Uzbekistan Tashkent District Heating and Modernization

STAKEHOLDER ENGAGEMENT PLAN

June 2018
Uzbekistan Tashkent District Heating Modernization

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1 INTRODUCTION

1.1 BACKGROUND

This document is a Stakeholder Engagement Plan (SEP) for Tashkent District Heating Modernization Project, identifying relevant stakeholders and defining communication channels and plans regarding district heating facilities located in Tashkent, 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.

1.2 OBJECTIVE OF THE PLAN

This Stakeholder Engagement Plan (SEP) is a public document, which sets out the implementing bodies’ commitments relating to stakeholder engagement, consultation and disclosure activities in connection with the proposed EBRD investment for the modernization of the district heating system. TashTeploCentral (“TTC”), and TashTeploEnergo (“TTE”) are main implementing bodies responsible for management of the district heating system.

The public will be able to access and review this SEP TTC and TTC head office Tashkent City.

Stakeholder engagement and consultation aims to inform and improve Project decision-making and build understanding by actively involving individuals, groups and organizations with a stake in the Project. It helps to:

- Identify and involve all potentially affected groups and individuals
- Generate a good understanding of the Project amongst those that will be affected
- Identify issues early in the Project cycle that may pose a risk to the Project or its stakeholders
- Ensure that mitigation measures are appropriate (implementable, effective, and efficient)
- Establish a system for long-term communications between the Project and communities that is of benefit to all parties.
2 PROJECT BACKGROUND

2.1 PROJECT OVERVIEW
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 modernization of the Tashkent District Heating System has been proposed with the objectives of:

- Installation of several co-generation gas turbines by TTC at their existing boiler houses, 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 micro-districts from the centralized district heating system and construct new localised boilers and solar thermal installations on building rooftops.

The European Bank for Reconstruction and Development (EBRD) is proposing to finance the capex programme of TTC and TTE, which would constitute the Priority Investment Programme.

2.2 PROJECT ORGANISATION AND STRUCTURE
The beneficiaries of the project will be two district heating companies – TTC and TTE. It is envisaged that Project Management Unit (PMU) will be established to manage the project implementation.

2.2.1 TASHTEPOCENTRAL (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).

2.2.2 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:
- 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 applies 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.

2.2.3 PROJECT MANAGEMENT UNIT

Establishment of the Project Management Unit (PMU) is pending. A preliminary list of the members of the PMU 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. PMU will be responsible for the timely and effective implementation of the Project.

PMU will be supported by an external Project Implementation Consultant (PIC).

2.3 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**

Source: TTE
2.4 INVESTMENT / MODERNISATION PLANS

2.4.1 PROJECT RATIONALE

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 CO2

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
- 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.

2.4.2 PRIORITY INVESTMENT PLAN

The list of the proposed project components is presented in Table 1 and Table 2 below.

Table 1 – TTC – Priority Investment Plan

<table>
<thead>
<tr>
<th>Component</th>
<th>Summary Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas engine plant in TC-1</td>
<td>A new 2 MW&lt;sub&gt;e&lt;/sub&gt; 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.</td>
</tr>
<tr>
<td>Gas engine plant in TC-5</td>
<td>A new 4 MW&lt;sub&gt;e&lt;/sub&gt; 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.</td>
</tr>
<tr>
<td>Gas engine plant in TC-6.</td>
<td>A new 1 MW&lt;sub&gt;e&lt;/sub&gt; gas engine plant. The plant will produce district heat to the network and generate power for use within the boiler plant.</td>
</tr>
<tr>
<td>Gas engine plant in TC-7</td>
<td>A new 1 MW&lt;sub&gt;e&lt;/sub&gt; gas engine plant. The plant will produce district heat to the network and generate power for use within the boiler plant.</td>
</tr>
</tbody>
</table>
| 16 new district heating pumps with frequency converters at TC-1, TC-3, TC-5, TC-6 and TC-7 | • 4 pumps in TC-1  
• 3 pumps in TC-3  
• 5 pumps in TC-5  
• 2 pumps in TC-6  
• 2 pumps in TC-7 |
| New low NOx burners to base load boilers in TC-1, TC-3, TC-5, TC-6 and TC-7 | • TC-1: two PTVM-100 boilers  
• TC-3: two PTVM-100 boilers  
• TC-5: two PTVM-100 boilers  
• TC-6: two PTVM-100 boilers |
- TC-7: two KVGM-100 boilers

