



Project  
Complaint  
Mechanism

**SOUTH-WEST CORRIDOR ROAD PROJECT**

REQUEST NUMBER: 2014/04

**Problem-Solving Completion Report – November 2016**

The Project Complaint Mechanism (PCM) is the accountability mechanism of the EBRD. PCM provides an opportunity for a review of complaints from one or more individual(s) or organisation(s) concerning an EBRD project, which allegedly has caused, or is likely to cause harm. PCM may address Complaints through two functions: Compliance Review, which seeks to determine whether or not the EBRD has complied with its Environmental and Social Policy and/or the project-specific provisions of the Public Information Policy; and Problem-solving, which has the objective of restoring a dialogue between the Complainant and the Client to resolve the issue(s) underlying a Complaint without attributing blame or fault. Affected parties can request one or both of these functions.

For more information about PCM, contact us or visit [www.ebrd.com](http://www.ebrd.com).

### Contact information


Inquiries should be addressed to:

The Project Complaint Mechanism (PCM)  
European Bank for Reconstruction and Development  
One Exchange Square  
London EC2A 2JN  
Telephone: +44 (0)20 7338 6000  
Fax: +44 (0)20 7338 7633  
Email: [pcm@ebrd.com](mailto:pcm@ebrd.com)

 <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism.html>

### How to submit a complaint to the PCM

Complaints about the environmental and social performance of the EBRD can be submitted by email, telephone or in writing at the above address, or via the online form at:

 <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/submit-a-complaint.html>

## CONTENTS

Executive summary .....	3
I. Background .....	5
II. The issues .....	6
III. Methodology.....	25
IV. Results and outstanding issues .....	28
V. Follow-up monitoring and reporting.....	31
VI. Public release of problem-solving completion report.....	32
VII. Conclusion .....	32
Annex 1 – Complaint .....	33
Annex 2 - Problem-Solving Initiative -Safe Villages Agenda.....	38
Annex 3 – Community Meeting Summaries.....	39

*NOTE: Unless otherwise defined, capitalised terms used in this Problem-solving Completion Report refer to terms as defined in the PCM Rules of Procedure.*

## Executive summary

The Project Complaint Mechanism (PCM) received a complaint from Mr. Yuri Pavlovich Krivodanov, Head of the national non-governmental organisation Blago (NGO Blago) on October 2014, raising concerns regarding the section of the South-West International Transport Corridor financed by the European Bank for Reconstruction and Development (EBRD or the Bank). The complaint sought both a problem-solving initiative and a compliance review. The Eligibility Assessment Report for a Problem-solving Initiative (PSI), released in September 2015, concluded that the complaint was eligible under the PCM's 2014 Rules of Procedure (PCM RPs). On 20 October 2015, the President of the Bank accepted the recommendation of the Eligibility Assessors for a PSI and PCM Expert Susan Wildau was appointed to undertake the assignment.

The PCM Expert conducted the PSI from 17-29 July 2016. The PSI succeeded in opening dialogue between residents, local and district authorities, local police, and representatives from KazAvtoZhol and the Administrative Police Directorate. It created an avenue for authorities to provide respectful answers to residents' questions and concerns about everything from speed limits to snow removal, and offered detailed explanations in common sense language about jersey barriers and other technical matters. In some cases, it resulted in agreements; and no doubt, it increased understanding and knowledge of the issues, concerns and constraints on all sides, informed by the dialogue, by the education and information exchange sessions involving the authorities, and the site visits to the road, which allowed the authorities and concerned residents to view the problems first-hand. The PSI also featured a road safety capacity-building workshop, which drew attention to road safety risks and introduced important prevention techniques. More specifically,

- The dialogue provided an occasion for the parties to sit together and exchange views on issues of mutual concern, in a positive environment, without attributing fault or blame;
- Residents appreciated the opportunity to have an informed conversation with authorities from the Police and Kazavtozhol in their own villages<sup>1</sup>;
- Communities increased their awareness of some measures they could take independently to improve road safety;
- The PSI contributed to EBRD's bank-wide priority on road safety and complimented wider initiatives aimed at addressing structural sources of road safety problems in Kazakhstan.

Despite a number of positive achievements directly related to the PSI and beyond, the dialogue process did not successfully resolve all the issues identified in the complaint. The incomplete outcome is due, in part, to various constraints confronting the Client, some of which are budget related, while others involve limitations embedded in the technical road safety and design standards and norms, whereby certain remedies are prohibited.

It should be noted, however, that constraints on parties are inevitable in any problem-solving process. In fact, a PSI can provide an effective means to overcome such obstacles and need not assume that nothing can be done, even in seemingly impossible circumstances. This is where

---

<sup>1</sup> Approximately 123 residents and 33 children from the six villages along the South-West corridor road attended the village meetings conducted during the PCM Expert's site visit from 17-29 July 2016.

creativity, innovation, a “how can we vs. why we can’t” attitude, and a good strong dose of political will, paired with a well-designed problem-solving process, can make the difference between a fully satisfactory settlement and a partial agreement.

An on-going concern of the PCM Expert related to unsettled issues, is the status of a road safety audit report prepared in 2015 by an independent expert retained by the Bank. The report was triggered in response to the complaint and is also part of a broader Bank-wide priority focused on road safety. The report confirms some of the concerns raised in the complaint and presents technical findings describing risks with implications for pedestrians, animals, motorists and passengers who use the road, along with a set of corresponding recommendations. The report has been shared with the Client. The content of the report has not been made public, although the road safety audit is referenced in the Project Summary Document on EBRD’s website.<sup>2</sup> Accordingly, villagers and users of the road may be unaware of some of the risks identified in the audit.

Without assigning blame or detracting from the outcomes achieved, the PCM Expert recognises that absent additional creativity, resources and/or political will on the part of the Client and the Bank, more problem solving is unlikely to achieve further remedies of the unresolved issues raised in the complaint. As per the 2014 PCM Rules of Procedure (RPs), paragraph 37, the PCM Expert therefore concludes, “no further progress towards resolution of the dispute is possible”. Consequently, the PCM Expert considers the Problem-solving Initiative completed, but identifies the need for follow-up monitoring and reporting by the PCM Officer.

---

<sup>2</sup> “A further road safety audit will be carried out in Q3 2015 to identify and address any road safety issues related to the project.” Project Summary Document <http://www.ebrd.com/work-with-us/projects/psd/southwest-corridor-road-project.html>

