City of Bishkek & European Bank for Reconstruction and Development (EBRD)

**Bishkek Solid Waste Management Project**

Stakeholder Engagement Plan

SEP

Final | 9 November 2016

This report takes into account the particular instructions and requirements of our client. It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party.

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<td>First draft</td>
<td>Olga Skotareva</td>
<td>Colette Curran</td>
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<td>Olga Skotareva</td>
<td>Colette Curran</td>
<td>Helen Davis</td>
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Abbreviations

BADS  Bishkek Authorised Disposal Site  
CLO   Community Liaison Officer  
EBRD  European Bank for Reconstruction and Development  
EIA   Environmental Impact Assessment  
ESAP  Environmental and Social Action Plan  
ESIA  Environmental and Social Impact Assessment  
FS   Feasibility Study (for the proposed Bishkek Solid Waste Management Project)  
KPIs  Key Performance Indicators  
LRF  Livelihood Restoration Framework  
LRP  Livelihood Restoration Plan  
NGO  Non-Governmental Organisation  
NTS  Non-Technical Summary  
PIU  Project Implementation Unit  
PRs  Performance Requirements  
RF  Resettlement Framework  
SEMU  Social Engagement Mobile Unit  
SEP  Stakeholder Engagement Plan  
SPV  Special Purpose Vehicle ‘Bishkek Sanitary Landfill
1 Introduction

The City of Bishkek (the ‘City’) seeks to improve its municipal solid waste management system and has been working with the European Bank for Reconstruction and Development (the ‘EBRD’ or the ‘Bank’), to invest in a viable development project. The proposed Bishkek Solid Waste Management Project (the ‘Project’) will support priority investments in the waste management sector – primarily in waste collection and disposal. The loan agreement was signed in 2013 between the Bank and the City for the benefit of the municipal solid waste management company Tazalyk (‘Tazalyk’) and a Special Purpose Vehicle ‘Bishkek Sanitary Landfill’ (the SPV).

For the purposes of the Project, the Bank commissioned a Feasibility Study (the ‘FS’) that was completed in the summer of 2013. The FS determined a priority investment programme, evaluated its benefits, and assessed a proposed site for the new landfill, including assessing its environmental and social impacts. Since then, the City has taken a decision to use a different site for the new landfill to the north of the existing dumpsite, rather than the site assessed in the FS.

To support the Project, Ove Arup and Partners International Ltd. (the ‘Consultant’ or ‘Arup’) have been appointed by the City to perform a gap analysis for the newly proposed site against the Terms of Reference for the initial FS. The task also involves updating the necessary technical, environmental, and social studies and plans where practicable, or recommending further action as required, such that the project proposals are aligned with the EBRD’s Environmental and Social Policy (ESP, 2014) and its Performance Requirements (PRs), as well as applicable national and international requirements.

This Stakeholder Engagement Plan (SEP) forms part of the updated ESIA disclosure package, along with the Addendum to the existing Environmental and Social Impact Assessment (ESIA Addendum), an updated Environment and Social Action Plan (ESAP) and a Non-Technical Summary (NTS). The updated ESIA disclosure package is available on www.meria.kg and www.tbo.kg as well as the below locations in hard copy:

Bishkek City Hall
166 Chui avenue, 720001, Bishkek, Kyrgyz Republic
Tel: +996 312 611166
Email: meria@bishkek.gov.kg

Housing, maintenance and utilities department
17 Baityk Batayrat street, 720005, Bishkek, Kyrgyz Republic
Tel: +996 312 511861
Email: ujkhmerii@mail.ru
Contact person: Head of «PTO» department Mr. Mirshakirov Bolot Abdygaparovich
Tel.: 0312 88 35 42, 0706 15 17 96
Leninsky district administration of the Mayor’s office  
315 Chui avenue, 720054, Bishkek, Kyrgyz Republic  
Tel: +996 312 656878  
Email: meria_leninadm@mail.ru  
Contact person: Head of «ZhKH, construction and transport» department Mr. Alyimanov Aibek Avtandilovich  
Tel.: 0312 65 68 97, 0555 92 25 83