<table>
<thead>
<tr>
<th>New boilers in TC-6 to cover the heat demand in summertime</th>
<th>Two new 10 Gcal/h gas boilers at the TC-6 site. The plant will produce district heat for supply to the network.</th>
</tr>
</thead>
<tbody>
<tr>
<td>New boilers in TC-7 to cover the heat demand in summertime</td>
<td>Two new 10 Gcal/h gas boilers at the TC-7 site. The plant will produce district heat for supply to the network.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Component</th>
<th>Summary Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pipeline replacement</td>
<td>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.</td>
</tr>
<tr>
<td>Rehabilitation of outdated network pipes</td>
<td>Replacement of selected most critical pumping stations around the City with modern efficient pumps with frequency converters. The age of all the network pumping stations has exceeded their lifetime 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.</td>
</tr>
<tr>
<td>Procurement of modern simulation software for hydraulic calculations.</td>
<td>System set up, commissioning and training. Software licence fees for five years.</td>
</tr>
</tbody>
</table>
| Rehabilitation of Local Boiler Plants | Individual Heat Substation (standard modern prefabricated model) component will include:  
  - Heat exchanger for space heating  
  - Control system for space heating  
  - Space heating circulation pump  
  - Space heating / expansion tank  
  - Two stage heat exchanger for domestic hot water  
  - Control system for domestic hot water  
  - Thermometers, pressure gauges  
  - Remote control system  
  - Heat meter, water meter  
  - Safety door etc.  
  - Installation works. |
| Rehabilitation of Boiler Plants, TC-2, Vodnik & Sanjatenergo | Individual Heat Substation (standard modern prefabricated model) component will include:  
  - control system  
  - Heat meter, water meter |
<table>
<thead>
<tr>
<th>Installation of Individual Heating Systems (IHS)</th>
<th>Individual Heat Substation (standard modern prefabricated model) component will include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Safety door etc.</td>
<td>• Heat exchanger for space heating</td>
</tr>
<tr>
<td>• Installation works</td>
<td>• Control system for space heating</td>
</tr>
<tr>
<td></td>
<td>• Space heating circulation pump</td>
</tr>
<tr>
<td></td>
<td>• Space heating / expansion tank</td>
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<tr>
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<td>• Two stage heat exchanger for domestic hot water</td>
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<td>• Thermometers, pressure gauges</td>
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<td>• Remote control system</td>
</tr>
<tr>
<td></td>
<td>• Heat meter, water meter</td>
</tr>
<tr>
<td></td>
<td>• Safety door etc.</td>
</tr>
<tr>
<td></td>
<td>• Installation works</td>
</tr>
<tr>
<td></td>
<td>The introduction of the IHSs will save energy and increase the comfort of the end-consumers by accurate regulation of heat.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Installation of solar panels to selected public buildings</th>
<th>The investment will include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Solar panels with all necessary civil works</td>
</tr>
<tr>
<td></td>
<td>• Electrical cabling</td>
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<td></td>
<td>• Inverters</td>
</tr>
<tr>
<td></td>
<td>• Hot water heaters (“Aristons”)</td>
</tr>
<tr>
<td></td>
<td>• Safety door etc.</td>
</tr>
<tr>
<td></td>
<td>• Installation works</td>
</tr>
<tr>
<td></td>
<td>Solar panels to public buildings will produce energy for Domestic Hot Water, when buildings are disconnected from DH system during summertime.</td>
</tr>
</tbody>
</table>

Support to Operation and Maintenance

Procurement of maintenance equipment and auxiliary systems

Procurement of Billing system for Consumption Based Billing
3 Consultation and Disclosure

3.1 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 Glavgosekoexpertiza. The “Statement on Environmental Consequences” should detail, among other items, the comments received through the public hearings if undertaken.