## I. Background

1. On 20 October 2014 the Project Complaint Mechanism (PCM) received a complaint from Mr. Yuri Pavlovich Krivodanov, Head of the national non-governmental organisation (NGO) “Blago” (the NGO Complainant). The complaint raises concerns in respect of the South-West Corridor Road Project (Kazakhstan), purportedly resulting in significant harm to the residents of six villages along the road corridor<sup>3</sup>. The complaint asserts the need for a Compliance Review and Problem-solving Initiative (PSI) regarding the Project.
2. On 24 November 2014 the complaint was registered by the PCM Officer in accordance with the 2014 PCM Rules of Procedure (RPs). Notification of registration was sent to the Complainant and the Relevant Parties pursuant to PCM RPs 10 and 18, and the complaint was noted and posted on the PCM Register<sup>4</sup> in accordance with PCM RP 20. PCM Expert Susan Wildau was appointed as an Eligibility Assessor to conduct an Eligibility Assessment jointly with the PCM Officer in accordance with PCM RP 22.
3. The Eligibility Assessors found that the complaint satisfied the PCM criteria for a Problem-solving Initiative as documented in the Eligibility Assessment Report (EAR) for a Problem-solving Initiative (PSI)<sup>5</sup>. The Eligibility Assessors submitted the Eligibility Assessment Report to the President with a recommendation that the PCM undertake a Problem-solving Initiative in line with 2014 PCM RP 36. The President approved the recommendation on October 20, 2015. PCM Expert Susan Wildau was assigned to undertake the PSI.
4. The PCM Expert conducted the Problem-solving Initiative from 17 to 29 July 2016. This document comprises the Problem-solving Initiative Completion Report in accordance with PCM RP 37. The Report describes the issues raised in the complaint; the methods used during the PSI; and the results of the initiative including any issues that remain outstanding. The Report also identifies the need for follow-up monitoring and reporting by the PCM Officer.
5. The South-West Corridor Road Project consists of the rehabilitation and upgrading of the 102 km road section between the Russian border and the city of Aktobe, which is the most northerly link of the Western Europe–Western China Transit Corridor<sup>6</sup>. The Project was structured to meet the requirements for Category B/1 projects as set out in EBRD’s 2003 Environmental Policy<sup>7</sup>. The Project was approved by the Board of Directors of EBRD on 11

---

<sup>3</sup> Complaint (Annex 1).

<sup>4</sup> PCM Register: [www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/pcm-register.html](http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/pcm-register.html)

<sup>5</sup> Eligibility Assessment Report for a Problem-solving Initiative, September 2015. <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/pcm-register.html>

<sup>6</sup> See Project Summary Document (PSD) <http://www.ebrd.com/work-with-us/projects/psd/southwest-corridor-road-project.html>

<sup>7</sup> “The 2003 Environmental Policy was an environmental policy and detailed social requirements were not incorporated into the policy until 2008. The term, environmental, however, was understood broadly to include certain community impacts.” Bank Management response to PCM Officer and EBRD Environmental Policy, July 2003, paragraph 3 at 3: [http://www.ebrd.com/downloads/about/policies/environmental\\_policy/2003-07-01\\_Environmental\\_Policy-English\\_publication.pdf](http://www.ebrd.com/downloads/about/policies/environmental_policy/2003-07-01_Environmental_Policy-English_publication.pdf)

November 2008. It provides for financing of US\$ 180 million (out of an estimated total reconstruction cost of US\$ 207 million). The Project is part of the Government of Kazakhstan's effort to upgrade the Western Europe–Western China international transport corridor. Other road sections of the corridor are being rehabilitated with financing from the World Bank, the Asian Development Bank, Islamic Development Bank and the Republic of Kazakhstan. The objective of the reconstruction of the corridor is to facilitate the transit of goods and passengers between Kazakhstan, China, Russia and Western Europe and develop regional trade; improve the conditions for road transport for the population and local businesses; and support the Government of Kazakhstan's efforts to widen private sector involvement in the road sector. Construction started in April 2011 and was completed in September 2013.

## **II. The Issues**

The issues discussed in the PSI included many of the same concerns brought to the attention of the PCM in the original complaint and verified during community visits that comprised part of the Eligibility Assessment process carried out in June 2015. Their scope covers both design and implementation elements related to road safety. Table 1 describes the key issues and corresponding explanations and remedies, organized by village. '(C)' indicates the issue was raised in the original complaint. Annex 3 - Community Meeting Summaries provides additional details.

Table 1: Issues, Explanations and Remedies

Village	Issues Raised in Complaint or in PSI	Explanation or Remedy Provided at Community Meeting
<p><b>1.Saryzhar (Khlebodarovka)</b></p> <p>Community meeting 25 July 2016</p>	<p><i>1.1 Unrepaired damage to roads in the village from contractor vehicles (C)</i></p> <ul style="list-style-type: none"> <li>• Contractor vehicles damaged village central streets during construction without repairing damage.</li> <li>• Contractor vehicles routinely used village roads for parking purposes, to access areas where construction materials were stored, to reach employee canteen, etc.</li> <li>• As a result of heavy usage by contractor vehicles, village roads were damaged and not repaired.</li> <li>• Roads were in good shape prior to construction.</li> <li>• Residents requested responsible authorities to repair roads in village of Saryzhar (Khlebodarovka) damaged by heavy equipment due to pre-construction condition.</li> </ul>	<p>Community did not raise issue in PSI.</p>
	<p><i>1.2 No safe animal crossing provided for in new part of village. Consequently, livestock have to travel approximately 5 km one way to access the underpass for safe cattle crossing. (C)</i></p> <ul style="list-style-type: none"> <li>• No underground crossing, no animal crossing signs, no arrangements in place for livestock to cross road and access grazing pastures in new part of village.</li> <li>• Due to the expansion of the village towards the town and the increase in livestock numbers, the section between highway kilometre stones 22 and 23 requires the provision of space for a cattle crossing to enable the cattle to reach pastures on the other side of the highway and the railway. The existing cattle crossing overpass is 5 km away from this section, so that “Cattle crossing” road signs will also need to be installed.</li> <li>• Animals must walk 4.5 – 5 km to old village, cross the highway via the underground crossing located there and proceed 4.5 – 5 km back the other direction to access fields designated for use by new village – requires an extra 18 - 20km a day of travel for the animals. Consequently some villagers cross road with their animals, which is an unsafe and illegal practice and also involves walking over railroad</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. The Head of KazAvtoZhol Corporate Communications and Public Relations Department (KazAvtoZhol or Highway Authority) stated that the number of cattle crossings along the highway and their locations were originally agreed upon with the Akimat of the rural district at the highway design stage. The official document is available at the office of the Highway Authority.</li> <li>2. In addition, since this section of the highway runs parallel to the railway, during the design process the highway was tied in to the existing railway facilities, including cattle crossings. Accordingly, the cattle crossing under the railway is located further along towards Martuk, so that the cattle crossings under the highway were designed in the same</li> </ol>



<p><b>Saryzhar (Khlebodarovka)</b> (continued)</p>	<p>tracks.</p> <ul style="list-style-type: none"> <li>Concerns relate to (i) safety for animals, people, vehicles, and the road as vehicles are traveling at 120 km/hr; (ii) health of village that could be impacted from constant animal traffic through the main street generating dust and bacteria from animal droppings; (iii) economic impacts related to herd size, quantity and quality of animal products (e.g., milk production and toughness of meat are affected if animals walk more than 5 km per day); (iv) economic and legal impacts as villagers will be fined if cross road illegally. “We only take the risks because our alternatives are not feasible.”</li> <li>Residents request responsible authorities to put in place a safe animal crossing arrangement for this section of the village (e.g., sign indicating cattle crossing, suitably located).</li> </ul>	<p>location, to enable them to run alongside one another.</p> <p><u>Site visit</u></p> <p>3. Following the community meeting, a small group of interested stakeholders, including the village Akim, the Highway Authority and the Head of the Administrative Police Directorate at the Department of Internal Affairs (Police or Administrative Police Directorate) travelled to the site of the animal crossing frequently used by residents. A visual inspection of the area where cattle were crossing the road showed that cattle had to cross the railway lines over the roadbed, i.e. walking over the tracks, as well as the road to access their designated fields.</p> <p><u>Agreement / action</u></p> <p>4. Based on the dialogue and the examination of the relevant highway/railway section, KazAvtoZhol, in consultation with the Administrative Police Directorate, decided to accept the request for “Cattle crossing” signs, specifying the area and the period of time to which it will apply, subject to the local authority complying with the following mandatory requirements:</p> <ol style="list-style-type: none"> <li>Agree on the location of the railway cattle crossing in the area of the 22 km highway kilometre stone with the Kazakh Railway Company, KTZH;</li> <li>Obtain a Region Akimat decision specifying when (in the morning and evening) the cattle drivers can drive the cattle across the highway.</li> </ol>
--	--	---