Oktyabrsky district administration of the Mayor’s office  
17 Baityk Baatyra street, 720031, Bishkek, Kyrgyz Republic  
Tel: +996 312 576380  
Email: okt_adm@bishkek.gov.kg  
Contact person: Head of «ZhKH, construction and transport» department Mr. Tursaliev Almasbek Zhakypbekovich  
Tel.: 0312 57 63 81, 0772 19 20 74

Pervomaisky district administration of the Mayor’s office  
348 Zhybek Zholu avenue, 720040, Bishkek, Kyrgyz Republic  
Tel: +996 312 661537  
Email: perv-adm@bishkek.gov.kg  
Contact person: Head of «ZhKH, construction and transport» department Mr. Abdiev Damir Kydyrmaveich  
Tel.: 0312 62 35 17, 0550 21 73 73

Sverdlovsky district administration of the Mayor’s office  
28 Chui avenue, 720065, Bishkek, Kyrgyz Republic  
Tel: +996 312 360707  
Email: sver_adm@bishkek.gov.kg  
Contact person: Head of «ZhKH, construction and transport» department Mr. Orozkanov Gulchoro Kamchybekovich  
Tel.: 0312 53 13 24, 0703 15 58 16

And

EBRD Resident Office in Bishkek, Kyrgyz Republic: Business Centre Orion, 21 Erkindik Boulevard, 4th Floor, 720040

The SEP describes the City’s strategy for engaging with stakeholders, providing timely information on the Project and it describes the grievance mechanism(s) that will be used throughout the Project lifecycle. This SEP is a living document, which will be revised and updated as necessary during Project implementation and operation.

2  Project Description

Bishkek Solid Waste Management Project targets the improvement of the solid waste management system in Bishkek and will result in enhancing the level of public service, introducing waste recycling and significant environmental improvements.
The Project was designed to include:

- The stepwise rehabilitation of the existing dumpsite – the Bishkek authorized disposal site, or BADS;
- Establishment of the new sanitary landfill site operating to international standards;
- A new waste management system, including a suitable waste collection and sorting system, waste treatment, and disposal.
- A combined material recovery and mechanical-biological treatment facility will be built at the entrance area of the new landfill site to formalize the recovery of recyclables’ and minimize the amount of waste that goes to final disposal;
- Extend containerized collection of MSW to private housing areas and replace the old tipping trucks with new waste collection vehicles;
- Provide improvement of the efficiency of waste collection through various measures and a pilot project on separate collection of recyclables at educational institutions; and
- Separation of waste collection and disposal services: collection will remain with Tazalyk and disposal (landfill operation and related activities) with the newly established Bishkek Sanitary Landfill company.

The BADS is located 12 km to the north of the City centre and 300-600 m east of the Ala-Archa reservoir. The site is situated within city limits nearing the Alamedin district of the Chui region. Officially the existing site covers 36 hectares of land, including surrounding roads, leachate collection basins etc. However it is estimated that over the years its dimensions have expanded up to 80 hectares. Approximately eight million tons of waste is currently disposed to BADS. The site is not fenced. Currently informal waste picking and sorting take place at the BADS and a number of informal settlements are located within its SPZ.

The initially proposed location for the new landfill site was adjacent to the existing BADS. Since 2013 the existing dumpsite has extended into the previously proposed location for the new landfill, therefore requiring a new location for the landfill site.

The proposed new facility is located around 350m north of the previously proposed site and approximately 500m from BADS, within an area of previous clay extraction, between the existing waste dump and the new site. Indicative location and the site context are shown on Figure 1. The area for the new landfill was determined taking into consideration the SPZs of legal and informal settlements, gas pipeline, Ala-Archa river and the water reservoir and the international airport of Bishkek.
3 Regulations and Requirements

Regulations and requirements on consulting and disclosing information to the public applicable to this Project include national regulations with regard to Assessment of Environmental Impacts and acquisition of land, EBRD Requirements, EU and International Regulations. Key applicable requirements are presented in Appendix B of this report.
4 Stakeholder Identification and Analysis

Stakeholders are persons or organisations who:

- are directly or indirectly affected by a project (or company’s operations);
- have “interests” in a project or a company that determine them as stakeholders; and/or
- have the potential to influence project outcomes or company operations.

