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# Non-Technical Summary

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*TASHKENT DISTRICT HEATING PROJECT, UZBEKISTAN*

September 2018

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# 1. Project Description

## Background Information

The district heating (DH) services in Tashkent are currently provided by three companies:

- § TashTeploCentral ("TTC"), owned by the City, produces 73% cent of heat.
- § TashTeploEnergo ("TTE"), owned by the City, produces 14% of heat.
- § TashTEC, part of UzbekEnergo, owned by the Government of Uzbekistan, produces 14% of heat.

The Ministry of Housing and Communal Services (further, "Ministry of HCS") approached the European Bank for Reconstruction and Development ("EBRD" or the "Bank") with the request to finance the following preliminary Projects:

- § Installation of several co-generation gas turbines by TTC at their existing boilerhouses, which will allow the company to produce both heat and electricity and increase operating efficiency.
- § Decentralisation of part of the district heating system operated by TTE. They propose to disconnect certain microdistricts from the centralized district heating system and construct new localised boilers and solar thermal installations on building rooftops.

The EBRD will provide a sovereign loan of up to US\$ 50 million (€42 million) to the Republic of Uzbekistan ("RoU") to be on-lent and/or granted to the State Unitary Enterprise Tashteplocentral ("Company") and up to US\$ 100 million (€83 million) to the Republic of Uzbekistan ("RoU") to be on-lent and/or granted to the State Unitary Enterprise Tashteploenergo ("Company") to finance respective Companies' Priority Investment Programmes ("PIP").

The Project has been categorised B in accordance with the EBRD's 2014 Environmental and Social Policy. The Environmental and Social Due Diligence (ESDD) for the proposed Priority Investment Programmes (PIP) was carried out as part of the Feasibility Study by independent consultants engaged under the IPPF . It included a review of current practices, an assessment of the Project's potential E&S impacts and a review of the Company's current E&S provisions and management capacity. All PIP components will be subject to local permitting procedures and EIA law (OVOS) in the future.

Two Environmental and Social Action Plans (ESAP) have been developed for the Project and form an integral part of the Loan Agreements. Stakeholder Engagement Plans (SEP) have been developed. This document is a non-technical summary (NTS) of the ESDD findings.

Project Environmental and Social Due Diligence (ESDD) was carried out so as to identify risks, impacts and benefits and to structure the Project to comply with the EBRD Environmental and Social Policy (ESP) (2014) and Performance Requirements (PRs). The works undertaken within the scope of ESDD included, among others:

- § Identifying existing and Project-related environmental and social impacts and risks (including implications in terms of gender and for vulnerable groups);
- § Describing and characterising relevant environmental and social baseline commensurate with the risks posed by the current site operations and the Project;
- § Reviewing the Companies' existing environmental and social management systems, policies and practices, including human resources and employment, occupational health and safety, and pollution prevention measures available at the facilities;
- § Addressing gender issues in the ESDD and through the PRs related to the Project, including employment opportunities for women and tailored stakeholder engagement provisions.

- § Carrying out an Environmental and Social Assessment and developing a draft Environmental and Social Assessment Report in accordance with the Bank's requirements as defined in the ESP, including a Summary table on Compliance with the Bank's PRs.

## Project Organisation and structure

The Project will be managed by the Ministry of HCS, who will procure and appoint a Project Implementation Unit to implement and oversee procurement and delivery of contracts for the Priority Investment Program. The beneficiaries of the project will be two district heating companies – TTC and TTE.

TTC operates 48 boilers at 9 boiler plant sites and sells the produced heat to TTE at a tariff for heat production set by the City. TTE operates heat transmission network and three large Heat Only Boilers as well as 199 small boilers. TTE purchases heat from TTC and TashTEC and sells it (along with its own heat) to end customers at a tariff for heat distribution set by the regulator.

### TASHTEPLOCENTRAL (TTC)

The company of united boiler-houses was set up on the basis of the Decree of the Council of Ministers of UzSSR No. 980-P of 08.07.1969 and the Order of the Ministry of Energy of UzSSR No. 137 of 08.08.1969 for improvement of Tashkent heat supply system.