3.2 EBRD Requirements

The Project needs to adhere to EBRD Environmental and Social Policy 2014 and the ten EBRD Performance Requirements (PRs). The Project has been assessed against PRs 1,2,3,4,5,6,8 and 10. The EBRD PR 7 (Indigenous peoples) and PR 8 (Financial Intermediaries) are not applicable, as there are no indigenous peoples within the Project area, and no financial intermediaries are involved.

The main PR associated with Stakeholder Consultation and Information Disclosure is PR 10. The key pertinent requirements of this PR are:

- Glavgosecoexpertiza: Head of Administration on State Environment Expertise of State Committee of the Republic of Uzbekistan of Ecology and Environment Protection (SCEEP)
- Gosecoexpertiza: State environment expertise of Province and Tashkent city committee for nature protection.
Table 3: EBRD PR10 Requirements

- Identify the various individuals or groups who are affected or likely to be affected by the Project; or may have an interest in the Project.
- Identify individuals and groups that may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status. The Project may need to use different methods of engagement due to differing issues such as age, gender and ethnicity.
- Disclose relevant Project information to affected stakeholders; information needs to be accessible and culturally appropriate.
- Conduct a meaningful consultation with affected parties; ensure that the consultation is inclusive, culturally appropriate and conducted in the local language.
- Establish an effective grievance mechanism, process or procedure to receive and facilitate resolution of stakeholders’ concerns and grievances.
4 EXISTING Stakeholder/community engagements and awareness programmes

TTC and TTE have established channels of communication with stakeholders in place and dedicated departments to deal with consumers’ grievances at both companies. Details are summarised in the Table 4 below.

Information about the companies are available on their webpage, and members of public can meet the companies ‘representatives during dedicated opening hours for consumers.

Table 4: Existing Stakeholder Engagement Activities in Tashkent relating to district heating services

| TTC                        | 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. Information about the company is available on their webpage [http://tashteplocentral.uz/](http://tashteplocentral.uz/). Members of public have rights and can approach the TTC representatives by:
|                            | - Directly via the reception of the company – the letters can be brought by individual,
|                            | - Contact form via webpage ([http://tashteplocentral.uz/?page_id=265](http://tashteplocentral.uz/?page_id=265)),
|                            | - Via the local authority ‘Hokimiyat’ that will direct the complaint to the TTC
|                            | - Contact form via the Presidential Portal [https://pm.gov.uz](https://pm.gov.uz) that will direct the complaint to the TTC.
|                            | 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.

| TTE                        | Information about the company is available on their webpage [http://www.teploenergo.uz/](http://www.teploenergo.uz/). Members of public have rights and can approach the TTC representatives by:
|                            | - 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.
|                            | - Contact form via webpage ([http://www.teploenergo.uz/](http://www.teploenergo.uz/)),
|                            | - Contact form via the Presidential Portal [https://pm.gov.uz](https://pm.gov.uz) that will direct the complaint to TTE.
|                            | - Via the local authority ‘Hokimiyat’ that will direct the complaint to the TTE