Identified stakeholders of the Project fall into two main groups: external stakeholders and internal stakeholders. This SEP focuses on engagement with external stakeholders; the engagement with internal stakeholders will be the responsibility of the internal units of Tazalyk and the PIU (e.g. Human Resources Departments).

To date, the main Project stakeholders have been identified and are presented below (Table 1). However, stakeholder identification is an on-going process and hence this stakeholder list may be further reviewed and refined.

Table 1: Project Stakeholders

<table>
<thead>
<tr>
<th>No.</th>
<th>Stakeholder groups</th>
<th>Main goals and interests</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Informal waste pickers in the city and in BADS.</td>
<td>Maintenance of income at the current level; Job opportunities at the new landfill; Livelihood restoration assistance; Operation of BADS; Improvement of working conditions.</td>
</tr>
<tr>
<td></td>
<td>Estimated to be up to 250 people in BADS; to be confirmed by the socio-economic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>survey.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Residents (owners and tenants) of informal settlements living within BADS sanitary</td>
<td>Environmental, health and safety impacts during construction and rehabilitation. Legalization of the settlements. Income and livelihood from BADS.</td>
</tr>
<tr>
<td></td>
<td>protection zone and adjacent area: (Altyn Kazyk, Kalys-Ordo-2 etc.)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Residents of legal settlements (owners and tenants) residing close to the Project</td>
<td>Access during construction of the new landfill and rehabilitation of BADS; Environmental, health and safety impacts during the rehabilitation of BADs, construction and operation of the new landfill (e.g. noise and vibration, pollution); Acceptable tariff increase; Safe operation of the new landfill.</td>
</tr>
<tr>
<td></td>
<td>sites or access road.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Informal businesses (i) affected by the rehabilitation of BADS; (ii) involved in</td>
<td>Maintenance of business and income at the current level; Business/employment opportunities from the Project, i.e. new landfill; Operation of BADS/ future landfill.</td>
</tr>
<tr>
<td></td>
<td>the waste sorting outside the BADS.</td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Stakeholder groups</td>
<td>Main goals and interests</td>
</tr>
<tr>
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<tr>
<td>5.</td>
<td>Businesses operating locally to BADS and the new landfill.</td>
<td>Potential suppliers and contractors for the new landfill construction; Environmental, health and safety impacts.</td>
</tr>
<tr>
<td>6.</td>
<td>City and Chui region population using services of Tazalyk, BADS and future landfill (e.g. persons using Tazalyk services, persons bringing waste directly to BADS etc.).</td>
<td>Acceptable tariff increase; Improvements in waste collection system and access to BADS/new landfill.</td>
</tr>
<tr>
<td>7.</td>
<td>City and Chui region public and private organisations using services of Tazalyk and BADS and future landfill (e.g. slaughter houses, hospitals, private organisations bringing waste directly to BADS or using Tazalyk service, Municipal Companies etc).</td>
<td>Acceptable tariff increase; Improvements in waste collection system and access to BADS/new landfill;</td>
</tr>
<tr>
<td>8.</td>
<td>SPV.</td>
<td>Financial, technical, and compliance considerations of the Project; Sustainable growth of the company; Safe and healthy working conditions for workers.</td>