<p><b>Saryzhar (Khlebodarovka)</b> (continued)</p>	<p><i>1.3 Approaches into and out of town from highway in need of repair (C)</i></p> <ul style="list-style-type: none"> <li>• Road was part of the Republican roads network until new road was implemented in October 2013.</li> <li>• Now, according to residents, the road is not owned by anyone.</li> <li>• Residents suggest that: (i) contractor should repair road; (ii) villagers wish to learn who the current ‘owner’ of the road is and understand how the road will be maintained in the future.</li> </ul>	<p>Community did not raise issue in PSI.</p>
	<p><i>1.4 Speed limits</i></p> <ul style="list-style-type: none"> <li>• At the entrance to the village there is a “you are entering a residential area” sign where drivers are required to reduce their speed to 60 km/h. Why are drivers not observing this sign and passing it at 100 km/h?</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. The Administrative Police Directorate and KazAvtoZhol clarified the issue as follows: <ol style="list-style-type: none"> <li>a. Traffic Code and Road Traffic Safety Act set the speed limit at 110 km/h for motorways with more than four lanes and a traffic barrier in the median strip, and at 100 km/h for all other road sections.</li> <li>b. Signs designating “You are entering a residential area” placed at the entrances of village that have a blue background do not specify or require drivers to drive at 60 km/h. Where this is a requirement, the “You are entering a residential area” sign contains a white background.</li> </ol> </li> </ol>
<p><b>Saryzhar (Khlebodarovka)</b> (continued)</p>	<p><i>1.5 The need for night-time lighting in the bus shelter and pedestrian zones</i></p>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol explained that the distances from power sources made the addition of lighting uneconomical. <ol style="list-style-type: none"> <li>a. There are no power lines nearby</li> <li>b. Costs associated with installing night-time lighting are prohibitive (e.g. includes costs associated with running a power supply line from the village to the bus stop, installing a transformer substation, installing light poles, maintaining the newly installed lighting system, electricity charges).</li> </ol> </li> </ol>

		c. Consequently, supplying night-time lighting to the bus shelter and pedestrian zones could not be economically justified.
<b>2. Kensakhara and Sarzhansai</b>  Community meeting 26 July 2016	<p>2.1 <i>Pedestrian crossings in Kensakhara are inadequate – no signage on the pedestrian crossing and no lighting along the Kensakhara section of the road, including at the pedestrian crossing (C)</i></p> <ul style="list-style-type: none"> <li>• Safety issue – people from the village cross the highway to go to work at night.</li> <li>• Dairy and animal husbandry businesses located across the road from village.</li> <li>• One fatality in May 2015 when a pedestrian was killed while crossing the highway at night to hitch a ride back into town.</li> <li>• Residents request responsible authorities to install signage and lighting along the highway spanning the length of the village (similar to what is in place for Sarzhansai Village) so that drivers know, particularly at night, that they are on the edge of a community and will take more care and slow down. Lighting will help avoid more fatalities.</li> </ul>	<p><u>Information exchange / explanation</u></p> <p>1. KazAvtoZhol stated that the pedestrian crossings in Sarzhansai (Nagorny) and Kensakhara have all the appropriate signage: “Pedestrian crossing” signs on both sides of the road leading in the same direction and zebra stripes, which have been repainted where the paint had worn off. In Sarzhansai the pedestrian zone is lit at night.</p> <p><u>Agreement / action:</u></p> <p>2. KazAvtoZhol, acting jointly with the Administrative Police Directorate, agreed to consider providing additional traffic and pedestrian safety features; namely, whether new “Pedestrian crossing” signs should be installed or existing ones replaced with signs that feature a larger reflecting surface. Additional “Pedestrian crossing” warning signs have been placed 150-300 m ahead of the crossing.</p> <p>3. If additional funds are made available, authorities will consider whether cat’s eyes should be installed in pedestrian zones and rumble strips provided at their approaches.</p>
<b>Kensakhara and Sarzhansai (continued)</b>	<p>2.2 <i>Safe crossing and off ramp for vehicles and special equipment to access nearby fields and enterprises is difficult to navigate (C)</i></p> <ul style="list-style-type: none"> <li>• Access between the village and the sloped dirt road across the highway that leads to the fields and enterprises is difficult for vehicles and special equipment to navigate. The approach should be more gradual</li> </ul>	Community did not raise issue in PSI.

	<p>and paved/smoothed out so it is similar to the approach to the village. Will save wear and tear on the vehicles and equipment and improve safety; will improve observation capability of vehicles to see traffic on main highway as well as vehicles, pedestrians and bicycles coming from the village.</p> <ul style="list-style-type: none"> <li>• There is also a problem with snow piling up on the access road in the winter.</li> <li>• Citizens requested the responsible authority to improve safety and the design of the “off ramp” that leads to village fields and enterprises opposite the village (e.g., make more gradual; smooth out; pave).</li> </ul>	
	<p><i>2.3 Cracks in the highway in the direction of the Russian border (C)</i></p> <ul style="list-style-type: none"> <li>• New road is cracking in some places, which shows poor workmanship, especially after only 2 years.</li> <li>• Resident suggested that these cracks be filled in as a prevention measure - frequently enough so the road does not deteriorate excessively over time.</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol provided clarification, as follows: <ol style="list-style-type: none"> <li>a. Road surface cracks are a universal problem and their existence does not necessarily indicate poor road quality.</li> <li>b. Their appearance is due to large temperature differentials occurring during the winter and summer months. For example, the Aktobe region has experienced temperature differentials of 80°C.</li> <li>c. There are road surface crack tolerance standards (e.g., 20 m of cracks are allowed per 100m<sup>2</sup> of surface area).</li> <li>d. On an annual basis, Road Maintenance Services repairs (fills in) the cracks with bitumen compound to ensure that water does not seep into the roadbed through the cracks and destroy it.</li> </ol> </li> </ol>
<p><b>Kensakhara and Sarzhansai</b> (continued)</p>	<p><i>2.4 Enforcement of speed limit</i></p> <ul style="list-style-type: none"> <li>• Residents raised a concerns regarding why the speed limit of 60 km/h, sign-posted in blue at the entrance to the village, is not enforced by police, noting that drivers frequently travel at 100 km/h.</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. The Administrative Police Directorate explained that the specific road design allowed speeds of 110 km/h, and that the blue signposts do not indicate a required</li> </ol>

