

SJSC Uzbekenergo

Extension of Talimarjan TPP: construction of 2
Combined-Cycle Gas Turbines with the combined
capacity of no less than 900MW

Stakeholder Engagement Plan

Date: June 2018

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Public

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1. Introduction

Background

This document is a Stakeholder Engagement Plan (SEP) for SJSC Uzbekenergo, identifying relevant stakeholders and defining communication channels and plans regarding the facility located in Talimarjan, Uzbekistan.

The SEP provides an overview of national legislation, the European Bank for Reconstruction and Development (EBRD) Performance Requirement 10: Information Disclosure and Stakeholder Engagement European Union (EU) directives and international best practice related to information disclosure. It outlines the general approach to stakeholder engagement and public consultation.

The SEP is a living document so it will be reviewed periodically during project implementation and updated as necessary in line with new or changed activities, changes in Project design or newly identified stakeholders.

Objectives of the plan

The goal of this SEP is to maintain long-term relationships between Talimarjan Power Complex (TPC) and the local communities; to improve and facilitate decision-making that involves Project-affected people and other interested stakeholders in a timely manner, and to ensure that these groups are provided with sufficient opportunity to voice their opinions about the Project.

The SEP briefly describes public consultation carried out to date, and defines activities that will be implemented by TPC to inform stakeholders about the nature and the potential impacts associated with the development of a 900MW Combined-Cycle Gas Turbine (CCGT) Power Plant at Talimarjan Thermal Power Station (The Project), also referred to as 'Thermal Power Plant 2 (TPP2).

The SEP contains a stakeholder identification table where all relevant stakeholders are identified with the most appropriate communication channels and strategies, information disclosure requirements and grievance processes that will be adopted. If there are stakeholders who are not included in the SEP they can get in contact with the contact provided above to receive information about the Project and be added to the stakeholder engagement programme in this SEP.

Specific objectives of the SEP are detailed below:

- Define the Project area
- Identify, map and assess affected parties and other interested stakeholders, and how they may be affected by or interested in the Project;
- Set out stakeholder analysis undertaken to understand Project stakeholders, so that appropriate methods and tools to engage them can be developed;
- Provide an action plan for consultation that allows for meaningful stakeholder input into the Project;
- Ensure stakeholders have access to information on Project activities in a timely manner
- Ensure information disclosed to stakeholders can be understood and locations for consultation are accessible to all who want to attend;
- Ensure that vulnerable and disadvantaged groups (including women, elderly and disabled etc.), are identified and that practical measures are implemented to include them in ongoing consultation;

- Establish clear mechanisms for managing stakeholders' questions, concerns, and grievances and provide appropriate conflict resolution processes;
- Manage expectations among communities and other stakeholders;
- Document formal consultation and information disclosure activities, define stakeholder tracking and records management system.

Scope of the plan

This Stakeholder Engagement Plan covers SJSC Uzbekenergo operations at the Talimarjan Power Complex including contractor activities and includes:

- 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 – Information on past stakeholder engagement
- Chapter 7 – Stakeholder engagement programme and methods of engagement and resources; and
- Chapter 8 – Grievance mechanism

2. Project Background

Company

Uzbekenergo is a 100% state-owned holding company for power generation, transmission, and distribution in Uzbekistan. It was established in August 2001 after public sector reorganization and is the legal successor of the former Ministry of Energy and Electrification. Uzbekenergo is a joint-stock company comprising of 10 Thermal Power Plants (TPPs), including 3 Combined Heat & Power Plants (CHPs).

Project

SJSC Uzbekenergo is proposing to develop a 900MW Combined-Cycle Gas Turbine (CCGT) Power Plant at Talimarjan Thermal Power Station. The project – referred to as 'Thermal Power Plant 2 (TPP2) - would add to the pre-existing thermal power generating capacity at Talimarjan Power Station, bringing the total installed capacity to 2,600MW, whilst reducing overall polluting intensity and improving overall efficiency.

The Project is based in Nuristan Settlement, Nishan Area, Kashkadarya Region, Uzbekistan. Talimarjan Thermal Power Station has been operational since 2004 and has since formed an integral component and key employment base within Nuristan. The Project will be based entirely within the existing Thermal Power Station site. The site location is shown under Figure 1, overleaf.

