>Economic and local community benefits and impacts</i>

The table will be updated if new stakeholders are identified during the course of the project.

5 STAKEHOLDER RELATIONS AND APPROACH

5.1 OVERVIEW OF EXISTING STAKEHOLDER AND COMMUNITY RELATIONS

- 5.1.1. Currently no public consultation has taken place or any specific corporate social responsibility / community development activities.
- 5.1.2. The Company has channels of communication with stakeholders in place. It was reported that three phone numbers are displayed in each trolleybus. The public can log their complaints to either:
- the Company
 - the City's Department of Transport
 - the Transport inspectorate.
- 5.1.3. It was reported that neither the City transport department nor the transport inspectorate communicates complaints received to the Trolleybus Company. The complaints logged with the company are manually recorded in a journal by the customer service assistant. Actions that are taken to resolve the complaints are not recorded, however incidents are investigated by The Company and remedial actions implemented.
- 5.1.4. In addition, contact information for the director of the company can be found on the city website:
<http://www.dushanbe.tj/ru/social/transport/#>
- 5.1.5. Emergency planning is undertaken in collaboration with the Ministry of Emergency Situations.
- 5.1.6. A formal grievance mechanism will be used for the project, as described in Section 7.

5.2 SUMMARY OF THE METHODS OF FUTURE ENGAGEMENT ACTIVITIES

- 5.2.1. Stakeholder engagement activities will be recorded, with the following information, on an ongoing basis:
- Type of information disclosed, in what forms (e.g. oral, brochure, reports, posters, radio, newspapers etc.), and how it was released or distributed.
 - The locations and dates of any meetings undertaken.
 - Individuals, groups, and / or organisations that have been consulted.
 - Key issues discussed and key concerns raised.
 - Response to issues raised, including any commitments or follow-up actions.
 - Process undertaken for documenting these activities and reporting back to stakeholders.

6 STAKEHOLDER ENGAGEMENT PROGRAMME

6.1 DISCLOSURE OF INFORMATION

- 6.1.1. The types of information disclosed and the specific method of communication to be undertaken by The Company for this project are summarised in the Stakeholder Engagement Programme in Table 2 below. The objectives of external communications are to provide engagement to targeted audiences with regard to the investment plans, associated activities, and their implementation.

6.2 THE FUTURE PROGRAMME

- 6.2.1. Sources for the communication of information will be presented at key locations; these will include information presented on notice boards in the depots and other local community locations as required.

Contact details are here:

<< insert:

Name

Job title

Contact address

Contact phone number

Contact email address>>

- 6.2.2. The Company will collate any comments and feedback associated with the project and will document these. All communications will be reviewed for the feasibility to make changes to satisfy the request and interest and the communicator will be informed of the outcome.
- 6.2.3. The future programme of engagement is presented in Table 2 below which will be reviewed and updated on an on-going basis.

Table 2 Stakeholder Engagement Programme

Activity	Type of Information Disclosed	Locations and Dates of Meetings / Forms of Communication	Stakeholder Groups Consulted
Annual Reporting to Investors	Annual reports regarding the environmental and social performance of the project against requirements, including implementation of Stakeholder Engagement Plan and resolution of any grievances associated with the project.	One year after loan signing agreement / reports provided annually comprising: → ESAP status → Resolution on grievances	Disclosure to EBRD
Engagement with Regulatory Agencies	→ Formal notification about the Investment → Any changes to working conditions for the company staff, including drivers → Changes to activities which could impact conditions of permissions	→ Meetings or calls with agencies –as required. Meetings will be minuted.	→ The Committee of the City of Dushanbe on Environmental Protection (CoEP) → State Technical Committee → Agency for Standardization, Metrology, Certification and Trade Inspection
Engagement with the Local Community	The company development plans and news: → Project development schedule → Changes to the service / facilities → Job opportunities → Promotion of the benefits of the upgraded service to promote passenger usage → Any changes to nuisance / environmental issues and mitigation measures → Grievance mechanism → Any changes to emergency response needs (specifically for the First response Emergency Services) → Announcements detailing any disruptions to services	→ Company website → Informative announcements and press statements in local papers and radio following any key milestones / decisions → Distribution of information at trolleybus stations and on depot notice boards → Specific meetings with individual parties should project planning identify any potential impacts on specific people such as neighbours of the depots (note: no impacts expected at this time) → Meeting(s) with the City regarding any changes to	→ Municipality of Dushanbe → Ministry of Transport (including Transport Inspectorate) → First response Emergency Services → Public, including passengers on all services → Residents and commercial properties adjacent to the project facilities, including depots → Media