		<p>speed limit. Otherwise, the signposts would have a white background.</p> <ol style="list-style-type: none"> <li>2. Police also conceded that an analysis of traffic incidents has revealed the road in the immediate vicinity of Kensakhara Village to be accident-prone, with 2 accidents this year.</li> <li>3. In response to the analysis, the Police and KazAvtoZhol introduced action prevention measures for this section of the road, including a 90 km/h speed limit and the installation of a “no passing” sign.</li> </ol> <p><b><u>Agreement / action</u></b></p> <ol style="list-style-type: none"> <li>4. <b>The Police and KazAvtoZhol agreed to reduce the speed limit further, to 80 km/h and install new speed limit signs accordingly, in response to resident concerns expressed in the meeting.</b></li> </ol>
	<p>2.5 Request for clarification of the current speed limits for rural roads</p>	<p><b><u>Information exchange / explanation</u></b></p> <ol style="list-style-type: none"> <li>1. The Administrative Police Directorate explained that on road sections with four or more lanes and with traffic barriers in the median strip the speed limit is 110 k/h; everywhere else it is 100 k/h. In residential areas, signs with a white background that say, “You are entering a residential area” signify the speed limit is 60 k/h.</li> </ol>
<p><b>Kensakhara and Sarzhansai</b> (continued)</p>	<p>2.6 Lack of special cattle crossings and no “cattle crossing” signs.</p>	<p><b><u>Information exchange / explanation</u></b></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol explained that the number of highway cattle crossings and their locations were originally agreed upon with the Akimat of the rural district at the road design stage. The official document is available at the Highway Authority.</li> <li>2. In response to letters received from residents</li> </ol>

		<p>the design provided for:</p> <ol style="list-style-type: none"> <li>a. One cattle crossing in Sarzhansai (Nagornyi) village, located in an underpass in the village itself.</li> <li>b. Two cattle crossings in Kensakhara village – one underpass combined with the bridge, at the entrance to the village and a second crossing at the end of the village.</li> <li>c. No cattle crossing signs are provided where cattle can cross the road via an underpass.</li> </ol> <p><u>Site visit</u></p> <ol style="list-style-type: none"> <li>3. Village authorities accompanied KazAvtoZhol and the Police Administration Directorate on a site visit to verify the cattle crossing following the community meeting.</li> </ol>
<p><b>Kensakhara and Sarzhansai</b> (continued)</p>	<p>2.7 <i>Near the dairy farm, the road has subsided where the farm is building a water supply line</i></p> <ul style="list-style-type: none"> <li>• Residents request that those that caused the subsidence repair the road.</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol explained that a subcontractor, Zhorga S LLP, carried out the work on the water supply line highway crossing, commissioned by AIS LLP.</li> <li>2. The subcontractor failed to comply with road construction process requirements, which resulted in subsidence in the crossing area.</li> <li>3. In 2015, National Company KazAvtoZhol JSC filed a claim against Zhorga S LLP, which was denied by the court.</li> <li>4. This year, KazAvtoZhol JSC, having recognised the court's reasons for denying the claim, eliminated all faults and intends to resubmit its claim against Zhorga S LLP for the recovery of an amount representing the damage to the road.</li> </ol>

		<p><u>Agreement / action</u></p> <p>5. KazAvtoZhol agreed that if the claim is successful, the recovered funds will be used to hire a construction company to repair the road.</p>
	<p>2.8 Emergency services do not have the equipment they need to respond to traffic accidents.</p>	<p><u>Information exchange / explanation</u></p> <p>1. KazAvtoZhol and the Administrative Police Directorate responded that first aid post equipment matters are not within their jurisdiction and referred the questioner to the Ministry of Health, the Red Cross or the Emergency Response Department. First aid is provided by the Central District Hospital in Martuk or the ambulance team from Aktobe.</p>
<p><b>Kensakhara and Sarzhansai</b> (continued)</p>	<p>2.9 Questions related to the bridges</p> <ul style="list-style-type: none"> <li>• On the bridge across the River Ilek and further along, why is there a continuous white line 3.5 km long?</li> <li>• The bridges have gaps, what are they for?</li> </ul>	<p><u>Information exchange / explanation</u></p> <p>1. KazAvtoZhol explained that the continuous white line at the centre of the road in the area of the bridge across the River Ilek was painted in accordance with the requirements of the road design. The line is 3.5 km long.</p> <p>2. The reason for it is that because of the considerable height of the embankment, safety fences have been provided along the whole length of this section on both sides of the road, and the line was included in the design to ensure road safety.</p> <p>3. When bridges are built, gaps are provided between the beams or slabs of the carriageway to enable the beams to expand or contract as required by the winter or summer temperature differential. The gaps between the beams are filled with bitumen compound.</p>
	<p>2.10 What is the guarantee service life of the highway</p>	<p><u>Information exchange / explanation</u></p>

		<p>1. KazAvtoZhol responded that the guarantee service life of the Aktobe-Martuk-Russian Federation (RF) Border highway section (towards Orenburg) is 2 years, as required by the European Bank for Reconstruction and Development.</p>
<p><b>3. Martuk</b> Community meeting 28 July 2016</p>	<p><b>3.1 Cattle crossing issues (C)</b></p> <ul style="list-style-type: none"> <li>• Lack of an underpass for cattle between km 68 + 500 km of the road.</li> <li>• Cattle crossings are narrow in both directions, which means that cattle are unable to pass.</li> <li>• Underground passage floods during spring, fall and when there are heavy rains making passage difficult.</li> <li>• When passage is flooded, animals cross highway in a location, which is not legally sanctioned and potentially dangerous.</li> <li>• Family is concerned animals will be hit by oncoming vehicles and they will be responsible for the accident, impacting safety and livelihood.</li> <li>• Request to widen underpasses or place cattle crossing sign on road in suitable location.</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol clarified that there are three adequate cattle crossings – two before the bridge and one after it, including a cattle-crossing underpass located at 68+250 km.</li> <li>2. KazAvtoZhol explained it had tried to widen the underpass last year as the issue had been mentioned previously.</li> </ol> <p><u>Site visit</u></p> <ol style="list-style-type: none"> <li>3. After the community meeting a small group of stakeholders from the village accompanied the authorities on a site visit. The group verified the existence of the cattle crossing described above. The group also visited the underpass that floods. A question was raised as to whether the cattle had difficulty navigating the area from the underpass up to the fields as the land was somewhat sloped, uneven and eroded. In the past, the area had been improved somewhat to ensure safe passage of the cattle to their fields.</li> </ol> <p><u>Agreement / action</u></p> <ol style="list-style-type: none"> <li>4. It was decided that an adequate route still existed for cattle to access the fields, but that the area should be monitored in case additional measures were required (e.g., bringing in sand/dirt to ensure the walk to the</li> </ol>



		<p><b>fields did not require cattle to climb up slopes that were unduly hazardous).</b></p>
<p><b>Martuk (continued)</b></p>	<p><i>3.2 Complaint about guardrails causing snow to pile up (C)</i></p>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol explained that guardrails are essential for road safety. The most effective measure to address the snowdrift concern is the provision of regular road clearing by the Road Maintenance Department. Complaints should be addressed to them.</li> <li>2. The agency also mentioned that additional plows have been added to the fleet to manage the snow removal, but conceded that the number of plows remains insufficient, considering the need. In addition, they are mobilizing machines from other areas / regions, when possible.</li> </ol>