</tr>
<tr>
<td>9.</td>
<td>Municipal company Tazalyk and its employees.</td>
<td>Financial, technical, and compliance considerations; Sustainable development of the company; Safe and healthy working conditions for workers.</td>
</tr>
<tr>
<td>10.</td>
<td>Private waste collection companies, e.g. ‘AB Trans Service’.</td>
<td>Sustainable functioning of the waste disposal sites (existing dump site and a new landfill); Sustainable development of the company; Increase of market share and change of tariffs.</td>
</tr>
<tr>
<td>11.</td>
<td>Organizations whose utility networks will be affected by the Project. (Water, gas, electricity, heating, telecommunications, oil pipeline companies.)</td>
<td>Infrastructure development and adaptation.</td>
</tr>
<tr>
<td>12.</td>
<td>Centre of Municipal Infrastructure Payments</td>
<td>Collection of payments for services provided by Tazalyk and SPV; Increase of current collection rate of payments.</td>
</tr>
<tr>
<td>13.</td>
<td>(Sub-)Contractors and their staff (involved in construction of Project, its facilities and associated infrastructure).</td>
<td>Financial, technical, and compliance considerations. Environmental, health and safety considerations.</td>
</tr>
<tr>
<td>No.</td>
<td>Stakeholder groups</td>
<td>Main goals and interests</td>
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<tr>
<td>14.</td>
<td>Suppliers of materials during construction and operation stages, and their staff.</td>
<td>Financial, technical, and compliance considerations; Safe working conditions.</td>
</tr>
<tr>
<td>15.</td>
<td>Independent Consultants (developing Project-related studies and assessments).</td>
<td>Financial, technical, and compliance considerations; Safe working conditions.</td>
</tr>
<tr>
<td>16.</td>
<td>Administrative/local and regional authorities of the City of Bishkek and Chui Region; (e.g. City Mayor Office, City Architecture and Planning Department, Department of Social Development, City Veterinary Agency etc.).</td>
<td>Improved waste management system; Financial, regulatory and compliance considerations.</td>
</tr>
<tr>
<td>17.</td>
<td>LRP Working Group, including: • Social Development Department, Bishkek municipality; • Health Department, Bishkek Municipality; • Department for Housing, Bishkek Municipality; • Bishkek Sanitary Landfill Company; • State Registration Office; • Agency for Vocational Training, Ministry of Labour and Employment; • Department for Registration of Unemployed Persons, Ministry of Labour and Employment.</td>
<td>Identification of suitable and feasible solutions for restoring the livelihood of waste pickers by using existing social and educational infrastructure</td>
</tr>
<tr>
<td>18.</td>
<td>National authorities (e.g. Sanitary Healthcare Supervisory Agency, Environmental Agency etc.).</td>
<td>Financial, regulatory, compliance and control considerations.</td>
</tr>
<tr>
<td>19.</td>
<td>NGOs.</td>
<td>Improved public health, environmental and social considerations (including livelihood impacts). Potential involvement in Project activities.</td>
</tr>
<tr>
<td>20.</td>
<td>Universities and Educational Institutions</td>
<td>Potential involvement in Project activities and related research.</td>
</tr>
<tr>
<td>22.</td>
<td>International Institutions (e.g. EBRD, UN assistance programmes for livelihood restoration etc.).</td>
<td>Financial, regulatory and compliance considerations.</td>
</tr>
<tr>
<td>23.</td>
<td>Trade Union Members.</td>
<td>Safeguard of the welfare and rights of workers.</td>
</tr>
</tbody>
</table>
5 Past Stakeholder Engagement