TashTeploCentral ("TTC") is located in Tashkent city at the address: Tashkent, Mirzo-Ulugbek District, p / o 164. Boiler houses, which are part of the enterprise, are integrated into the water, gas and electricity supply systems of the city. TTC is the main producer of heat energy in Tashkent city which covers above 73% of city's needs. The production capacity of the enterprise as of 01.01.2017 is 4,580 Gcal/hour. The wholesale buyer of heat energy is TashTeploEnergo ("TTE"), which in turn sells the heat to the population and other groups of consumers in Tashkent city.

The principal objective of TTC is to ensure reliable and uninterrupted heat supply and hot water supply to the City of Tashkent. The Enterprise consists of 9 boiler houses (TC-1; TC-3; TC-4; TC-5; TC-6; TC-7; TC-8; TC-9; TC-10 ).

### TashTeploEnergo – TTE

TashTeploEnergo ("TTE") is also located in Tashkent city. The company generates and transports heat energy, operates heating networks, provides uninterrupted heat supply (heating and domestic hot water supply) to consumers in Tashkent city.

The company was founded, initially under name PUUE «TOSHISSIQQUVVATI» on the basis of the union TASHTEPLOKOMMUNENERGO" of the Tashkent city Hokimiyat and the "Tashteploset" enterprise under the Ministry of Energy of the Republic of Uzbekistan according to the Decree of the Cabinet of Ministers of the Republic of Uzbekistan # 288 dated 16.08.1996.

On the balance sheet of TTE there are:

- à 3 large heat sources (TC-2, Vodnik, Sanoatenergo); 200 local boiler houses; and 2,710.4 km of pipelines, including:
  - 508.8 km of pipelines - main heating networks ('backbone' network);
  - 2201.6 km of pipelines - distribution heating networks.

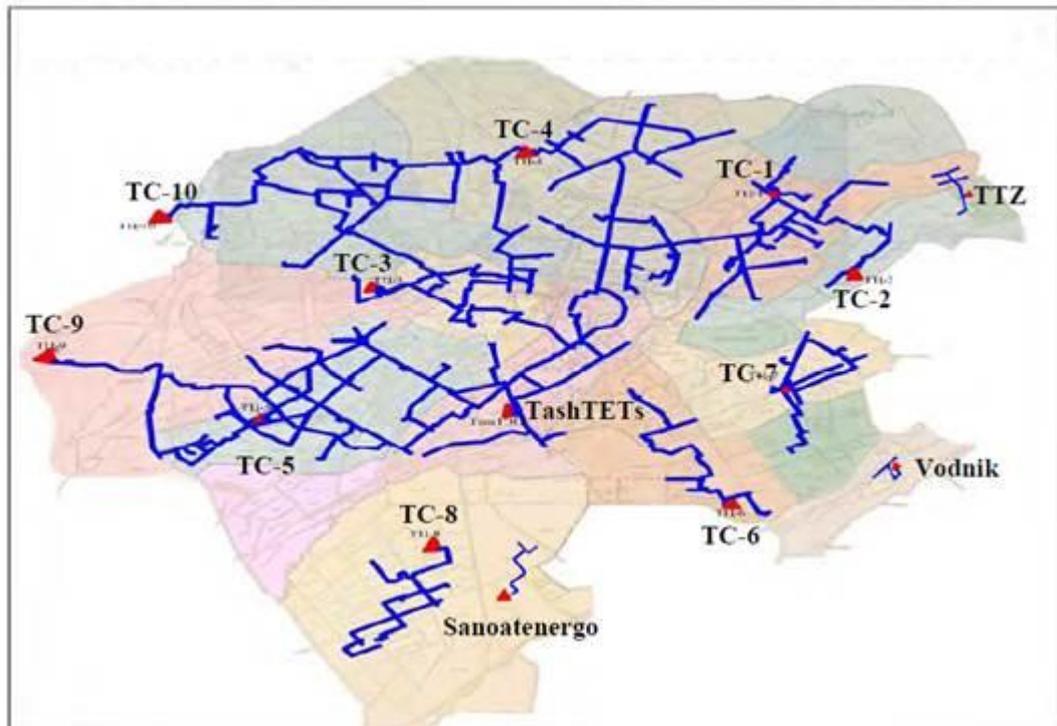
The district heating system of Tashkent city and Tashkent region is an open system that provides the use of network water as a coolant for heating systems of buildings and for hot water supply. The heat energy from heat sources to the city's consumers is transported through a two-pipe system of heat networks.