| Hokimiyat                  | Hokimiyat is a public authority, carrying out interaction between local communities and the government at regional and national levels. This organisation possesses the highest administrative and legal authority over the local population living in the territory within the jurisdiction.
|                            | In terms of new employment opportunities, TTE and TTC provide their
| **Makhalla** | Makhalla is an organization of the community type at local level, officially recognized in Uzbekistan, serving as an interface between the government and the community and responsible for provision with the means of social support and cultural interaction of its members. Chairmen of Makhalla are elected by local gatherings. A representative from Makhalla acts as a ‘Head of Community’ in each micro district and is responsible for addressing social issues and concerns. Head of Makhalla has information about the number of people living in each area, and facilitates regular meetings with local people (individually) to discuss social issues such as divorce, family planning, education and women issues. Makhalla is in direct contact with TTE and TTC if any complaints and issues arise. |
| **Housing Maintenance and Utilities Board** | Housing Maintenance and Utilities Board (usually referred to as ‘ТЧСЖ’ or ‘Jek’) – organisation responsible for maintenance of housing services, including heating and hot water. Households would often raise their concerns and issues about housing services to the representative of ‘Jek’. The Housing maintenance and utilities board is an organisation responsible for directly informing community in their administrative areas about the start of heating season, any maintenance worked to be undertaken, tariff changes, billing and metering system – by posting announcements at each entrance of the multi apartment buildings or handing them out manually to the individual households. Repairs of heating and hot water infrastructure within a building (radiators, pipes etc.) is Jek’s responsibility. |
STAKEHOLDER IDENTIFICATION

The purpose of stakeholder identification is to identify and prioritise Project stakeholders for consultation. Stakeholder identification is an ongoing process, and thus key stakeholders will continue to be identified during different stages of the Project. A systematic approach is used to map the stakeholders based on the Project zone of impacts. In this approach, by mapping the zone of social impacts, stakeholders are identified by the impact area.

As a result of the stakeholder mapping, Project stakeholders are categorised into two main categories:

a) primary stakeholders are the individuals and groups who are affected directly by the Project; and

b) secondary stakeholders are those parties which have influence on, but are not necessarily directly impacted by, the Project.

The Project footprint covering the DH system modernization works will cause direct impact on the following:

**Figure 2: Impacted Communities**

Local communities living in the districts where modernization works will take place (Bektemir, Mirobad, Mirzo-Ulugbek, Sergeli, Shaykhantohur, Uch-Tepa, Yashnabad, Yunus-Abad, and Zangiata)

- The local communities in these districts will potentially be affected as a result of the modernisation work, issues associated with noise, increased traffic, and possible temporary disruption to the DH system.

The key stakeholders identified are presented in Table 5.
### Table 5: Key Identified Stakeholders and Methods of Engagement