In the course of preparation of the Feasibility Study and the initial ESIA disclosure package stakeholder engagement activities were undertaken by the technical consultant; they included meetings and discussions with authorities and affected people at the BADS. Further the Feasibility Study and the ESIA documentation (Technical Proposal, ESIA, SEP, ESAP, NTS) was disclosed to public on the EBRD’s website in 2012, in accordance with the EBRD’s stakeholder engagement requirements for Category A projects.

Following this disclosure, the key stakeholder engagement activities were related to establishing feasibility of the new landfill site, and assessing and planning resettlement and livelihood impacts from the Project (mainly, with regard to informal settlements and waste pickers within the BADS area).

These engagement activities are summarised below:

- Two public consultation meetings with potentially project-affected persons (waste pickers) were held by the team of the EBRD-funded resettlement and livelihood restoration consultants in April and July 2013 at the BADS, where general information about the Project and plans was provided and the initial feedback was sought.
- Between 2013 - 2014, two socio-economic surveys and a six month-long census were undertaken to assess baseline conditions of informal settlement residents and waste pickers, involving extensive engagement with potentially project-affected persons.
- Since July 2015 the communication over livelihood restoration activities led by a dedicated consultant involved:
  - Meetings with relevant stakeholders at national and local level in Bishkek, different authorities with responsibilities in working with vulnerable groups, to inform about the Project and the livelihood restoration implementation process;
  - Socio-economic survey of waste pickers currently undergoing at BADS (from December 2015 until May 2016);
  - Establishment of a Working Group dedicated to supporting the LRP implementation process.
  - Meetings with potential donor organisations active in Kyrgyzstan, to discuss their potential assistance and involvement in livelihood restoration activities for the Project;
  - Meetings with representatives of universities in Bishkek to exchange knowledge and information on waste pickers activities and possible livelihood restoration measures;
  - Establishment of SEMU – Social Engagement Mobile Unit – a special dedicated vehicle for facilitating the engagement process with the waste pickers at the BADS.
6 Stakeholder Engagement and Information Disclosure Programme

A Stakeholder Engagement and Information Disclosure Programme includes a clear plan of actions with timing and responsibilities in order to ensure the maximum engagement level for all relevant stakeholders.

To ensure meaningful implementation and review of the Stakeholder Engagement Programme, consideration will be given to:

- How meaningful consultation will be undertaken, as well as how respective stakeholders wish to receive information, for each stakeholder group;
- Which documents will be released, including a schedule, and in what language(s);
- Where documents will be available (physical and online addresses);
- How people will be notified of document availability;
- Opportunities for comment;
- Who/Where comments should be sent to, what will happen to them and how people will be advised of the outcomes.

The initial Programme is provided in Table 2 below. This Programme will be updated as necessary throughout the Project’s lifetime by the Project Implementation Unit (PIU) in cooperation with the City Administration, relevant City and National Ministries and Departments, and supported by specialist consultants, where required.

In addition, the Project’s Livelihood Restoration Plan (LRP) sets principles and activities for engaging with people whose livelihood is affected by the Project (see Sections 6 and 7 of LRP).
Table 2: Stakeholder Engagement Programme