There are 13,226 buildings connected to heat networks of TTE, including 9,209 residential buildings, 586 medical institutions, 485 schools, 644 kindergartens, 659 higher and secondary special institutions and 1,643 other buildings.

## Tashkent District Heating System

Figure 1 below shows schematic location of district heating generation and distribution network in Tashkent.

**Figure 1: Location of Tashkent District Heating System**



## Investment / Modernisation Plans

The system of centralized heat supply in Tashkent was developed between 1950 and 1970 by the scheme of open water withdrawal. Since its installation the system has not been properly refurbished, and currently the district heating companies are not able to provide services effectively.

The aim of the modernization project is to:

- § Improve quality and ensure uninterrupted supply of heat to consumers,
- § improve the overall energy efficiency of the company, reduce water consumption and leakages,
- § Lower emissions of CO<sub>2</sub>

The proposed investment is aligned with legislation and programs that have been adopted in the Republic of Uzbekistan to support development of the heat supply sector, including:

- § Program for the development of the heat supply system for the period 2018-2022, approved by the Decree of the President of the Republic of Uzbekistan No. PP-2912 of April 20, 2017
- § A scheme for the development of the heat supply system in the city of Tashkent for 2014-2020, developed in response to the Decree of the Cabinet of Ministers of the Republic of Uzbekistan, № 300 of November 6, 2013 "On Measures for Financial Improvement of Heat and Water Supply Organizations of the Republic"
- § Decree of the Cabinet of Ministers of the Republic of Uzbekistan. No. 197 of July 17, 2014 "On measures to implement the programs -" Roadmap for the financial recovery of unprofitable heat supply organizations.

## Priority Investment Plan

A Priority Investment Plan (PIP) was developed by an international consultant, and the list of the proposed project components is presented in Table 1 and Table 2 below.

**Table 1– TTC –Priority Investment Plan**

Component	Summary Description
Gas engine plant in TC-1	A new 2 MW <sub>e</sub> gas engine plant. The plant will produce district heat to the network at the TC-1 area as well as to the network of TC-2 area in summer and generate power for within the TC-1 boiler plant.
Gas engine plant in TC-5	A new 4 MW <sub>e</sub> gas engine plant. The plant will produce district heat to the network at the TC-5 area as well as to the network of TC-3 and TC-9 areas in summer and generate power for use within the TC-5 boiler plant.
Gas engine plant in TC-6.	A new 1 MW <sub>e</sub> gas engine plant. The plant will produce district heat to the network and generate power for use within the boiler plant.
Gas engine plant in TC-7	A new 1 MW <sub>e</sub> gas engine plant. The plant will produce district heat to the network and generate power for use within the boiler plant.
16 new district heating pumps with frequency converters at TC-1, TC-3, TC-5, TC-6 and TC-7	<ul style="list-style-type: none"> <li>• 4 pumps in TC-1</li> <li>• 3 pumps in TC-3</li> <li>• 5 pumps in TC-5</li> <li>• 2 pumps in TC-6</li> <li>• 2 pumps in TC-7</li> </ul>
New low NO <sub>x</sub> burners to base load boilers in TC-1, TC-3, TC-5, TC-6 and TC-7	<ul style="list-style-type: none"> <li>• TC-1: two PTVM-100 boilers</li> <li>• TC-3: two PTVM-100 boilers</li> <li>• TC-5: two PTVM-100 boilers</li> <li>• TC-6: two PTVM-100 boilers</li> <li>• TC-7: two KVGM-100 boilers</li> </ul>
New boilers in TC-6 to cover the heat demand in summertime	Two new 10 Gcal/h gas boilers at the TC-6 site. The plant will produce district heat for supply to the network.
New boilers in TC-7 to cover the heat demand in summertime	Two new 10 Gcal/h gas boilers at the TC-7 site. The plant will produce district heat for supply to the network.

**Table 2: TTE –Priority Investment Plan**

Component	Summary Description
Pipeline replacement	Replacement of selected sections of DH pipelines.