<p><b>Martuk</b> (continued)</p>	<p>3.3 A need for repairs to the old roads (C)</p>	<p><u>Information exchange / explanation</u></p> <p>1. KazAvtoZhol explained that the old roads do not fall within its responsibility or that of regional maintenance services. “At present, the old sections of the road, which have not been included in the new road, are not being maintained by either: a) the National Operator, since they are not listed in the inventory of highways approved by Kazakhstan Government Decree No. 1809 of 05.12.2000, “On the approval of the list of public highways in the Republic of Kazakhstan”; or b) regional maintenance services, because this issue is not covered by Regulation No. 297 published by the Akim of Martuk Region on 22.07.2010.”<sup>8</sup> This is the case despite the fact that these approach roads are extensively used by village residents and therefore require repairs in the summer and snow clearance in the winter.</p> <p><u>Agreement / action</u></p> <p>2. <b>Two weeks ago (approximately 14 July 2016), KazAvtoZhol sent a letter to the Akimat for the Martuk District with a proposal to amend the Regulation of 22.07.2010, thereby transferring some approach roads to residential areas from the local authority to Region maintenance services.</b></p>
--------------------------------------	--	--

---

<sup>8</sup> Minutes of a meeting with residents of Martuk rural district of Martuk District, Aktobe Region, 27 July 2016.

<p><b>4. Kuraily</b></p> <p>Community meeting 25 July 2016</p>	<p><i>4.1 Rotary (turning location) to travel in the direction of Aktobe is too far away and should be closer to the village (C)</i></p> <ul style="list-style-type: none"> <li>• To reach Aktobe from the village one must travel 5 km north to go south. As a result, the trip to Aktobe is 30 km while the return trip is 20 km.</li> <li>• The logical place for a left hand turn toward Aktobe is obstructed by a Jersey barrier and no left hand turn is permitted.</li> <li>• The U-turn location is not working for the villages of Georgiyevka, Kuraily or Chilek.</li> <li>• The issue has been raised with every possible authority over a long period of time. The response is, “No. No changes. That is the design”.</li> <li>• As a preferred remedy, villagers requested that barriers be removed and road signs be installed to allow U-turns closer to the village rather than at the traffic circle, 5km away, necessitating a 10km journey for locals.</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol explained that the designated U-turn locations on the existing road are fully compliant with the requirements of the Building Code (SNiP), which does not allow road sections having a minimum of two traffic lanes in each direction to include U-turn spaces at distances of less than 5 km from one another.</li> <li>2. The length of the four-lane section of the highway between the northern Aktobe bypass and the far end of Kuraily village is 9500 m, and therefore ramps were provided in three places: at the start of the section, in the middle and at the end, which is fully compliant with the Building Code.</li> <li>3. The gap currently blocked with Jersey concrete blocks is not intended for everyday use by road users. It was put in place, intentionally, to allow vehicles to be redirected during road repairs.</li> <li>4. The gap cannot be used for U-turns, as it does not meet the associated requirements set out in the Building Code, including the availability of a deceleration lane, a rotary with a specified minimal radius, and an acceleration lane (speed change lanes). These lanes were not provided for by the engineering solutions adopted during construction, as that is not the function of the gaps.</li> <li>5. For this reason the highways authority doesn't have the right to allow U-turns in the gap areas. The removal of the barriers would create new road risks. Vehicles attempting to make a U-turn in the gap area would be at risk of blocking one or two lanes leading into</li> </ol>
--	--	---

		<p>town, due to the absence of speed change lanes. This approach would undoubtedly impact traffic safety and create situations conducive to traffic accidents.</p> <p>6. Consequently, no agreement was reached on this issue.</p>
<b>Kuraily (continued)</b>	<p><b>4.2 Issues related to bus stop (C)</b></p> <ul style="list-style-type: none"> <li>• As part of the highway reconstruction work, guardrails were installed beyond the two-level interchange leading to the northern bypass of Aktobe, on its railway side.</li> <li>• The guardrails prevent people living nearby from crossing the road and catching (stopping) car share vehicles or buses travelling into town.</li> <li>• Residents request whether it is possible to remove a part of the guard rails and provide a bus stop to enable passengers to get on and off buses.</li> <li>• Residents note that a bus stop in the locality at junction 39 km 6.8 had existed in the past but was removed during road construction. They contend that a promise was made to the town that the bus stop would be reinstalled. To date, there has been no action taken and no satisfactory explanations provided to the population, despite repeated inquiries.</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol explained that the installation of guardrails in this section of the road was linked to project requirements, which did not provide for the construction of sheltered bus turnouts.</li> <li>2. Resolving this issue is now outside KazAvtoZhol's authority, since in 2012, the 0 - 7 km + 300 m section of the Aktobe-Martuk-RF border road (towards Orenburg) was transferred from national into communal ownership, in response to a petition from the region's Akimat.</li> </ol> <p><u>Follow up action for community</u></p> <ol style="list-style-type: none"> <li>3. <b>KazAvtoZhol suggested that the residents of the rural district submit an official request to the Aktobe Region Passenger Transport and Highways Administration, which is responsible for bus service related matters for this section of the road.</b></li> </ol>
	<p><b>4.3 Pedestrian crossing obstructed by Jersey barriers (C)</b></p> <ul style="list-style-type: none"> <li>• Pedestrian zone that forms part of the median strip of the highway contains Jersey concrete blocks, which make it difficult for villagers to cross the road, particularly for people wheeling prams.</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol explained that the concrete barriers have been placed in the pedestrian zones by road management services to preventing unlawful, unauthorised entry into the high-speed section of the road (U-turns) in locations not intended for this purpose, as set out in the draft road management</li> </ol>

		<p>regulations.</p> <p><u>Agreement / action</u></p> <p>2. Without compromising road safety, KazAvtoZhol agreed to remove the concrete blocks from the pedestrian zones and replace them with smaller ones that will allow safe passage of prams while still preventing vehicles from making U-turns.</p>
<b>Kuraily (continued)</b>	<p>4.4 Under the interchange on the approach to Aktobe, the road narrows suddenly from four lanes to two lanes, which is dangerous (C)</p> <p>Residents had requested the responsible authority to:</p> <ul style="list-style-type: none"> <li>• Install signs cautioning motorists that the 4-lane roadway is about to end</li> <li>• Require highway speed to be reduced and include speed limit signs.</li> <li>• Set a limit of 40 km/h in the residential areas.</li> </ul>	Community did not raise issue in PSI.
	<p>4.5 Access by agricultural machinery to the fields across the highway (C)</p> <ul style="list-style-type: none"> <li>• Underpass is only 5meters wide rather than 6 meters as requested. Consequently, the wider equipment can't get to the fields.</li> <li>• Twice a year the big vehicles go across the road and the road police help with these crossings.</li> <li>• However, there are other vehicles that make 3-4 trips per day for 3 months out of the year.</li> <li>• Residents requested responsible authorities to provide access under the bridge for agricultural equipment; widen the underpass by 1 meter; or alternatively, legalize the current crossing route residents are using.</li> </ul>	Community did not raise issue in PSI.
	<p>4.6 Metal road dividers create snowdrifts (C)</p> <ul style="list-style-type: none"> <li>• The guardrails installed along the road and along its centre line act as snow traps during snowstorms. Would it be possible to remove them?</li> </ul>	<p><u>Information exchange / explanation</u></p> <p>1. KazAvtoZhol clarified that the Building Code strictly regulates the installation of guardrails on highways. Their location is determined early, at the road design stage, and those</p>