New Project Components

The Project will involve two (2 no.) 450MW Combined-Cycle Gas Turbine Units, to provide a combined capacity of 900MW. The precise specification and configuration of the plant will be subject to a Public Tender; in order for the market to provide the most effective solution. However, in principle, the Project will comprise:

- 2 no. Gas Turbines, each equipped with a Heat Recovery Steam Generator (HRSG) and Steam Turbine Generator (i.e. the main components of a 'Combined-Cycle Gas Turbine power plant').
- Each unit equipped with an 85m high 'main stack' and 85m high 'by-pass stack'.
- A short connection (c.500m) into the pre-existing power evacuation infrastructure (500kV substation and 500kV switchyard).

Associated Facilities

The Project will benefit extensively from the key infrastructure already installed as either TPP0 – or more recently – TPP1 developments. This will significantly reduce the impacts associated with TPP2 development, Facilities must be installed as part of the development. The pre-existing Associated Facilities include:

- Fuel Supply
- Raw Water Supply
- Water Treatment
- Sewage Treatment
- Power Evacuation



Image 1: The nearest settlement to the Project is Nuriston, approximately 1km northeast of TPP2. Nuriston has since grown as a result of the employment opportunities and local economic benefits (direct and indirect) of the Talimarjan Thermal Power Station. Mekhnatabad is also a nearby settlement. The indicative locations of both are illustrated on Image 2.



Image 2: The selection of Talimarjan Thermal Power Station for the Project means that all prerequisite infrastructure - such as fuel supply, water supply and power evacuation - are already present; significantly reducing the development impact.

Project Status

The project has undergone significant analysis and feasibility studies, including sector reviews; engineering design and cost estimates; economic and financial analysis; as well as Environmental Impact Assessment. The mitigation identified within the EIA has been factored into the Project in order to avoid impacts as far as possible; with minimisation, mitigation and management controls applied thereafter.

Uzbekenergo will employ a single EPC contractor to construct the CCGT units in Talimarjan TPP.

Draft bidding documents have been prepared and a 2-Stage International Bidding Process will be undertaken in order to procure a cost-competitive solution, to be delivered under an EPC (Engineering, Procurement and Construction) Contract. The outline parameters, including the EIA mitigation of the Project, will be included within the Bidding Documents to enable the market to propose a modern and competitive design solution.

An indicative Project Implementation timeline is provided below:

- Month 0 EPC Contract Approval
- Month 6 Civil Works Commence
- Month 36 TPP2 Unit 1 (450MW) Commissioned
- Month 42 TPP2 Unit 2 (450MW) Commissioned

3. Consultation and disclosure

Public consultation and information disclosure undertaken by SJSC Uzbekenergo will comply with the requirements of Uzbek legislation and best international practice, as described in the requirements of the EBRD.

National legislative requirements

The EIA procedure is regulated by Law on Environmental Expertise and the Regulation on State Environmental Expertise (SEE), approved by Decree No.491 of the Cabinet of Ministers on 31 December 2001 and amended in 2005 and 2009.

Pursuant to Section 10 of the Regulation on SEE, the developer must conduct the EIA assessment process in a staged approach, providing the Glavgosecoexpertiza / Gosecoexpertisa¹ with the required EIA documents for review at three distinct stages of the Project. Section 11 of the Regulations on SEE outlines the information that should be within the documentation at each of these stages.

There are two non-mandatory mechanisms for public participation in the EIA assessment procedure: the public environmental review (PER) and public hearings. While the Law stipulates that PER might be organised by independent expert groups, its outcomes are non-mandatory. There are no legal provisions for public hearings, though the EIA assessment procedure Manual provides some procedural guidance. It recommends the organisation of public hearings in the course of draft EIA preparation and suggests some forms of organising them and potential participants. Even the existing limited opportunities for public involvement in the EIA process are not used because of the absence of strict legal provisions for public participation in EIA. The practice of public consultations in Uzbekistan does not involve broad citizen engagement and is often restricted to the local authorities, rather than the general public.

Provision # 6 of Law on Environmental Expertise (2000) states, that —The promoter of a project who undertakes an EIA assessment procedure could publish an announcement informing of this fact. In this case, after finishing the EIA, the conclusions or results should be published in a month period time at the latest. The list of the projects which should conduct publish announcement as a mandatory request it is meant to be defined in the legislation but there is not a specific legislation that gather this information or procedure.