	The average age of the TTE's pipelines is currently approximately 23 years. The normative service lifetime is 25 years. This means that 4% of pipes should be replaced annually.
Rehabilitation of outdated network pipes	<p>Replacement of selected most critical pumping stations around the City with modern efficient pumps with frequency converters.</p> <p>The age of all the network pumping stations has exceeded their life time expectations. This investment is considered as indispensable in order to maintain the operations and eliminate bottlenecks and furthermore, keep the system operational and energy efficient.</p>
Procurement of modern simulation software for hydraulic calculations.	System set up, commissioning and training. Software licence fees for five years.
Rehabilitation of Local Boiler Plants	<p>Individual Heat Substation (standard modern prefabricated model) component will include:</p> <ul style="list-style-type: none"> <li>· Heat exchanger for space heating</li> <li>· Control system for space heating</li> <li>· Space heating circulation pump</li> <li>· Space heating / expansion tank</li> <li>· Two stage heat exchanger for domestic hot water</li> <li>· Control system for domestic hot water</li> <li>· Thermometers, pressure gauges</li> <li>· Remote control system</li> <li>· Heat meter, water meter</li> <li>· Safety door etc.</li> <li>· Installation works.</li> </ul>
Rehabilitation of Boiler Plants, TC-2, Vodnik & Sanjatenergo	<p>Individual Heat Substation (standard modern prefabricated model) component will include:</p> <ul style="list-style-type: none"> <li>· control system</li> <li>· Heat meter, water meter</li> <li>· Safety door etc.</li> <li>· Installation works</li> </ul>
Installation of Individual Heating Systems (IHS)	<p>Individual Heat Substation (standard modern prefabricated model) component will include:</p> <ul style="list-style-type: none"> <li>· Heat exchanger for space heating</li> <li>· Control system for space heating</li> <li>· Space heating circulation pump</li> <li>· Space heating / expansion tank</li> <li>· Two stage heat exchanger for domestic hot water</li> <li>· Control system for domestic hot water</li> <li>· Thermometers, pressure gauges</li> <li>· Remote control system</li> <li>· Heat meter, water meter</li> <li>· Safety door etc.</li> <li>· Installation works</li> </ul>

	<p>The introduction of the IHSs will save energy and increase the comfort of the end-consumers by accurate regulation of heat.</p> <p>The domestic hot water will be generated inside the buildings' envelope resulting in savings of water use. Generally, the conversion will also decrease the heat demand and consequently lower the costs of required upgrading of the heat generation facilities.</p>
<p>Installation of solar panels to selected public buildings</p>	<p>The investment will include:</p> <ul style="list-style-type: none"> <li>· Solar panels with all necessary civil works</li> <li>· Electrical cabling</li> <li>· Inverters</li> <li>· Hot water heaters ("Aristons")</li> <li>· Safety door etc.</li> <li>· Installation works</li> </ul> <p>Solar panels to public buildings will produce energy for Domestic Hot Water, when buildings are disconnected from DH system during summertime.</p>
<p>Support to Operation and Maintenance</p>	
<p>Procurement of maintenance equipment and auxiliary systems</p>	
<p>Procurement of Billing system for Consumption Based Billing</p>	

## What is current status of the project

A Feasibility Study (FS) that presents Priority Investment Plan (PIP) in detail was developed by an International consultant, and accepted by the Ministry of Housing and Communal Development, and it will be subject to a local Feasibility Study, including a local Environmental Impact Assessment (OVOS)<sup>1</sup>.

Establishment of the Project Implementation Unit (PIU) is pending. A preliminary list of the members of the PIU includes representatives of the Ministry of Housing and Communal Services (HCS), representatives of the Agency Kommunhizmat (part of the Ministry of HCS responsible for implementation of development programme and work with consumers), as well as representatives of the District Heating companies: TTC and TTE. The PIU will be responsible for implementation of the Project.

PIU will be supported by an external Project Implementation Consultant (PIC). The overall objective of the Consultant is to facilitate the timely and effective implementation of the Project by providing assistance to district heating companies and the City, including design, all aspects of procurement, and disbursement.

<sup>1</sup> 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.

It is expected that a Tender process for the selected PIP components will commence in December 2018.

Installation of the TTC project components is expected to be finalised by the end of 2022, and TTE project components by the end of 2023.

## 2. What are the project benefits and potential impacts?

An assessment of Environmental, Health and Safety, and Social (EHSS) performance of TTC and TTE, as well as assessment, at the level commensurate with available details of the proposed Investment was undertaken in March 2018, alongside the development of the Feasibility Study for the Project, in order to determine the current levels of performance, ahead of the potential loan from the EBRD, and identify any key environmental and social issues or requirements with relation to the proposed Project.