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Impact/Influence</th>
<th>Preferred Method of Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Shareholders / Internal Stakeholders</strong></td>
<td>TashTeploCentral (TTC), TashTeploEnergo (TTE), Ministry of Housing and Communal Services, The EBRD, Internal employees of the TTE and TTC</td>
<td>This group will directly influence and impact the project through decision-making process. They are considered as ‘Primary Stakeholders’.</td>
<td>TTE and TTC to facilitate regular PMU meetings (preferably monthly)</td>
</tr>
<tr>
<td><strong>Permitting bodies, local governmental agencies</strong></td>
<td>Cabinet of Ministers of the Republic of Uzbekistan (Development of the Sector)</td>
<td>This group will have a direct influence/impact on the project through approving permits, enforcing new regulations and rules.</td>
<td>TTE and TTC to write official letters and e-mails, and undertake meetings with the permitting bodies when necessary</td>
</tr>
<tr>
<td></td>
<td>Ministry of Housing and Communal Services of the Republic of Uzbekistan (Monitoring and working out development programs)</td>
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<td>Tashkent City Municipality (Khokimiyat)</td>
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<td></td>
<td>Agency of “Uzkommunhizmat” (Implementation of development programs and work with consumers)</td>
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<td>Glavgosecoexpertise: Head of Administration on State Environment Expertise of State Committee of the Republic of Uzbekistan of Ecology and Environment Protection (SCEEP)</td>
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<td>Gosecoexpertise: State environment expertise of Province and Tashkent city committee for nature protection.</td>
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<td>Ministry of Employment and Labor Relations of the Republic of Uzbekistan</td>
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<td>Tashkent city Fire safety department</td>
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<td>Tashkent city Employment Department</td>
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<tr>
<td>Type</td>
<td>Name</td>
<td>Impact/Influence</td>
<td>Preferred Method of Engagement</td>
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</tr>
<tr>
<td>Communities &amp; Businesses (both formal and informal)</td>
<td>Local businesses and residents (including vulnerable groups i.e. women, pensioners, veterans, and any formal and informal persons and businesses) directly affected by the modernization works within Tashkent City.</td>
<td>The communities within the impacted districts will be affected directly and indirectly (through obstruction of rights of way).</td>
<td>At each district, TTE or TTC to facilitate a public meeting prior to the rehabilitation works commencement, at local meeting hall or public centres.</td>
</tr>
<tr>
<td>NGOs</td>
<td>At this stage, no NGOs have been active relevant to this project.</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
| Contractors/Suppliers                     | Current TTC and TTE Contractors  
Contractors and equipment suppliers on District Heating Modernisation Project. | This group will directly participate in the implementation of the Project.  
Service suppliers need to know changes in raw material demand that will occur as a result of the Project implementation. | Tender documentation, contractor selection process.  
TTE and TTC to conduct regular monitoring/checks and establish procurement notices for supply chain management.  
Meeting and official correspondence with service suppliers. |
| Service suppliers - gas, heat, water and electricity supplying organisations. |                                                                                     |                                                                                               |                                                                                                |
| Other                                     | Housing maintenance and utilities board  
The Association of Homeowners | The maintenance organisations will be affected directly and indirectly (through obstruction of rights of way). | Official information about planned works with the detailed timeline.  
Meetings. |


6 STAKEHOLDER ENGAGEMENT PROGRAMME

6.1 OVERVIEW

There are communities and social / commercial facilities within the Tashkent micro districts’ rights of way. It is anticipated that these communities and facilities will be affected mainly by the construction activities associated with the project work. The following potential environmental and social risks are associated with the Project:

- Community ‘Rights of Way’ affected temporarily during the construction activities
- Noise associated with construction activities and boiler houses adjacent to the sites
- Local discomfort and nuisance to families, women and the elderly
- Restricted access to local shops, mosques and community centres
- Reduced air quality resulting from dust associated with construction vehicles

Therefore, this SEP is developed to address community concerns with regard to key environmental and social risks through implementation of the stakeholder consultation and information disclosure activities (Table 4).

6.2 STAKEHOLDER CONSULTATION AND INFORMATION DISCLOSURE

The stakeholder consultation and information disclosure will cover the following main tasks:

- Timely disclosure of Project information in Uzbek and Russian language to the key stakeholders
- Informed participation and meaningful two way consultation with the affected stakeholders
- Development and implementation of a grievance mechanism to ensure that the affected stakeholders’ concerns and issues are addressed

6.2.1 INFORMATION DISCLOSURE ACTIVITIES

TTE and TTC will disclose relevant information about the modernisation work at the early stage of the Project during detailed design and then as appropriate throughout the Project. The information will be provided in both Uzbek and Russian language, and will cover all the key stages of the Project. At this stage, the following documents will be disclosed for effective stakeholder communication:

- Non-Technical summary
- Stakeholder Engagement Plan
- Brochure and leaflet to include a summary of Project activities, including timeline for expected disruption and access restrictions, and key associated risks

The information above will be accessible to the public, including the affected communities. The hard copies of the related documents will be available at the TTE and TTC head offices in Tashkent City, and at main boiler sites. All the information will also be available at TTE and TTC website:

- The TTE office in Tashkent City:
  Head of Common Department
  Starikova Elena Viktorovna
  Tel: (+99871) 2451585; 2270835;
  Fax: (+99871) 2270867
  Email: info@teploenergo.uz
  Website: http://www.teploenergo.uz/
  100027 Tashkent
  Shayhotahur District
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
E-mail: teplocentral@albatros.uz
100164 Tashkent
Mirzo – Ulugbek District
Yalangach, 164

Project information will also be distributed through the TTE and TTC websites and the Presidential Portal.