In accordance with the requirements of Uzbekistan (Decree of the Cabinet of Ministers of Uzbekistan on Approval of the Regulations on the State Environmental Expertise in the Republic of Uzbekistan No.491 of 31.12.2001 as amended on 05.06.2009) results of public hearings and disclosure of information should be included in the set of documents, presenting for review and getting clearance from Glavgosekoexpertisa). The “Statement on Environmental Consequences” should detail, among other items, the comments received through the public hearings if undertaken.

Best international practice

EBRD is committed to promoting environmentally sound and sustainable development in accordance with its Environmental and Social Policy (May 2014) and the Performance

¹ Glavgosecoexpertise: Head of Administration on State Environment Expertise of State Committee of the Republic of Uzbekistan of Ecology and Environment Protection (SCEEP)

Gosecoexpertise: State environment expertise of Province and Tashkent city committee for nature protection.

Requirement (PR) 10: Information Disclosure and Stakeholder Engagement. EBRD sets out their stakeholder engagement requirements in the following documents:

- Environment and Social Policy (2014) and PR 10 Information Disclosure and Stakeholder Engagement (2014)
- Public Information Policy (2014)

EBRD considers public consultation and stakeholder engagement and the disclosure of information as an on-going, meaningful and inclusive process, to be started at the earliest stage of the environmental and social assessment process and to be continued throughout the entire life of the EBRD financed project. This SEP is in response to the EBRD's requirement for stakeholder engagement and information disclosure.

The investment programme is categorised a Category A Project in terms of the EBRD's Environmental and Social Policy. As a Category A Project, Uzbekenergo will adopt this SEP including a grievance mechanism.

General stakeholder communication records maintenance

Consultation records, minutes of meetings and write-ups of informal consultations will be maintained by Uzbekenergo, clearly logging the key information provided to stakeholders and also the key incoming communications, complaints and questions along with a summary of actions taken.

As part of this communication procedure, Uzbekenergo will record and update these stakeholder engagement activities on an on-going basis and will prepare annual reports summarising the activities and key emerging themes raised by affected people.

4. Stakeholder Identification

Identification of Main Stakeholders

This section identifies all relevant stakeholders including interested parties and other affected communities, local, district and regional level authorities. Stakeholders could also 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.

In order to identify key stakeholders, the following definitions have been applied:

- **Stakeholders:** any person, group or organisation with a vested interest in the outcome of the Project
- **Key stakeholders:** any stakeholder with significant influence on or significantly impacted by the Project

There are other partnerships that are important for the implementation of the Project and addressing groups or individuals with a particular interest in the Project who must be recognised to facilitate the project work, is a requirement.

Stakeholders can be grouped into the following categories:

- International (e.g. investors, IFIs)
- Government (e.g. Egyptian state, relevant Ministries, Municipalities and other relevant local authorities)
- Advisory non-governmental organisations
- Services/suppliers
- Clients
- Education and training institutions (e.g. universities, colleges, think tanks)
- Industrial sector (e.g. construction and infrastructure trade bodies)
- Internal stakeholders (e.g. employees, employee representation, trade unions)
- General communities (e.g. affected settlements, local community groups)
- Public groups (e.g. hospitals, local schools, institutions of national heritage)
- The media

If stakeholders are not on the list above and would like to be kept informed about the Project, contact should be made with Uzbekenergo (contact details provided on the front cover).

Table 1 below represents the identified stakeholders in accordance to above classification.

Table 1: Stakeholder Classification

Stakeholders that will be Directly or Indirectly Affected by the Project	Stakeholders that Participate in the Implementation of the Project	Stakeholders with Potential to Influence Decisions on Project Implementation
<ul style="list-style-type: none"> ▪ Residents of municipalities, villages and communities which could potentially be affected by the power plant activities ▪ Land owners and land users adjacent to the site ▪ Agricultural activities adjacent to the site ▪ Residents along transport routes and adjacent to the site ▪ Neighbouring industries ▪ Business Community ▪ Operators/owners of local infrastructure (water pipelines, roads etc.) ▪ Staff living within the boundary of the site 	<ul style="list-style-type: none"> ▪ EBRD (Lender) ▪ Unitary Enterprise (UE) Talimarjan TPP ▪ JSC Uzbekenergo ▪ Employees of Talimarjan PP (internal stakeholders) ▪ EPC Contractor and other subcontractors ▪ Employees of the EPC Contractor and other subcontractors ▪ Project Implementation Consultant (Engineer) and its employees ▪ Uzbekenergo Project Management Unit ▪ Equipment suppliers ▪ Employees of the suppliers 	<ul style="list-style-type: none"> ▪ Ministry of Finance (MoF) ▪ Uzbekistan Fund for Reconstruction and Development (UFRD) ▪ Ministry of Health ▪ Ministry of Labour ▪ State Agencies (environment, energy, labour, etc.) ▪ Local governors and municipalities ▪ Local Government ▪ Local emergency services – specifically the fire department ▪ NGOs – Associations on local and national level ▪ Media ▪ General Public