<table>
<thead>
<tr>
<th>No.</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Outcome/Communication tool</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Appoint a Community Liaison Officer (CLO) to be responsible for the stakeholder engagement for the project, implementation of this SEP and grievance management.</td>
<td>PIU</td>
<td>CLO job description is prepared and available CLO details are widely available at project location and websites.</td>
<td>1 month after the PIU is established and sufficiently prior to commencement of Project construction.</td>
</tr>
<tr>
<td>2.</td>
<td>Notify stakeholders and disclose full updated Project ESIA information package (2013 Feasibility Study and 2012 ESIA, ESIA Addendum, updated NTS, SEP, ESAP). Provide relevant information to waste pickers at the BADS related to outcomes of the ESIA.</td>
<td>PIU, RWA consultants</td>
<td>Project / City Administration website, Other locations to be confirmed. Project information will be disclosed in English and Russian. Information at the Social Engagement Mobile Unit (SEMU). Stakeholder engagement performed through SEMU as per the Specific Stakeholder Engagement Plan developed for the Project livelihood restoration activities.</td>
<td>May, 2017</td>
</tr>
<tr>
<td>3.</td>
<td>Undertake public hearings as required by national regulations on the Project documentation in relation to the new landfill location; submit and obtain approval on the updated documentation and public comments from the State Ecological Expertise.</td>
<td>PIU, Bishkek city administration</td>
<td>National enviromental impact statement</td>
<td>2nd half year of 2017</td>
</tr>
<tr>
<td>4.</td>
<td>Disclose the revised Livelihood Restoration Plan (LRP) that should be updated based on the outcomes of the socio-economic survey and recommendations of the updated ESIA documentation.</td>
<td>RWA consultants, CLO</td>
<td>Project / City Administration website, Other locations to be confirmed. Information at the Social Engagement</td>
<td>3Q 2016</td>
</tr>
<tr>
<td>No.</td>
<td>Activity</td>
<td>Responsibility</td>
<td>Outcome/Communication tool</td>
<td>Timing</td>
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<tr>
<td></td>
<td></td>
<td>LRP Working Group</td>
<td>Mobile Unit (SEMU). Stakeholder engagement performed through SEMU as per the Specific Stakeholder Engagement Plan developed for the Project livelihood restoration activities. Language of disclosure to be confirmed.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Implement LRP stakeholder engagement activities and recommended grievance management.</td>
<td>RWA consultants, CLO/PIU LRP Working Group</td>
<td>As recommended in the LRP and the Specific Stakeholder Engagement Plan developed for the Project livelihood restoration activities (e.g. consultations with waste pickers and other interest-based stakeholders, workshops and individual meetings, focus groups etc.). Livelihood Restoration consultation will be planned and documented separately.</td>
<td>As per the LRP and specific stakeholder engagement schedule.</td>
</tr>
<tr>
<td>6.</td>
<td>Keep stakeholders informed about Project development and implementation. Maintain up-to-date and accessible information about: 1. Key Project stages and programmes (e.g. issuance of permits, commencement of construction or operation, construction programme, BADS rehabilitation programme, closure of BADS etc.); 2. Any Project-related disruptions (e.g. road closures, access or infrastructure disruptions); 3. Key consultations/meetings resulting in project changes or affecting public and local community; Environmental, health and safety performance (e.g. information about incidents).</td>
<td>CLO/PIU, LRP Working Group</td>
<td>Project and City Administration website, Press releases, radio or TV announcements, Local notices, Minutes of key meetings. Information at the Social Engagement Mobile Unit (SEMU). Other physical locations to be confirmed.</td>
<td>On-going Project website should function throughout the Project lifetime.</td>
</tr>
<tr>
<td>No.</td>
<td>Activity</td>
<td>Responsibility</td>
<td>Outcome/Communication tool</td>
<td>Timing</td>
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<tr>
<td>7.</td>
<td>Regularly review and update SEP/ Stakeholder engagement activities. Maintain and review the project grievance mechanism. Assess (i) whether the type of consultation and disclosure activities are appropriate for the different stakeholder groups; (ii) the frequency of consultation activities is sufficient; (iii) grievances have been adequately dealt with; (iv) the stakeholder list remains appropriate; and (v) whether engagement should cease or be extended to any stakeholders.</td>
<td>CLO/PIU</td>
<td>Project / City Administration website, Information at the Social Engagement Mobile Unit (SEMU). Other physical locations to be confirmed.</td>
<td>Review/update at least bi-annually during construction. Review/update annually during operation.</td>
</tr>
<tr>
<td>8.</td>
<td>Inform and explain to public any changes and further plans with regard to the waste tariffs; ensure clear channels for public feedback.</td>
<td>CLO/PIU, Tazalyk, City Administration</td>
<td>Project / City Administration website, Other physical locations to be confirmed.</td>
<td>On-going</td>
</tr>
</tbody>
</table>
7 Grievance Mechanism

Grievances / complaints about the Project should be sent to the addresses provided in the contact information in Section 9 of this SEP. A Grievance Form is provided in Appendix A1 for use in raising grievances.

Currently, complaints relating to waste management issues in the city can be raised via the website of the Mayor’s Office, via phone, email or by post. These mechanisms will continue to be used as the main means of receiving public grievances about this Project (refer to contact information in Section 9 of this SEP).

All incoming complaints and requests to the Mayor’s Office are recorded and transferred to the relevant department for action. Telephone complaints are dealt with by the technical personnel, and are mainly related to problems with current service provision and are sent on to the municipal waste company for action (e.g. overflowing bins, broken containers, noise, odour etc.). Written complaints are all seen by the management of the Mayor’s Office. These complaints are given a written response within one week of their receipt. Depending on the complaint, a resolution to the grievance is sought by the Mayor’s office in the shortest possible time, normally between one week and one month.

In addition to the grievance mechanism of the Mayor Office, the following grievance management process will be adopted for the Project.