The EHSS assessment carried out concluded that TTC and TTE had good organisational capacity in relation to environmental, health and safety management. Both companies, operate and are managed in accordance with the legislation of the Republic of Uzbekistan and supporting regulations.

As a part of the assessment a review of the existing operations at the TTC boiler houses and TC-2 operated by TTE was undertaken against the general best available techniques (BAT) conclusions issued by the European Union and which are considered to be world leading guidelines, for large combustion. The current performance does not meet these requirements, with respect to NOx emissions to air, but that will be improved through PIP implementation.

The Project will include the addition of gas turbines and a number of gas engines at 4 plants that will comply, if over 1 MW thermal input, with the emission limits in the EU Medium Combustion Plant Directive (MCPD). However most of the improvements will apply to burners and other measures to increase efficiency. The proposed PIP will bring 15 out of 48 boilers into the compliance with the EU BAT Best Associated Emission Limits (AELs).

Additionally, despite being outside of the Project there is a long-term plan for the rest of the operations of the two companies to be gradually aligned with the EU requirements and this phased approach is reflected in the ESAP.

The boiler plants not addressed by the PIP will be subject to a detailed review based on their operational profiles and running hours, and investment plans for further upgrades to meet EU BAT AELs will be prepared on a risk-based approach.

Management of a site in an EU context as a major accident hazard facility would be required if there is significant bulk storage of relevant chemicals and oils as categorised under the Seveso III Directive. TC 8, 9 and 10 exceed the lower tier threshold for the storage of heavy fuel oil whilst TC 4 exceeds the upper tier threshold under Seveso III Directive.

A local EIA (OVOS) is yet to be developed for the Project and it will include further site specific potential environmental and social impacts, proposed mitigation measures, and monitoring requirements.

### What are the project benefits?

The proposed investment will increase efficiency and reliability of the existing heating system, and in particular will:

- § Reduce energy consumption for customers;
- § Reduce energy consumption for the DH companies;
- § Minimise need to use own electrical heaters and domestic hot water heaters by customers;
- § Provide means for accurate domestic hot water controls;
- § Lower CO<sub>2</sub> emissions due to reduction of heat and domestic hot water consumption, and reduction of primary fuel consumption;

- § Minimise water leaks in the boiler plant and district heating network due to high quality pipes;
- § Decrease hot water consumption due to better automation and shorter waiting time;
- § Minimise number of unintended stops/repairs;
- § Improve health and wellbeing of population due to increase comfort in the houses.

### **What are the potential impacts?**

As the investment project does not involve any network extension works, no land is planned to be purchased or acquired.

The negative impacts are predominantly short-term in nature and relate to the construction/ rehabilitation works, including:

- § Potential impact on land, groundwater and surface water due to spills from the vehicles use for construction activities, and the construction run-offs;
- § Occupational health and safety risks to construction workers, including exposure to asbestos containing materials, and potential accidents during the construction works;
- § Nuisances caused by the construction traffic - increased noise level, vibration and dust generation;
- § Potential impact on water resources and soil related to waste generation and storage.
- § The project will potentially temporarily affect Community Rights of Way, the nature of this impact is related to temporary restriction in local access to businesses, open public spaces and shops due to route diversions, and potential temporary increased traffic.
- § The affordability assessment carried out as part of the Feasibility Study predicted that district heating services will remain affordable for both average and low income households throughout the loan life. Affordability analysis confirmed that all tariffs remain affordable, given the financial model prepared for the projects . Actual tariff increases for the project companies will depend on the results of further studies and negotiations with Government of Uzbekistan and will be agreed by the end of the 2018.

The proposed actions to mitigate these impacts are summarised in the section below – ‘*What are the key actions areas?*’.

### **What are the key action areas?**

An Environmental and Social Action Plan (ESAP) was developed for TTC and TTE in order to align the project and the companies’ performance with the EBRD performance requirements, and mitigate potential environmental and social impacts. The proposed action areas will result in improved EHSS performance and risk management and benefit enhancement across TTC and TTE operations, as well as Contractors’ operations. Requirements in the ESAP include:

- § TTC and TTE should align their management systems with international standards, for example ISO14001, or ISO 45001 (previously OHSAS1801).
- § Aligning technical specifications under PIP with EU standards;
- § Inclusion of ES requirements in the tender documents for delivery of goods and works,
- § Environmental, Health and Safety and Social Management Plan (EHSSMP) for PIP implementation should be developed, and include specific procedures outlining correct practice and management for significant environmental, H&S and Labour aspects and risks, including terms of employment and specific working conditions on site, and workers Occupational Health and Safety and welfare.
- § Contractor Management System and Monitoring Mechanism should be developed and will include briefing Contractors on the Project EHSS and labour requirements, and regular checks on their performance.