Key stakeholders identified during the development of this plan

The project stakeholders identified at this stage are presented in Section 5, Table 2 with an analysis of the best ways to engage with them according to the media/tools that they are likely to use and be most comfortable with. The identification of relevant stakeholders is of crucial importance to ensure meaningful consultation on the Project.

Stakeholders that were not identified during this process should contact Uzbekenergo to request their addition to the list.

Vulnerable Groups

The stakeholder identification process examined if there are any groups of affected people who might be more vulnerable to current and potential Project impacts.

During the assessments and the preparation of this SEP, groups were examined who might be affected by the projects differently due to their gender, age, ethnicity, religion, physical or mental disability or other attributes. The assessment identified that there are no vulnerable groups affected by the project who might require different channels of communication.

During Project implementation Uzbekenergo may identify vulnerable groups who will then be added to the SEP and appropriate communication methods will be identified.

5. JSC Uzbekenergo Stakeholder Relations and Approach

Overview of existing stakeholder and community relations

Stakeholder engagement and the organisation of public hearings is a requirement under Uzbek EIA regulation (please refer to Section 3 for more information). Uzbekenergo's approach is to work in close cooperation with relevant Ministries, municipal, district and local authorities. Stakeholder engagement is carried out at a grassroots level strengthening the relationship between communities, local authorities and the company.

Historical stakeholder engagement processes have primarily revolved around engagement on regulatory matters along with internal engagement of employees.

As part of this SEP, there is a formal grievance mechanism for external stakeholders with an appropriate form to record complaints, comments and questions about the Project and an institutional framework with designated roles and responsibilities to manage the process, as provided in Figure 2.

Table 2 below shows the general key stakeholders and interested parties for the TPP" in Talimarjan. This table will be updated if new stakeholders are identified during the course of the project.

Table 2: Stakeholder Groups

Stakeholder Groups	Key Stakeholders	Summary of Key Specific Interest
Government (State)	<ul style="list-style-type: none"> • State Committee of the Republic of Uzbekistan on Ecology and Environmental Protection (SCEEP) • Ministry of Water Resources • Ministry of Agriculture Resources • State Committee for Land Resources, Surveys, Cartography and the State Cadastre (or Goskomgeodezkadastr) • State Committee for Geology and Mineral Resources (or Goskomgeologia) • Centre of Hydro-meteorological Service (or Uzhydromet) • Ministry of Health (or MHRUz) • State Inspectorate for Exploration Supervision, Operations Safety Supervision of Industry, Mining and Utilities Sector (or Sanoatgeokontekhnazorat) • Ministry of Internal Affairs (or MVD). • Ministry of Emergency Situations of the Republic of Uzbekistan • State Committee for Geology and Mineral Resources (Goskomgeologia); • State Inspectorate for Exploration Supervision, Operations Safety Supervision of Industry, Mining and Utilities Sector (or Sanoatgeokontekhnazorat). 	<ul style="list-style-type: none"> National environmental policy and protection Water abstraction Plant emissions Waste management Resource efficiency Worker welfare and health and safety standards Permits for specific activities carried out on site Permits to operate / permission for emissions Planning preparedness for emergencies Customs regulations
Administrative	<ul style="list-style-type: none"> • Kashkadarya Province Nature Protection 	Regulator and legislator bodies