<p><b>Kuraily</b> (continued)</p>		<p>decisions are incorporated into project design.</p> <ol style="list-style-type: none"> <li>2. Guardrails make significant contributions to traffic safety (e.g., prevent head-on collisions, avert drivers from becoming blinded by oncoming traffic, avoid likelihood of a vehicle rolling over and falling into a ditch). Guardrails also have negative aspects, which manifest in the winter during bad weather (snow storms or blizzards).</li> <li>3. Snow clearance and snow control are the responsibility of the Highway Authority's operations services, which are also required to meet scheduled or minimum snow clearance times when the weather improves, and comply with these requirements.</li> <li>4. KazAvtoZhol concludes that the comments noted above do not provide adequate justification for removing the guardrails.</li> </ol>
	<p><i>4.7 Snowdrifts at the 17<sup>th</sup> km obstruct travel in bad weather (C)</i></p> <ul style="list-style-type: none"> <li>• The area of the road located at the end of the village at the 17<sup>th</sup> km gets snowed under during snowstorms so that drivers who wish to turn toward Aktobe have to drive further along the road to do so.</li> <li>• Villagers proposed that the turning be widened.</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. KazAvtoZhol explained that the guardrails on both sides of the rotary have been installed as specified in the project; however, the agency recognises that in bad weather (snow storms and blizzards) the guardrails trap the snow and create snowdrifts.</li> <li>2. The highway management service has already dismantled one of the guardrails (the inner side) and will see if this resolves the problems.</li> </ol>
	<p><i>4.8 Speed limit concerns (C)</i></p> <ul style="list-style-type: none"> <li>• There are four pedestrian crossings in the Kuraily village area.</li> <li>• Villagers suggested installing speed limit signs near each crossing, since road vehicles travel at speeds of over 100 km/h.</li> <li>• Villagers also noted a sign at the entrance to the village indicating,</li> </ul>	<p><u>Information exchange / explanation</u></p> <ol style="list-style-type: none"> <li>1. Administrative Police Directorate and KazAvtoZhol clarified the issues, as follows: <ol style="list-style-type: none"> <li>a. Traffic Code and Road Traffic Safety Act set the speed limit at 110 km/h for</li> </ol> </li> </ol>

<p><b>Kuraily</b> (continued)</p>	<p>“You are entering a residential area”. It is the residents’ understanding that this sign requires drivers to reduce their speed to 60 km/h.</p>	<p>motorways with more than four lanes and a traffic barrier in the median strip.</p> <p>b. The signs designating “You are entering a residential area” placed at the entrances of residential areas, have a blue background. Blue background signs do not specify or require drivers to drive at 60 km/h. Where this is a requirement, the “You are entering a residential area” sign contains a white background.</p> <p>c. Pedestrian crossings near the village include all the appropriate signage:</p> <ul style="list-style-type: none"> <li>• “Pedestrian crossing” information signs placed on both sides of the road leading in the same direction</li> <li>• “Pedestrian crossing” warning signs placed 150-300 m ahead of the crossing</li> <li>• Night-time lighting</li> <li>• The crossings also have zebra stripes, which were repainted where they had worn off.</li> </ul> <p><b><u>Agreement / action</u></b></p> <p>1. KazAvtoZhol, acting jointly with the Administrative Police Directorate, agreed to provide additional traffic and pedestrian safety features as follows:</p> <p>a. They will consider whether new “Pedestrian crossing” signs should be installed or existing ones replaced with signs that feature a larger reflecting surface.</p> <p>b. If additional funds are provided, they will consider whether cat’s eyes should be installed in pedestrian zones and rumble strips provided at their approaches.</p>
---------------------------------------	--	--

<b>5. Zhaisan</b> Community meeting 28 July 2016	<i>5.1 Lack of an underpass for livestock crossing between km 96 and km 97 of the road (C)</i>	<u>Information exchange / explanation</u> 1. KazAvtoZhol pointed out that there is an underpass at 95 + 439 km (a bridge) and again at 98 + 248 km (tubing).
	<i>5.2 Lack of winter snow clearance and maintenance on road turning into Zhaisan Village (C)</i> <ul style="list-style-type: none"> <li>Request that highway maintenance services assist in maintaining the road during winter.</li> </ul>	<u>Information exchange / explanation</u> 1. KazAvtoZhol responded that this work is beyond its legal responsibility, and though there needs to be regular road clearing, complaints should be addressed to the local road maintenance department. The highways maintenance agency is required to maintain down ramps only within their design dimensions.
<b>Zhaisan</b> (continued)	<i>5.3 Improving safety for children</i> <ul style="list-style-type: none"> <li>Children stand by the roadside waiting for the cattle to come home.</li> <li>For the sake of their safety, would it be possible to provide “Careful, children” signs and place images of children by pedestrian crossings, as well as billboards displaying traffic safety information and larger high-visibility “Pedestrian crossing” signs?</li> </ul>	<u>Information exchange / explanation</u> 7. KazAvtoZhol explained that the provision of “Children” signs is strictly regulated by the requirements of the Regulations on the Use of Road Signs. 8. The Regulations do not provide for the installation of these signs on this stretch of road, nor can signs with images of children be provided, since the placement of images of children, road vehicles, etc., is forbidden by the Road Traffic Convention signed in Vienna on 8 November 1968.  <u>Agreement / action</u> 9. Jointly with the Police, KazAvtoZhol will consider providing billboards that display traffic safety information and replacing “Pedestrian crossing” signs in the near future.



		<p><i><u>Follow-up action for community</u></i></p> <p>10. KazAvtoZhol underscored how dangerous it is for children to stand by the roadside and urged the community to take steps immediately to prevent further risk. The agency pointed out that since the children stand by the roadside to see the cattle coming home, the local authority, local police and the village community must ensure that cattle cross the road in designated places, which will make the children safe, allow the cattle to be driven safely through the underpass, and eliminate this dangerous situation as a whole.</p>
--	--	--