		<p>emergency response needs</p> <p>→ Familiarity training for emergency first responders in Dushanbe</p>	
<p>Regular engagement with any parties more specifically affected by the project</p>	<p>Targeted communication with potentially vulnerable groups.</p> <p>This would include ensuring appropriate inclusion of women within the project design decision-making process.</p>	<p>→ Letters to affected parties, in-person meetings, workshops etc. (when required)</p> <p>→ A focus group / workshop with representatives from the community to look at incorporating measures within the project design to specifically maximise the use of the trolleybuses by women.</p>	<p>→ Communities, including specific demographic groups within those communities as appropriate</p> <p>→ Public Groups</p> <p>→ Government, including internal employees</p>
<p>Engagement with Internal Stakeholders on Project Details</p>	<p>→ Any changes to responsibilities or procedures and associated training, including any particular provisions for labour safety</p> <p>→ Employee and public grievance mechanism</p>	<p>→ Collective and individual meetings with staff and trade unions representatives as appropriate, accompanied by written confirmation of changes</p> <p>→ Notice boards at the depots</p>	<p>→ Employees, especially those involved in the project</p> <p>→ Trade unions</p>
<p>Appointment of equipment suppliers and other operational service providers</p>	<p>→ Supply needs / changes including job opportunities</p> <p>→ Tender documents for suppliers, including selection criteria</p> <p>→ EHSS requirements and standards</p> <p>→ Award of contract</p>	<p>→ Advertisements in press, trade journals</p> <p>→ Announcement in the local newspaper and on local radio</p> <p>→ Internal communications</p>	<p>→ Contractors / suppliers for</p> <ul style="list-style-type: none"> ■ Equipment supply ■ Maintenance and service provision <p>→ Internal employees</p> <p>→ Media</p>

7 REPORTING AND GRIEVANCES

7.1 MONITORING, REPORTING AND FEEDBACK MECHANISMS

- 7.1.1. Through communication channels such as local media, one-to-one meetings, and other community feedback, the company will monitor and provide response as appropriate. Should future important public consultation meetings or public exhibitions be arranged at venues to enable stakeholders to participate, an open book (with pens provided) will be positioned in a suitable location for recording comments anonymously. This book will be presented in an obvious area of the exhibition but in an area that will not be directly monitored by host staff (e.g. by the exit). The information will be recorded by the company so that feedback can be provided to stakeholders.

7.2 GRIEVANCE MECHANISM

- 7.2.1. To ensure clarity on the fact that the public is welcome to make comments or raise concerns in relation to the acquisition of electric buses, to encourage public to do so, and to allow for anonymous grievances / comments, an additional grievance mechanism will be adopted as presented in Figure 3, in which the grievance form presented below will be used as required to handle grievances from employees, contractors and external stakeholders. The assessment of grievances will be carried out in accordance with Tajikistan Law and responses will be provided within one month of the grievance being lodged.
- 7.2.2. 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 within 30 days of receiving the grievance; and
 - Implement corrective action, record the date and close case.
 - In all cases, the grievance will be acknowledged within 14 days, and either the corrective action taken, or the plan for corrective action provided, within 30 days.
- 7.2.3. 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.
- 7.2.4. A grievance form is attached to this SEP, to the stand-alone NTS (Non-Technical Summary) and will be available in the company offices, in the Municipality of Dushanbe offices, and on the city website:

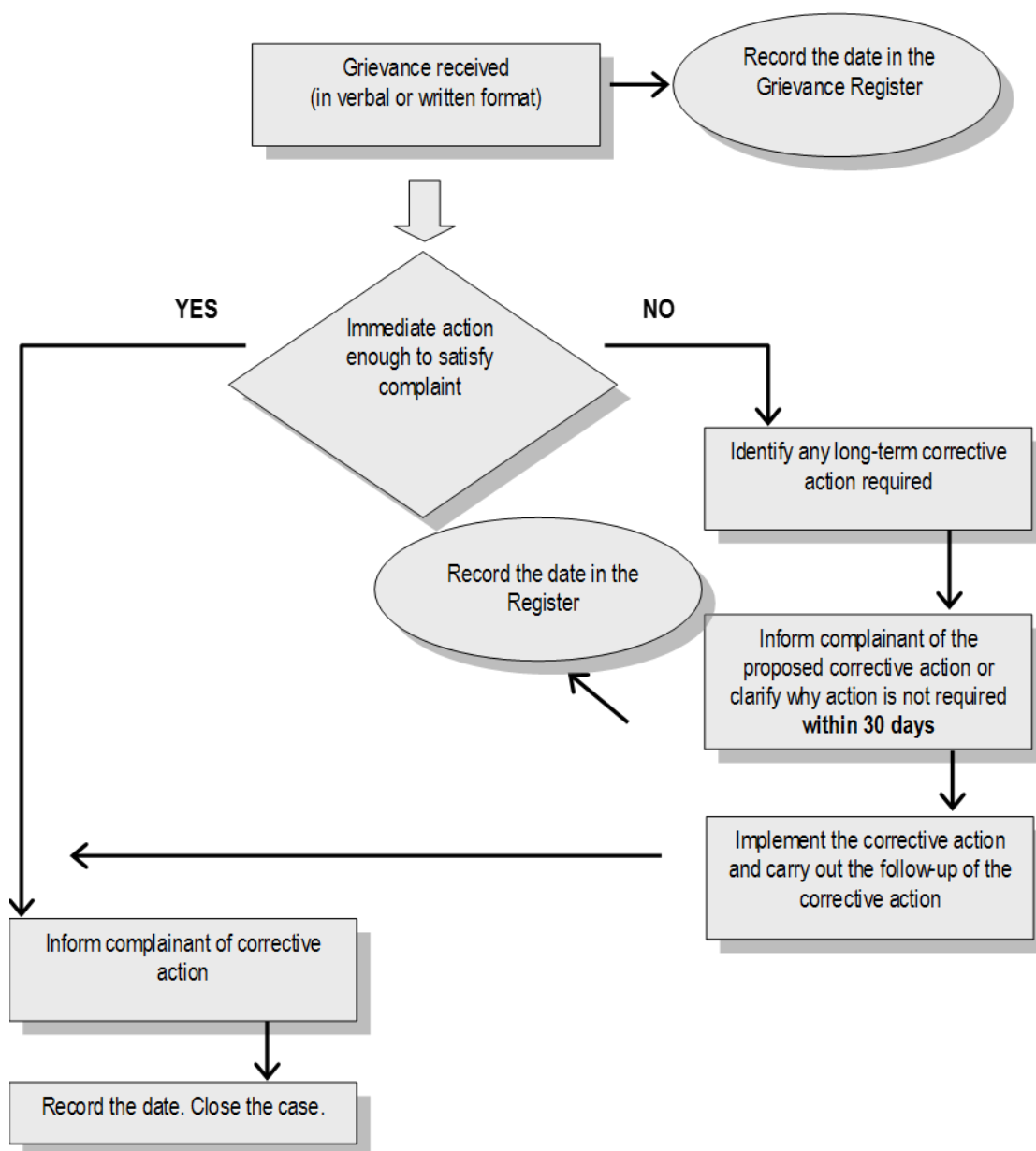
<http://www.dushanbe.tj/ru/social/transport/#>

7.3 ROLES AND RESPONSIBILITIES

- 7.3.1. [Name, role] will have the overall responsibility for handling the consultation and information disclosure process, including organisation of the consultation process, communications with identified stakeholder groups, collecting and processing comments / complaints, and responding to any such comments and complaints. Depending on the nature of a comment / complaint, some comments or complaints will be provided to the appropriate person in the company for a response.

Name of the person and title	Contact Information
[Name, role]	[Contact details]

Figure 4 Grievance Mechanism



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 .