Stakeholder Groups	Key Stakeholders	Summary of Key Specific Interest
District, Municipalities	Committee and the State Nature Protection Committee in Tashkent <ul style="list-style-type: none"> • Khokimyat, of Kashkadarya Province • Local Emergency services • Local labour Inspectorate 	at local, regional levels and national level covering planning consents, permits, licences, projects and statistical reporting for waste, water and ambient air
Non-Government Organisations (NGOs) and other organisations	NGO «Ecosphere» Uzbekistan Society for the Protection of Birds (UzSPB)	Guidance on EHSS technical matters, standards and policies Knowledge sharing
Operational suppliers, clients and client representation	Representatives from state institutions (water supply organization —Vodocanal, gas supply —Gastrest and electricity network —Electroset)	Raw material demand
Internal stakeholders (Employees, labour unions)	Internal employees Contractor staff on projects	Training Employment and social policies & procedures Labour safety
Contractors / Service providers	Consulting companies – engineering, construction	Other procedures / policies, migrant workers, etc.
Neighbouring communities	<ul style="list-style-type: none"> • Committees of rural citizens' (CRC) • Makhallas 	Potential for incidents during construction or operation. Local air quality, land use, construction traffic Engagement on future development works Environmental and local community impacts Emergency preparedness
Education and training institutions	<ul style="list-style-type: none"> • Karshi State University (www.qarshidu.uz) • Karshi Engineering – Economic Institute (www.qmii.uz) 	Labour demand Technical knowledge sharing
Public groups	<ul style="list-style-type: none"> • The Kashkadarya Regional Versatile Medical Centre Address: Qarshi city, Islam Karimov St. (former Uzbekistan St), 413 • Kashkadarya Branch of Republican Scientific Centre of the Emergency Medical Care Address: Qarshi city, St. H.Bashir, 5 	Potential for incidents during construction or operation. Local air quality, land use, construction traffic Engagement on future development works Environmental and local community impacts Emergency preparedness

Summary of the methods of future engagement activities

Future stakeholder engagement will build on the informal processes that currently exist along with the requirements of this SEP. The planned future activities will provide for a more systematic way of consultation and information disclosure, and data recording from relevant and interested stakeholders.

Stakeholder engagement activities will record the following information on an on-going basis:

- Type of information disclosed, date and form of disclosure and distribution channels
- Minutes of meetings, lists of participants and locations of any meetings organised with affected people
- Individuals, groups, organisations and institutions that have been consulted
- Key issues and concerns discussed and raised by affected people
- Response mechanism, follow-up actions and investigations
- Documentation of activities and processes and response to stakeholders

The information about stakeholder engagement activities will be updated on an on-going basis and all public consultation details related to the project will be included.

6. Past Stakeholder Engagement and Information Disclosure

The Environmental Impact Assessment (EIA) was prepared for the Project, and so far has been available on the Asian Development Bank (ADB):

English: <https://www.adb.org/projects/documents/uzb-49253-003-eia>

Russian: <https://www.adb.org/ru/projects/documents/uzb-49253-003>

Two rounds of public consultation were carried out as a part of the EIA process: Scoping consultation meetings took place in November 2016 in Nuriston, and in Mekhnatabad. A second round of consultation took place in January 2017. The overview of consultation is provided in section I of the EIA, including questions/ comments raised by participants, answers given, and references to the EIA section where the topic is discussed, if relevant. A list of all attendees is provided in the Appendix H of the EIA, and the power point presentation shared with public in January is provided in Appendix J of the EIA.

A third round of consultations was undertaken in October 2017 in Nuriston and Mekhnatabad to discuss health impacts associated with the Project.

As a result of 3 rounds of consultations it was gathered that there are 2 major issues of concern for the residents: air emissions and water quality/ temperature in KMK. Regarding air emissions, the EIA states that around 95% of residents thought that SGCC was the main source of polluting air emissions.

With respect to the quality of water in KMK, the canal was built for irrigation purposes and the water in the canal is not suitable for drinking. Potable water is delivered to the villages by trucks, and is charged for., The EIA concludes that this is outside of the Project's scope.

Environmental Management Plan and Public Health Monitoring Plan have been prepared within the EIA to be followed during the operational phase of TPP1 and TPP2, and the proposed actions, among others, will address issues raised by communities during consultation meetings.

7. Stakeholder engagement programme

Disclosure of information

The types of information disclosed and the specific methods of communication to be undertaken for this project are summarised in the Stakeholder Engagement Programme in Table 3 below. The objectives of external communications are to provide continuous engagement with affected people and other relevant stakeholders and to inform them about the existing activities, performance, development and implementation of the project. The information to be disclosed publicly is governed by EBRD's Public Information Policy, PR 10 and Uzbek national legislation.