- § The burners being upgraded as part of the priority investment programme (PIP) should be specified and aligned to comply with the large combustion plant BAT AELs (Best Available Technique Associated Emission Levels).
- § For the boilers at TC4, 8, 9 and 10 that use heavy fuel oil they should consider compliance with the BAT AEL emission limits for heavy fuel oil fired boilers. Should the limits be exceeded then a review should be undertaken to ensure compliance with the limits by either fuel substitution or installation of abatement measures in order to meet the limits
- § TC 4, 8, 9 and 10 all exceed the lower tier threshold for Seveso with TC4 exceeding the upper tier threshold for the storage of heavy fuel oil. If the levels stored increase about the threshold of 2,500 tonnes, EBRD should be informed and an action plan, with a committed timeline (eg within 12 months maximum) to align with the requirements of Seveso would need to be implemented
- § TTC and TTE and/or their Contractors should develop a Community Health and Safety Management Plan for the PIP implementation to cover the following:
  - On site and off site emergency planning for the sites with bulk storage of heavy fuel oil
  - Provision of road signs during the construction stage
  - Provide sufficient notice to communities (including women) about the construction work
  - Develop specific routes to ensure community rights of way is not affected, and access to local business remain, and to minimise disruption to road traffic
  - Provide separate routes in which women can freely use and do not interact with workers (if relevant)
- § When technical details of the PIP are defined, PIU will assure that the duration of the access restriction to the local business, including informal businesses (e.g. street vendors) due to works relating to PIP implementation will be minimised. If there are cases identified where local business, including informal businesses might lose their income resulting from restriction in access to their premises for the extended period of time the Livelihood Restoration Framework will be developed.
- § The Stakeholder Engagement Plan (SEP) and grievance mechanism should be implemented to ensure a continuous and systematic stakeholder engagement programme (including consultation with women and the vulnerable groups).
- § The Bank is actively engaged in policy dialogue with the Government of Uzbekistan and will assist the Government of Uzbekistan with a donor funded study in order to establish the baseline and the tariff setting methodology. These works commence in October 2018. ESAP requires the Project Implementation Agency to develop a tariff structure that would provide for the guaranteed subsidies to contain the tariff growth to the acceptable levels, if required, and implement a monitoring system to ensure affordability to low-income and vulnerable groups.

The responsibility for implementation of ESAP items will be assigned by the Ministry of Housing and Communal Services, the Project Implementation Unit, and also at TTC and TTE.

The Bank will monitor the implementation of the Project and the ESAP as well as the Company's environmental and social performance by reviewing the Company's annual environmental and social reports and undertaking monitoring visits as needed.

### 3. Engagement with stakeholders

TTC and TTE have established channels of communication with stakeholders in place and dedicated departments to deal with consumers' grievances at both companies, as summarised below.

TTC	<p>Local communities have opportunities to directly submit their concern and issue to TTC through emails and letters. The Presidential Decree portal is also available via Telegram and communities can send their request/concern.</p> <p>Information about the company is available on their webpage <a href="http://tashteplocentral.uz/">http://tashteplocentral.uz/</a></p> <p>Members of public have rights and can approach the TTC representatives by:</p> <ul style="list-style-type: none"> <li>à Directly via the reception of the company – the letters can be brought by individual,</li> <li>à Contact form via webpage (<a href="http://tashteplocentral.uz/?page_id=265">http://tashteplocentral.uz/?page_id=265</a>),</li> <li>à Via the local authority 'Hokimiyat' that will direct the complaint to the TTC'</li> <li>à Contact form via the Presidential Portal <a href="https://pm.gov.uz">https://pm.gov.uz</a> that will direct the complaint to the TTC.</li> </ul> <p>TTC also allocates certain hours on a weekly basis where affected communities are able to attend the TTC head office in Tashkent and raise their concerns directly with the Director of the company, his deputies or the Chief Engineer.</p>
TTE	<p>Information about the company is available on their webpage <a href="http://www.teploenergo.uz/">http://www.teploenergo.uz/</a></p> <p>Members of public have rights and can approach the TTE representatives by:</p> <ul style="list-style-type: none"> <li>à Directly via the reception of the company – during opening hours for consumers. The opening hours and the person available for meetings (for example General Director, Chief Engineer, Deputy Directors) are clearly displayed on the webpage.</li> <li>à Contact form via webpage (<a href="http://www.teploenergo.uz/">http://www.teploenergo.uz/</a>),</li> <li>à Contact form via the Presidential Portal <a href="https://pm.gov.uz">https://pm.gov.uz</a> that will direct the complaint to TTE.</li> <li>à Via the local authority 'Hokimiyat' that will direct the complaint to the TTE</li> </ul>