### III. Methodology

7. The PCM, EBRD's Resident Office, and the Environment and Sustainable Development Department of EBRD joined forces to support a facilitated information-exchange, problem-solving and capacity-building initiative, in line with the Bank's commitment on road safety and its associated technical cooperation program. The initiative was presented in the villages located along the EBRD financed section of the South-West Corridor project, including Kuraily, Saryzhar (Khlebodarovka), Kensakhara, Sarzhansai<sup>9</sup>, Martuk and Zhaisan. The aim of the meetings was to: 1) address questions and complaints from residents living in communities adjacent to the road; and 2) raise road safety awareness and knowledge regionally and locally to help mitigate road safety risks to area residents. Eastern Alliance for Safe and Sustainable Transport (EASST)<sup>10</sup>, an internationally recognised expert in road-safety, served as a technical resource to the process and provided indispensable substantive expertise, coupled with a broad range of experience working in the region. EBRD's Aktobe Office supplied valuable logistics support while the team was in the region, and the PCM is most appreciative of these efforts.
8. The road safety problem-solving and capacity-building initiative required the convening assistance, support and cooperation of many individuals and their institutions, including the Ministry for Investment and Development of the Republic of Kazakhstan; Committee for Roads under the Ministry for Investment and Development; KazAvtoZhol at the national and Aktobe Region levels; Road Police within the Ministry of Internal Affairs; Road Police Committee of the Ministry of Internal Affairs; Administrative Police Directorate at the Department of Internal Affairs, Aktobe Region; Police Department of the Board for the Aktobe Region; Akimat of the Astana Region; Akimat of Aktobe District; Akimat of Martuk District; local Akims for Kuraily, Saryjar (Khlebodarovka), Kensakhara / Sarjansay, Martuk, and Zhaisan villages and their residents; 'Common Road' NGO and its Aktobe Region partner; World Health Organization. The PCM wishes to extend our deepest appreciation for their guidance, advice and support throughout the program.
9. The methods used to convene and conduct the community-based PSI involved a lengthy but valuable set of discussions and coordinating activities with the EBRD team prior to traveling to Kazakhstan, and a series of in-country preparation and implementation strategies undertaken from 11 July 2016 – 29 July 2016, as follows:  
  
*PSI preparation – joining forces with EBRD, developing a course of action, building support, preparing participants, organizing and structuring the talks.*
10. PCM and the EBRD team (e.g., Environment and Sustainability Department, EBRD Resident Office), and later, EASST partners, engaged in on-going discussions and coordination activities to: a) develop a general course of action and vision for how to combine forces to

---

<sup>9</sup> Sarzhansai villagers joined the meeting in Kensakhara as the settlements are close to each other and the local Akim is responsible for both communities.

<sup>10</sup> EASST is an independent, UK-registered charity whose mission is to save lives and prevent injuries by making road transport safer, greener and more sustainable for future generations. The organisation brings significant experience managing projects that address many aspects of road safety, in Central Asia and elsewhere in the world, contributing to significant reforms in the region and to the UN Decade of Action for Road Safety. <http://www.easst.co.uk/about>

address villagers' concerns and strengthen road safety at the project level; b) determine who should be involved; c) define outcomes, expectations and what success should look like; d) establish a schedule and timeframe; e) manage logistics.

11. EASST partners travelled to Astana on 11 July 2016 to manage the vitally important inception stage of the project, with support from the EBRD Resident Office. The inception stage aimed to build credibility, trust and support at the highest level to enable the initiative to proceed at the project level. An essential component of inception involved meetings with key national authorities to explain the proposed initiative, surface and address any concerns, and secure their cooperation and support for further work at the village, district and regional levels. These meetings were fundamental to opening doors and establishing the relationships necessary to deliver the initiative to the villages. Two documents were particularly instrumental in providing the degree of comfort and clarity necessary to enable local authorities to lend their support to the program: a) Letter No. 03/15-1-1969 of 15.07.2016 from National Company KazAvtoZhol JSC establishing the grounds for the community meetings; and b) letter of support from EBRD 20 July 2016.
12. The PCM Expert arrived in Kazakhstan on 16 July 2016. Together with the Road Safety Expert from EASST and an interpreter, she travelled to Karaganda to meet with the Complainant who originally brought the complaint to the PCM, including seeking a PSI; however, he was not a participant in the PSI because he is not project-affected. The purpose of the meeting was to check in on the status of his complaint, update him about the community PSI and hear his views and advice, discuss the safe villages approach, and so forth. EASST described the road safety network of partners in Kazakhstan in case the Complainant had an interest in building partnerships with other NGO's committed to working on similar problems.
13. Assessing the landscape and understanding the local context was an on-going, iterative activity. Part of the assessment included the opportunity to engage with the Head of EBRD's Resident Office and her team about the situation on the ground and learn more about the current Bank activities and plans in place to enhance road safety in Kazakhstan. In addition to supplying useful background information, the conversation highlighted a serious commitment by EBRD to road safety, as evidenced by the policies and initiatives underway. Additional details are presented in the 'Results' section of this Report.
14. Convening a PSI requires gaining buy-in from those who need to be 'at the table' for the process to succeed; setting the parties up for success; and preparing them for what to expect to avoid uncomfortable surprises. Toward this end, the PCM Expert and EASST undertook a series of bi-lateral meetings with key authorities at Region and District levels (e.g., KazAvtoZhol, Administrative Police Directorate at the Department of Internal Affairs; Police Department of the Board for the Aktobe Region; Akimat of Aktobe District; Akimat of Martuk District). The purpose of these meetings was to:
  - Discuss the purpose of the initiative, gain support, create a positive climate for problem solving and establish realistic expectations
  - Provide participants with a fuller sense of how the problem-solving and capacity building initiative would proceed

- Emphasize that the goal is to help people talk together in a respectful manner to resolve issues underlying villagers' complaints, without attributing fault or blame, and where agreements are reached, to document the agreements
  - Consult about the agenda and gain agreement
  - Address any concerns or doubts about the process
  - Determine who should be involved and how
  - Agree on meeting venues and other logistics
15. Once permission to go ahead with the PSI had been obtained from Region authorities, PCM and EASST facilitated a similar set of bilateral meetings in the villages, as described in point 3, convened by the village Akim, and sometimes including a small group of interested residents. The focus of these meetings was to update Akims and villagers on the status of the complaint since the PCM Eligibility Assessment in June 2015; gain their advice and support for the PSI; discuss who should attend the meeting, including young people and adults; address any concerns or doubts about the process.
16. Based on the consultations with the communities and authorities, the PCM Expert finalized the objectives and agenda for the PSI / capacity building initiative in consultation with EASST. (See Annex 2 – PSI-Safe Villages Agenda.)

*PSI implementation – community meetings, site visits, documenting agreements, next steps*

17. The PCM Expert and EASST convened community meeting in each village that included:
- Education, information exchange and problem solving to discuss village complaints and explore remedies with the local authorities, local police and representatives of KazAvtoZhol and the Administrative Police Directorate. In cases where a solution was not possible, the authorities made an effort to recognize the issue and its impact on the community; indicate how it was considered; provide a clear explanation why the community's preferred remedy was not feasible; and where possible, make suggestions as to how the community might address the issue itself or what other government authority or organization to contact for assistance.
  - Road safety capacity-building to increase road safety awareness and knowledge in the local populations and help mitigate road safety risks to residents.
  - Site visit with interested residents and authorities (action group) to:
    - i. Engage in on-the-spot visual clarification of issues identified by residents;
    - ii. Gain first-hand understanding of the issue at hand and consider possible remedies;
    - iii. Verify an explanation provided by KazAvtoZhol or the Administrative Police Directorate; and so forth.
18. A key element of managing a PSI is to ensure that agreements are properly documented and next steps indicated. Documented agreements are critical as they form the basis for implementation and monitoring activities. Consequently, Kazavtozhol prepared draft meeting summaries recording results from each village. The PCM Expert and EASST

reviewed each summary for accuracy and comprehensiveness, requesting changes where required. The draft summary has been sent to each village with a request that the Akimat:

- Complete the list of meeting attendees, and if possible, name all those who attended the meeting;
- Collect the signatures of residents and ensure that the Akimat obtains the signatures of residents who had raised concerns or asked questions;
- Scan the minutes and the updated electronic version of the list of attendees and return it to the sender's e-mail address;
- Stamp every page with the Akimat's stamp.