The SEP is a live document that will be revisited and updated if necessary on an annual basis to reflect the changes in stakeholder engagement due to project developments and new stakeholders if any. The information that is required to be disclosed may change if there are changes in the Project design, schedule or area of influence. The external and internal communication methods and information for disclosure identified in Table 3 are not exclusive and Uzbekenergo may choose to disclose more information upon request by stakeholders.

Uzbekenergo is responsible for internal and external communications regarding the existing and future projects and will be the main contact point for affected people. All related Project

documents and communication related to the Projects will be available and undertaken in Russian and Uzbek language.

The future programme

The envisaged programme of public consultation and disclosure activities are presented below. This programme includes immediate consultation and engagement activities required to address current stakeholder concerns, as well as regular consultation and disclosure activities throughout the project life cycle.

Contact information for this project is provided below:

Tashkent (Head) Office

6 Istiklol Street
Tashkent, 100000
Uzbekistan

Talimarjan (Project) Office

Mr. Yusupov A.M.
PIU Head
Talimarjan Thermal Power Station
Nuristan Settlement, Nishan Area, Kashkadarya
Region, Uzbekistan
Tel. (+998-71)-233-34981690
e-mail: grp_tal_tes@mail.ru

Uzbekenergo will collate any comments and feedback associated with this project and will document these.

All comments received will be reviewed in accordance with the commitments made under 'Best International Practice' as documented within the 'Requirements' section provided in Section 3. 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.

The Future Stakeholder Engagement Programme is detailed Table 3 below.

Table 3: Future Stakeholder Engagement Programme

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
Affected people, residents, employees and other commercial operations nearby (Nuriston and Mekhnatabad villages)	Information boards with post box, online system, local media and personal visits to town halls, Makhala meetings.	Non-technical Summary of Project (NTS), grievance mechanism, vacancies, EIA and supplementary information if required.	Prior to construction as well as during project implementation a monthly update on grievances and quarterly update on vacancies.
Affected people, residents, employees and other commercial operations nearby (Nuriston and	Information boards with post box, online system, local media and personal visits to town halls, Makhala	Information about the scope and schedule of construction activities, Emergency Response Plan - intentions to	Prior to construction as well as quarterly updates during project implementation.

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
Mekhnatabad villages)	meetings.	deal with accidents and emergencies, including environmental/public health emergencies associated with hazardous material spills and similar events, etc. Environmental, Health and Safety performance data	
Affected people, residents, employees and other commercial operations nearby (Nuriston and Mekhnatabad villages)	Information boards with post box, online system, local media and personal visits to town halls, Makhala meetings.	Traffic Management Plan, - timeline for expected disruptions and access restrictions	Prior to construction as well as quarterly updates during project implementation.
Affected people, residents, employees and other commercial operations nearby (Nuriston and Mekhnatabad villages)	Website, announcement on boards	Results of the Public Health Monitoring Activities	Annual updates
Residents of other villages / towns in the area	Information board, mass media, internet, documents on request in makhallas offices	NTS, grievance mechanism, vacancies.	Prior to construction and during project implementation and operation Quarterly update on vacancies
Regional public	Newspapers, internet, nearest job centre to TPP2 facility	NTS, grievance mechanism, vacancies	Quarterly update
Regional media	Telephone, e-mails	Detailed project information and NTS upon request	Quarterly update
Local non-government organisations (NGO)	Telephone, newspaper, documents and meetings upon request	Detailed project information on NTS upon request	Quarterly update
Construction workers EMPC Contractor's	Information boards and meetings in	NTS, health and safety requirements, workers	Prior to construction, monthly updates

Stakeholders	Communication Method	Information to be Disclosed	Timeframe
and its sub-contractor's employees.	construction area welfare facility	protection requirements, workers' grievance mechanism	during construction
Suppliers of goods and services	Uzbekenergo and EPC Contractor procurement department, project site offices, office visits and internet	NTS, tender documentation and results, contractor selection process, procurement requirements with EHS and workers protection requirements, grievance mechanism	Quarterly update
Various Ministries and regulators – as required by legislation of Republic of Uzbekistan.	Formal e-mails, formal letters, and reports	EIA (where required), annual reports on emissions, use of resources and compliance with legislation and permits	Prior to construction of new processes or upgrades to existing processes During operation of facility Biannual submission or in line with permit / licence requirements
EBRD	Annual reporting	Annual reports of social development, environmental protection and implementation of Stakeholder Engagement Plan including resolution of grievances associated with the project. Status of ESAP	One year after loan signing agreement / reports provided annually comprising: → ESAP status → Resolution on grievances