6.2.2 CONSULTATION METHODS
The main communication methods and mechanisms that will be used to consult with key stakeholders are:

- **Regulatory Meetings**
  The TTE and TTC technical department will consult with the governmental organisations, including Glavgosecoexpertiza / Gosecoexpertise, on all the related permits or licences and any additional EIA requirements for the modernisation work. TTE and TTC (or PMU) will also discuss distance criteria or any potential requirement for expansion of a safety zone with relevant organisation. Other Ministries such as the Ministry of Finance will also be consulted on issues associated tariffs and affordability of households to pay.

- **PMU committee meetings**
  A preliminary list of the members of the PMU 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. PMU regular meetings to be undertaken at the TTE or TTC offices to discuss the following:

  - Overall supervision of Project activities (technical and financial, delivery of the Project)
  - Better integration of the provision of services of the day-to-day activities in the Project at different stages, from its preparation to its implementation and evaluation including procurement, Project monitoring and evaluation, financial management, progress and financial reporting.
  - Drafting of Terms of References and management of local consultants
  - Implementation of other activities identified including training and information exchange for implementation of the Project
  - Holding seminars and workshops for the development of the skills of the members of the unit, particularly with regards to working with both the existing equipment or new technologies
  - Discuss new employment opportunities for local communities with Hokimiyat and Makhala

- **Community Meetings**
  TTE and TTC in collaboration with Hokimiyat and Makhala will undertake public meetings at local meeting halls to consult affected communities and businesses (both with formal and informal status) on the modernisation programme. Representatives from Ministry of Housing and Communal Services and Ministry of Finance will attend these meetings to obtain local community concerns with regard to the heating system and tariffs. The initial public meetings will be conducted at the early stage of the Project during detailed design to ensure communities concerns and comments are incorporated into
the design. TTC and TTE will allocate a Project Community Liaison Officer (CLO) who has the main responsibility for on-going consultation with the affected communities.

Upon an requirement for undertaking an EIA for new investment programme, a public hearing on EIA disclosure should be undertaken by the PMU.

- **Focus groups and Workshops (targeting vulnerable groups)**

  The identified vulnerable groups with regard to the project are ‘pensioners (mainly females), poor households receiving social benefits and the disabled persons’. Therefore, direct consultation in a form of focus groups will be conducted with the affected households to discuss their concerns and issues, and also provision of assistance to them. In addition, a separate focus group will be undertaken with local women in each district to ensure gender aspects are considered at each stage of the Project.