Grievances relating to construction activities will be managed by the PIU and Contractor. Prior to construction, the public and local community will be informed, through the Project and City Administration website, about the PIU and Contractor’s contact information and avenues to lodge a grievance.

The PIU/Contractor will make all reasonable efforts to address the complaint upon the acknowledgement of the grievance. If the PIU/Contractor is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 20 working days upon the acknowledgement of the grievance.

If the PIU/Contractor is not able to address the particular concern raised or if action is not required, the PIU/Contractor will provide an explanation/ justification on why the issue has not been addressed with appropriate detail. Where appropriate, the response will also contain an explanation on how the person/organisation who raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

If the complainant is not satisfied with the solutions proposed / implemented by the PIU/Contractor to address the grievance, he/she may seek other legal remedies in accordance with the legal framework of Kyrgyz Republic.

In relation to waste pickers who are currently earning their livelihood from recycling waste at the BADS, the Livelihood Restoration Plan contains the methods by which these persons can raise their grievances in relation to the
Project implementation. Apart from the engagement methods described in the LRP (such as direct meetings, focus groups, interviews, trainings), a Social Engagement Mobile Unit was established and is located at the dumpsite. One of its main functions is collection and recording of grievances from waste pickers.

8 Evaluation and Monitoring

The outcomes of stakeholder engagement conducted as part of the ESIA and LRP information disclosure and consultation will be documented and disclosed by the PIU.

The PIU, in cooperation with relevant City authorities, will further monitor the engagement with its stakeholders by developing a set of Key Performance Indicators (KPIs) which will cover the following:

- SEP is up to date and Project information is available for the public to comment;
- All planned actions listed in the Stakeholder Engagement and Information Disclosure Programme of the SEP are implemented as scheduled;
- The minutes of consultation meetings are recorded and meetings logged in a register;
- Grievances are logged and tracked through to resolution within a timeframe of 25 calendar days from receipt (evidenced by an up-to-date grievance register);
- Contractors and subcontractors contracts include clauses obliging them to adopt SEP requirements, as appropriate;
- Annual reports on the implementation of the SEP and grievance process are made available as part of annual external reporting on the E&S performance of the Project which shall be made publicly available.

Through these KPIs, the PIU will be able to monitor the engagement of stakeholders and update the SEP if necessary.

Public documents will be distributed widely to stakeholders including local communities.

A Project Community Liaison Officer will be responsible for implementing and monitoring this SEP and will perform the following functions:

- Information disclosure and obtaining feedback;
- Processing, managing and tracking grievances, including ensuring timely responses to and closure of grievances;
- Control over the implementation of the corrective actions to remedy grievances;
- Regular review and if necessary, update of the SEP and stakeholder engagement mechanism to ensure it is effective and reflects Project circumstances;
• Participation in discussion on responses and the resolution of disputes;
• Assistance in the preparation of the Annual Environmental and Social Performance Report;
• Assistance with or coordination of the LRP stakeholder engagement and grievance activities.

Depending on the complexity of issues, senior project management and members of the Steering Committee may also be involved.

9 Contact Information

Enquiries and grievances can be submitted to through the following contact details:

Contact Person: Head of PIU Ms. Ginyatullina A.M.
Phone: 0312 325 223
Email: piu.bsw@gmail.com
Address: PIU,Zhibek-Zholu str, 495a, Bishkek, Kyrgyz Republic
Appendix A

Grievance Form
## A1  Grievance Form

### Bishkek Solid Waste Management Project: Grievance Form

| Reference No: | | |
| Full Name * | | |
| 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 | |
| Confidential  Yes / No | | |
| Grievance lodged (please underline as appropriate): in person, by phone, at community meeting, by mail, by email, other (please describe) | What happened?  Where did it happen?  Who did it happen to? What is the result of the problem? | |
| Description of Inquiry, Incident or Grievance: | | |
| Date of Inquiry/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: Head of PIU Ms Ginyatullina A.M., 0312 325 223, piu.bsw@gmail.com, Zhibek-Zholu str., 495a, Bishkek, Kyrgyz Republic

We will register your complaint and respond to you within 25 days, the latest.