8. Reporting and grievances

Monitoring, reporting and feedback mechanisms

Uzbekenergo and EPC Contractor will monitor the communication channels such as media, one-to-one meetings and periodic meetings and will provide feedback as appropriate. A complaint and suggestion box will be available for stakeholders participating in public consultation meetings and will also be available online or by contacting Uzbekenergo using the details within this SEP.

Any complaints and suggestions raised will be registered in the log for complaints and suggestions. These will then be sent to senior management for the further consideration.

Independent consultants in line with annual monitoring of the ESAP implementation should undertake annual monitoring of the SEP implementation including the implementation of the grievance mechanism. This will include the examination of documentation on public hearings, information disclosure and any other form of stakeholder engagement undertaken as part of the SEP.

Grievance Mechanism (GM)

A grievance mechanism will be implemented to ensure that Uzbekenergo and EPC Contractor is responsive to any concerns and complaints particularly from affected stakeholders and communities. Special care will be focused on the training of the designated staff involved in the management of the grievance mechanism. This grievance mechanism covers both employees and non-employees (i.e. affected people and other relevant stakeholders).

Any comments or concerns can be brought to the attention of the company verbally or in writing (by post or e-mail) or by filling in a grievance form (example included as Appendix A). The grievance form will be made available on the company website, at the facility, and other public places that are easily accessible for all relevant stakeholders, alongside a description of the grievance mechanism. Grievance forms can then be submitted to the contact details provided in Section 6.

Grievance resolution

This GM envisages two levels of grievance resolution for projects implemented under the supervision of the TPP2 PMU: Grievance Redress Committees (GRC) at the local level and central (Tashkent) level. Local GRCs are usually composed of members nominated from the TPP2 PMU, Khokimyats, Engineer & EPC Contractor. GRCs at the central levels are chaired by the Heads responsible for the overall operation of GRM and its efficient and timely implementation, while the Coordinators are responsible for involving the relevant parties and coordinating the works of GRCs at regional/central levels.

All grievances will be:

- Acknowledged immediately – if lodged in person or via phone;
- Acknowledged within 3 working days if received through a letter or e-mail;
- Responded to no later than within 30 working days;
- In case of anonymous complaints, the printed response will be posted at the information board of the relevant Khokimyat, so as the complaining party can approach and review the feedback.

Following unsuccessful consideration of grievance by the GRC at the local level, complaint resolutions will be attempted at a central level.

The GRC at central level: (i) holds meetings on monthly basis, however special ad hoc meetings can be arranged, as needed; and (ii) discusses the grievance case within twenty working days and recommend its settlement to parties. GRC Coordinator at central level circulates relevant information among the members of GRC, prepares Minutes of GRC meeting and progress reports, and ensures that actions and decisions are properly documented.

Specifically, nominated and trained members of staff will record grievance information in a grievance log (example included as Appendix B). This will include:

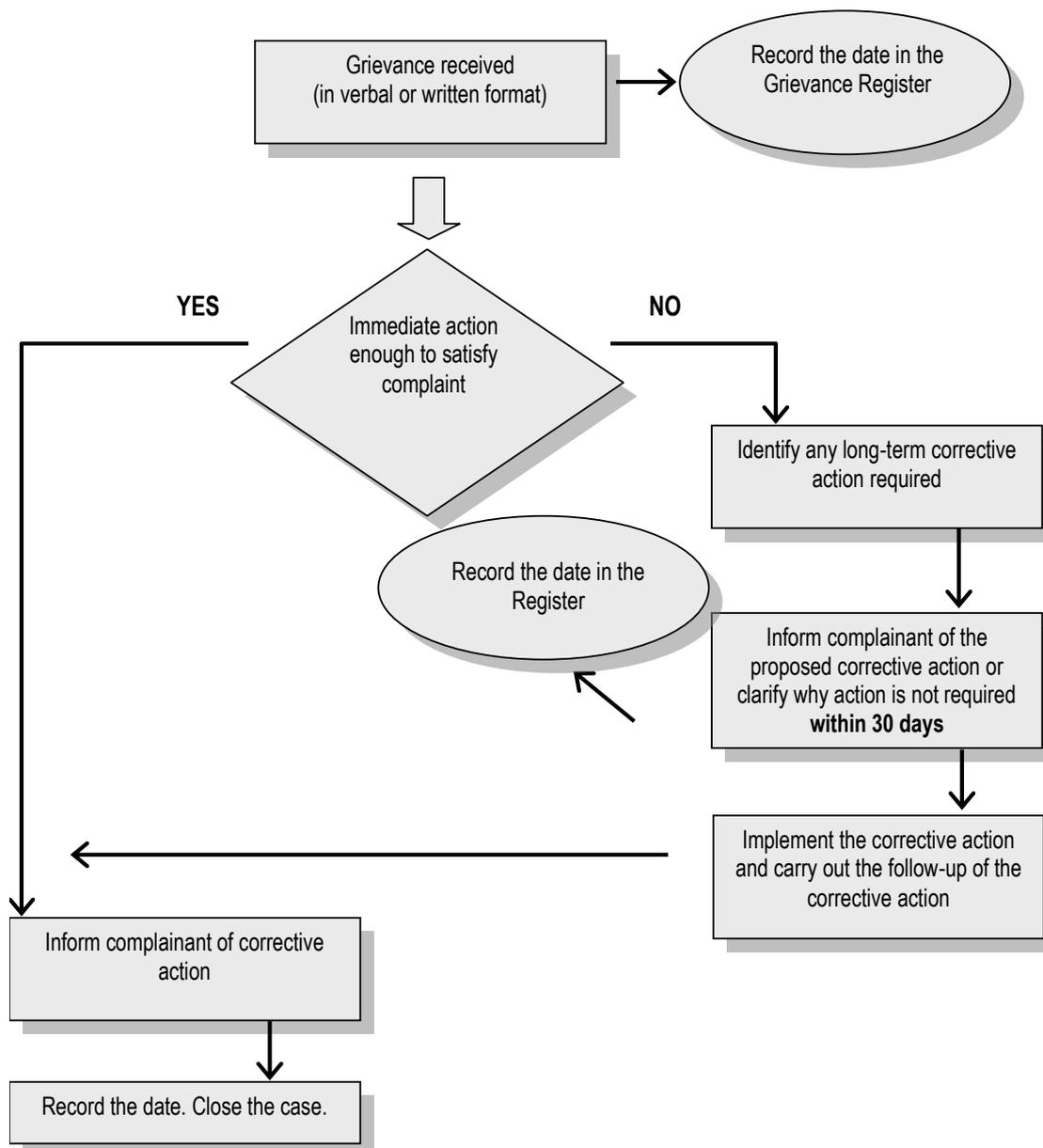
- Stakeholder name and contact details
- Details of the grievance and how and when it was submitted, acknowledged, responded to and closed out

The process is depicted in Figure 3.

Individuals can request the right to have their name kept confidential and this mechanism does not preclude the right for stakeholders to process grievances through other judicial means.

A grievance form is attached to this SEP and will be available from the offices at the Talimarjan power plant, and on the Uzbekenergo website.

Figure 3 Grievance Mechanism



Roles and Responsibilities

[TBC] 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: TBC

Title: TBC

Telephone: TBC

Address: TBC

E-mail: TBC

Website: TBC

Specifically, nominated and trained members of staff will record grievance information.

APPENDIX A – Public Grievance Form

Reference No:	
Full Name <i>Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	My first name _____ My last name _____ <input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail _____
Preferred Language for communication	<input type="checkbox"/> Russian <input type="checkbox"/> Uzbek <div style="float: right; text-align: right;"> <input type="checkbox"/> English <input type="checkbox"/> Other (specify) </div>
Description of Incident or Grievance:	
	What happened? _____ Who did it happen to? _____ Where did it happen? _____ What is the result of the problem? _____
Date of Incident/Grievance	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	

APPENDIX B – Grievance Log

The following template will assist in recording comments, complaints and grievances for monitoring purposes.

Name/Contact Details	Date Received	Details of Complaint/Comment	Responsibility	Actions Taken	Date Resolved
<hr/>					
					
					
					
<hr/>					