  Table 6 details all the stakeholder engagement activities that will be undertaken by the TTE and TTC.
<table>
<thead>
<tr>
<th>Activity</th>
<th>Stakeholders</th>
<th>Information Materials</th>
<th>Timeframe / Frequency</th>
<th>Responsibility</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allocate a Project Community Liaison Officer</td>
<td>Affected communities living adjacent to boiler houses/sites</td>
<td>Project leaflets (project description and timeline for expected disruption and access restriction), Updated SEP, Non-Technical summary</td>
<td>Immediate</td>
<td>TTE and TTC</td>
<td>Boiler houses and sites</td>
</tr>
<tr>
<td>Place hard copies of SEP and Project leaflets at TTE and TTC head offices</td>
<td>All</td>
<td>SEP, Non-Technical Summary, Project leaflets</td>
<td>Immediate</td>
<td>Project CLO</td>
<td>TTE and TTC head offices</td>
</tr>
<tr>
<td>Consult with Glavgosecoexpertiza / Gosecoexpertise and other Ministries on environmental and technical aspects associated with the Project, including possible expansion of safety zones, environmental permits and any requirements on an EIA/ OVOs.</td>
<td>Glavgosecoexpertiza / Gosecoexpertise</td>
<td>Non-Technical Summary</td>
<td>Immediate, during detailed design stage</td>
<td>PMU, TTE and TTC</td>
<td>Relevant ministries head offices</td>
</tr>
<tr>
<td>Consult with the Ministry of Finance about developing a tariff management plan to avoid any financial debts occurred by poor households.</td>
<td>Ministry of Finance</td>
<td>SEP, Non-Technical Summary</td>
<td>On-going</td>
<td>TTE and TTC</td>
<td>Ministry of Finance head office</td>
</tr>
<tr>
<td>Consult and collaborate with local emergency services.</td>
<td>Emergency services</td>
<td>Emergency Response Plan and HSE procedures</td>
<td>On-going</td>
<td>TTE and TTC</td>
<td>Emergency department</td>
</tr>
<tr>
<td>Review and discuss Project environmental monitoring requirements with Glavgosecoexpertiza / Gosecoexpertise</td>
<td>Glavgosecoexpertiza / Gosecoexpertise</td>
<td>Monitoring program design, schedules and reports (monitoring of air, water, groundwater, etc.).</td>
<td>Immediate, then monthly to present results of monitoring data</td>
<td>TTC</td>
<td>Glavgosecoexpertiza / Gosecoexpertise offices</td>
</tr>
<tr>
<td>Hold community meetings and consult regularly with potentially affected communities (including any formal and informal businesses and persons)</td>
<td>Communities (including any formal and informal businesses and persons) living</td>
<td>SEP, Non-Technical Summary, Project leaflets</td>
<td>Immediate, then monthly</td>
<td>Project CLO in collaboration with Makhala and Hokimiyat</td>
<td>District meeting halls, schools, Makhala offices</td>
</tr>
<tr>
<td>Activity</td>
<td>Stakeholders</td>
<td>Information Materials</td>
<td>Timeframe / Frequency</td>
<td>Responsibility</td>
<td>Location</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
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<td>--------------------------------</td>
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<td>-----------------------------------------------</td>
</tr>
<tr>
<td>adjacent to the boilers houses, pump stations and areas where DH pipes will be replaced.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facilitate focus groups and workshops for affected vulnerable groups, including the pensioners and women.</td>
<td>Vulnerable groups</td>
<td>SEP, Non-Technical Summary, Presentation of materials for illiterate community members</td>
<td>Prior to detailed design finalisation</td>
<td>Project CLO in collaboration with district Makhala</td>
<td>public centres</td>
</tr>
<tr>
<td>Post jobs and employment opportunities on the TTE and TTC websites and the Makhala offices bulletin board to increase local employment opportunities.</td>
<td>Affected communities (including formal and informal people and businesses)</td>
<td>List of jobs</td>
<td>On-going, to be initiated asap</td>
<td>Project CLO in collaboration with HR Department of the TTE and TTC</td>
<td>TTE and TTC websites, Makhala bulletin board</td>
</tr>
</tbody>
</table>
TTC and TTE will initiate to implement a formal grievance (complaint) procedure during the early stages of the Project to receive the affected communities’ concerns and views. The complaint procedure will be used as a tool to assist the timely and successful resolution of stakeholder concerns, as well as to monitor the Project’s relationship with the affected communities during the different phases of the Project, including design, construction, operation, closure and post closure activities. It is important that the mechanism be impartial, transparent and fair. A summary of complaints and the measures taken to resolve them will be made public on a regular basis, in accordance with PR 10.

The appointed Project CLO will be responsible for coordination and handling of all grievances received from the community during the lifetime of the Project. The contact details for the Project CLO will be made available to local affected communities once a relevant person is appointed.