Additionally a stakeholder engagement plan has been developed for the project with the objective of identifying key stakeholders and ensuring that, where relevant, they are informed in a timely manner of the project development, and impact.

The plan also identifies an additional grievance mechanism to be used by stakeholders for dealing with complaints, concerns, queries, suggestions etc. It will be reviewed and updated on a regular basis. If activities change or new activities relating to stakeholder engagement commence, the SEP will be brought up to date. The SEP will also be reviewed periodically during project implementation and updated as necessary.

Stakeholders could be individuals and organisations that may be directly or indirectly affected by the project either in a positive or negative way, who wish to express their views. The definition applied to identify key stakeholders is:

***'any stakeholders with significant influence on or significantly impacted by, the work and where these interests and influence must be recognised if the work is to be successful'.***

Key stakeholders have been identified from the following categories: international; governmental (state / regional and local); advisory non-government; services / suppliers; clients; institutions (universities, think tanks, etc.); the industrial sector (vehicle suppliers, electricity suppliers), internal stakeholders (employees); general communities (locally affected people); public groups (female and disabled users of the service, local residents); and the media.

If there are questions, queries, complaints or grievances regarding the project, a grievance mechanism has been developed to address these issues and a grievance form will be used to record this information. How to use this grievance form is provided below.

### **What will be the procedure for grievances?**

A grievance mechanism will be adopted in which the grievance form presented below will be used as required to handle grievances from the public. 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 the case;
- § For a long term corrective action, the complainant will be informed of proposed action; and
- § Implement corrective action, record the date and close the case.

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.

A grievance form is attached to this NTS, as well to the stand-alone SEP (Stakeholder Engagement Plan) and will be available in the TTC and TTE offices in Tashkent, in the offices of local authority 'Hokimiyat', and on the companies' and the Presidential Portal websites.

### **How do I find out more information?**

The contact details for the relevant person at the district heating companies for this project are:

#### **■ The TTE office in Tashkent City:**

Head of Common Department  
Starikova Elena Viktorovna  
Tel: (+99871) 2451585; 2270835;  
Fax: (+99871) 2270867  
Email: [info@teploenergo.uz](mailto:info@teploenergo.uz)  
Website: <http://www.teploenergo.uz/>  
100027 Tashkent  
Shayhotahur District  
Furkat Street

#### **■ The TTC Office in Tashkent City:**

Head of Common Department  
Gazieva Regina Ikramovna  
Telephone: +99899 873 30 73  
Fax: 99871 2626555  
Website: [www.tashteplocentral.uz](http://www.tashteplocentral.uz)  
E-mail: [teplocentral@albatros.uz](mailto:teplocentral@albatros.uz)  
100164 Tashkent  
Mirzo – Ulugbek District  
Yalangach, 164

## Public Grievance Form

Reference No:	
Full Name	
Note: <i>you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent</i>	<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).	<ul style="list-style-type: none"> <li>• By Post: Please provide mailing address: _____</li> <li>• By Telephone: _____</li> <li>• By E-mail: _____</li> </ul>
Language Please mark your preferred language for communication	<ul style="list-style-type: none"> <li>• Uzbek</li> <li>• Russian</li> <li>• Other</li> </ul>
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	
	<ul style="list-style-type: none"> <li>• One time incident/grievance (date _____)</li> <li>• Happened more than once (how many times? _____)</li> <li>• On-going (currently experiencing problem)</li> </ul>
What would you like to see happen to resolve the problem?	