* Optional – if a grievance is recorded as anonymous, no reply will be provided.
Appendix B

Applicable Regulations and Requirements
B1  EBRD Requirements

EBRD adheres to its Environmental and Social Policy (2014) and Public Information Policy (2014 EBRD Policy) and imposes on its clients a number of requirements with regard to their stakeholder engagement activities.

EBRD’s requirements with regards to stakeholder engagement and information disclosure for Category A projects are presented in Performance Requirements (PR) 1: Environmental and Social Appraisal and Management; and in PR 10: Information Disclosure and Stakeholder Engagement.

The 2014 EBRD Policy requires project sponsors to engage with stakeholders from the earliest stages of the project and throughout the life of the project. Stakeholder engagement must be open, meaningful, and in an appropriate manner acceptable to the potentially affected communities. The engagement program must address the needs of vulnerable populations who may be affected by the project. The ESIA documents must remain in the public domain for the life of the project, and if changes to project plans are necessary, these have to be made public as well.

B2  International Requirements

The Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters, 1998 (Aarhus Convention) guarantees the rights of access to information, public participation in decision-making, and access to justice in environmental matters, in order to protect people’s rights to a healthy environment. The Kyrgyz Republic acceded to the Aarhus Convention in 2001, and therefore it is a legal requirement to be respected.

B3  Regulations of Kyrgyz Republic

The Constitution of Kyrgyz Republic (1993, last amended in 2010) provides public with the right to have access to information and ‘to freely seek, receive, keep and use information and disseminate it’.

The following are the key laws regulating access to information and public participation in relation to the Project.

The Law of Kyrgyz Republic ‘On Guarantees and Freedom of Access to Information’ (1997) regulates public rights to freely and easily search for, receive, investigate, produce, transmit and distribute information. The Law sets conditions to protect legitimate rights and interests of the state, legal entities and natural persons carrying out activities for the creation, accumulation, storage, transfer and dissemination of information by means of modern information technology.

The Law on Environment Protection (1991) sets forth the necessary fundamentals of legislation to preserve natural and environmental conditions and to guarantee
the intelligent use of natural resources. The Article 45 of the Law establishes the right of the public to obtain timely and complete information about the environment and the results of State Ecological Expertise. Article 46 establishes the right of citizens to obtain information about the planned construction of facilities. Article 50 states that ‘each individual or organization has the right to access to information held by public authorities about the environment. Ministries, departments and other agencies, that possess information about the environment, are required to provide information on request of citizens and organizations. Information is available upon written request of the applicant for a fee not exceeding the cost of technical and labour costs. The application should be considered within six weeks.’

The Law ‘On Ecological Expertise’/Environmental Review (1999) outlines the main principles of an Environmental Impact Assessment, including transparency and responsiveness to public opinion. In accordance with the Article 7 of the Law authorized state environmental agency must:

- Inform local state government about the meetings of expert committees of the State Ecological Expertise;
- Provide information on proposals submitted during the State Ecological Expertise by state administrations, local government, social organizations (associations) and individuals who provided reasoned proposals relating to the environmental aspects of the implementation of planned activities;
- Provide information on the results of the State Ecological Expertise to the media upon their request.

In accordance with the Law ‘On Waste from Production and Consumption’ (2001), free access to the information relating to waste management is one of the basic principles of state policy on waste management (Article 3).

The Law ‘On Town Planning and Architecture of the Kyrgyz Republic’ (1994) establishes the right of citizens to access information on the environmental, urban planning, socio-economic status of populated areas, development and status of programs and projects related to changes in the organization of territories and their development. It also establishes the right of urban planning and architecture entities to receive timely, complete and accurate information on the status and changes in the human environment.

In accordance with the Land Code of the Kyrgyz Republic (1999), the government must inform the public about withdrawal and allocation of land for the facilities, activities of which affect the interests of the population.

The Law ‘On Commercial Secrets’ (1998) outlines the legal framework for the protection of commercial secrets in Kyrgyz Republic. According to its Article 5, information about environmental pollution and extent of caused damage cannot be subject to commercial secrecy.