Any verbal or written complaints will be raised through the TTC or TTE complaints landline and email address as provided below:

- **The TTC complaints direct line:**
  - Head of Common Department
  - Gaziева Regina Ikramovna
  - Telephone: +99899 873 30 73
  - Fax: 99871 2626555
  - Website: www.tashteplocentral.uz
  - E-mail: teplocentral@albatros.uz
  - 100164 Tashkent
  - Mirzo – Ulughbek District
  - Yalangach, 164

- **The TTE Complaints Direct Line:**
  - Head of Common Department
  - Starikova Elena Viktorovna
  - Tel: (+99871) 2451585; 2270835;
  - Fax: (+99871) 2270867
  - Email: info@teploenergo.uz
  - Website: http://www.teploenergo.uz/
  - 100027 Tashkent
  - Shayhotahur District
  - Furkat Street

A grievance form (Appendix A) is available in this SEP for use by the public, and hard copies will be made available at both the. All the received complaints will be recorded in the log book within 5 working days and responded to within a maximum period of 30 working days. Both signed and anonymous grievances will be accepted. However, if the person filing a grievance wants to receive the written reply, he or she has to provide reliable contact details. Each complaint will initially be screened, and the facts of the case verified by the Project CLO.

The agreed solution or response will be signed off by the CLO and the management. The corrective action and status of a complaint (closed, open) will be recorded in the grievance log book. All claims and answers will be also posted on the website and kept at the TTC and TTE head offices. Any gender specific complaint will be addressed confidentially and will be handled by a relevant person.
Successful stakeholder engagement depends on performance monitoring, analysis and adapting to changed circumstances and stakeholder information needs. The TTE and TTC will implement the SEP and will update it regularly during the different stages of the Project. The CLO in collaboration with the Makhala and Hokimiyat is responsible for management and monitoring of the SEP. At a corporate level, the TTE and TTC will produce Annual Environmental and Social Reports covering the Project's EHSS performance for submission and discussion in the Project committee meeting. The Annual report will be posted on the TTE and TTC websites and will be reported to the Ministry of Housing and Communal Services.

The CLO will also review the SEP regularly to ensure that all the consultation activities are implemented and are in accordance with the planned schedule.

Contact details for the CLO will be made available to local affected communities once a relevant person is appointed.
APPENDIX A: COMPLAINT PROCEDURE & GRIEVANCE FORM

Complaint Received (verbally or writing) → Record date on the Complaint Log

Complete Complaint Action Form (Parts A & B)

Complete Immediate Action Section (Part C) (if appropriate) and assign responsibility

Immediate action sufficient

Yes → Record date on the Complaint Log

No → Establish long term corrective action (Part C)

Establish follow-up details (Part D)

Inform complainant (if appropriate) of the proposed corrective action

Implement the corrective action

Carry out follow up of the corrective action

Yes → Corrective action satisfies the complaint

Inform complainant of corrective action

Record date on the Complaint Log

Close out the complaint form (Part D)

Record date on the Complaint Log
Public Grievance Form

Reference No: 

Full Name 

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

☐ I wish to raise my grievance anonymously 

☐ I request not to disclose my identity without my consent 

Contact Information 

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

By Post: Please provide mailing address: 

________________________________________________________ 

_______________________________________________________ 

_______________________________________________________ 

By Telephone: 

_______________________________________________________ 

By E-mail: ____________________________________________ 

Language 

Please mark your preferred language for communication 

☐ Uzbek 

☐ Russian 

☐ Other 

Description of Incident or Grievance: What happened? Where did it happen? Who did it happen to? What is the result of the problem? 

Date of Incident/Grievance 

☐ One time incident/grievance (date ________________) 

☐ Happened more than once (how many times? ______) 

☐ On-going (currently experiencing problem) 

What would you like to see happen to resolve the problem? 

Please return this form to: 

The TTE Head Office: 

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

The TTC Head Office:
- The TTC complaints direct line:
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  Fax: 99871 2626555
  Website: www.tashteplocentral.uz
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