19. A final version of these minutes, with signatures of all adult participants, is being produced by Kazavtozhol, jointly with the local Akims.

#### *PSI feedback and continuous learning*

20. A PSI is an art, not a science and requires an intentional effort by the PCM to engage in continuous learning in order to improve its processes, strategies and approach. Consequently, the PCM Expert requested feedback from KazAvtoZhol, informally, toward the conclusion of the process, and received valuable insights, lessons and advice from the representative for consideration in how PCM carries out its PSI work going forward, in relation to future complaints found to be eligible for problem solving. At the conclusion of the initiative, PCM and EASST held a short closure session with the representative of KazAvtoZhol to debrief community meetings, obtain signatures from experts and complete the process.

## **IV. Results and Outstanding Issues**

### *Results*

21. The road safety problem-solving and capacity building initiative produced a number of results worth noting:

1. The initiative opened a dialogue. The community, along with authorities from the villages, the districts and the region, including Kazavtozhol and the Administrative Police Directorate, had an occasion to sit together, face-to-face, and exchange views on issues of mutual concern, in a positive environment, without attributing fault or blame.
2. Residents appreciated that a team of authorities from the Police and Kazavtozhol visited their villages and engaged with them. The initiative gave villagers direct access to the authorities, paving the way for a constructive working relationship in the future.
3. The authorities had the opportunity to hear residents' questions and concerns, and, in some cases, identify remedies that satisfied participants' needs. In the absence of a solution, the Police and KazAvtoZhol provided a respectful explanation of the basis and assumptions on which their responses were based (e.g., why a certain action was not possible or outside their scope of responsibility). This approach offered a certain degree of transparency, which hopefully brought a sense of credibility to the process

that would otherwise be lacking. Further, the information supplied by the authorities was informative, and respectfully delivered in non-technical language that was easy to understand. Finally, the agreements and explanations were memorialized in a set of comprehensive meeting summaries annexed to this Report. (Table 1 briefly outlines the issues, responses and remedies discussed in the community meetings. For further details, see Annex 3 – Community Meeting Summaries.)

4. All parties gained more knowledge about the issues and increased appreciation for each other's viewpoints, interests and constraints. The site visits to the road were particularly effective in facilitating a common understanding of a problem and in some cases, a solution. Community residents and authorities recognized there was a limit to what could be discussed in a meeting room. The visits allowed participants to experience a clear visual impact of the place and enabled them to ask questions and gain a more realistic understanding. A side benefit of such trips is the rapport that can develop among the participants.
  5. Communities increased their awareness of road safety risks and gained ideas about actions they could take on their own, to improve road safety. In addition, as a result of effective outreach to the media undertaken by EASST, one reporter and local TV personality is keen to prepare a documentary for local television about the new road and the kind of measures that can help to improve road safety, including those featured in the Educational Pack provided by EASST for children.
  6. Focusing the initiative on road safety and involving an independent substantive expert in the initiative was beneficial to the process and the participants. EASST offered very specific pointers about road safety and provided an excellent educational package (something tangible to leave behind that served the community). They also acted as a credible resource and idea generator, providing ideas about how similar problems had been resolved elsewhere. Indeed, teaming up with EASST produced more satisfactory results than had PCM managed the PSI unilaterally.
22. Getting road safety right requires strategies and policies which take into account its multi-dimensional nature – from designing safe roads to enforcing the rules like speed limits; and, including responsible driver behaviour (e.g., not driving under the influence, driving less aggressively, slowing down near villages, respectful treatment of pedestrians). While not a direct result of the PSI, it is important to acknowledge EBRD's significant commitment to road safety and its efforts to address some of the structural problems identified in the sector since the South-West Corridor Road Project was approved in 2008, under the 2003 Environmental Policy. According to the EBRD Head of Kazakhstan Office and her team, the Bank is:
1. Embedding road safety early into the project cycle, at the design stage, rather than waiting until the road is completed, when fixing problems can be prohibitively expensive.
  2. Requesting the Government of the Republic of Kazakhstan (ROK) to allocate costs for road safety measures up front, when developing their budget, rather than waiting until later when all the money is spent.
  3. Collaborating with all the other international financial institutions (IFIs) financing roads in Kazakhstan (e.g., World Bank, Islamic Development Bank, Asian Development Bank)

in the context of the UN Decade of Action for Road Safety to ensure a coordinated approach to requirements and capacity-building initiatives, mobilize further resources and share knowledge and experience.

4. Requiring road safety audits as a matter of course. The Bank established this practice in 2015, and it is incorporated into EBRD's 2014 Environmental and Social Policy. Currently, EBRD is the only IFI to mandate this.
  5. Retaining road safety experts to work with all the stakeholders, including government, police, communities, etc., on capacity building and safety awareness.
  6. Working with the Government to improve construction standards so they are aligned with leading international practice.
  7. Making the business case for road safety by demonstrating the socio-economic impacts of traffic accidents so that all groups, including the Government, communities, motorists, and the Bank, take road safety *seriously* (e.g., pinpointing how the ripple effect of accidents on families creates situations whereby 80 per cent of them sink into poverty for the next twenty years; providing compelling evidence to raise awareness about the severe impacts traffic accidents have on health care and their wider impacts on families and communities).
23. Further, apart from the PSI, EBRD is undertaking additional activities to address structural sources of road safety problems. For example, the Bank is working with the authorities to improve road safety requirements in the design of roads; it has increased monitoring on road projects in Kazakhstan; and it is working on improving communication about safety issues with the public along the roads it finances, beginning with the community engagement activities carried out during the PSI.

#### *Outstanding issues and lessons learned*

24. The PSI did not successfully resolve all the issues identified in the complaint. The incomplete outcome is due, in part, to various constraints confronting the Client, including: 1) no budget remains to address those design-related issues requiring technical solutions with higher cost implications, as the road was completed in September 2013; 2) the Client is a public-sector entity and cannot allocate additional funds to a completed project as expenditures are governed by regulation, and new items cannot be funded retroactively; and 3) some of the proposals identified in the dialogue fall outside the technical road safety design standards and norms, while others are beyond the jurisdiction of the Client and require approval from authorities who were not 'at the table'. The convening process was conducted within a compressed timeframe, without sufficient opportunity to identify and enable the relevant people with requisite decision-making authority to participate in the process, such as the Roads Services. In a few instances residents seemed to be proposing remedies for reasons primarily driven by individual convenience rather than enhanced road safety.
25. It is important to recognize that constraints on the parties are inevitable in any problem-solving process. A well-executed PSI has the potential to help all participants find ways of overcoming constraints rather than concluding that nothing can be done. This is where creativity, innovation, a "how can we vs. why can't we" attitude, and a good strong dose of political will, paired with a well-designed problem-solving process and technical expertise from an independent source, can make the difference between a fully satisfactory

settlement and a partial agreement. The PSI was unable to marshal enough of what it takes to overcome the obstacles presented.

26. Also significant to this topic is a road safety audit report prepared in 2015 by an independent expert retained by the Bank.<sup>11</sup> The report confirms some of the concerns raised in the complaint and presents technical findings describing risks with implications for pedestrians, animals, motorists and passengers who use the road. The report has been shared with the Client. To PCM's knowledge, the content of the report has not been made public, although the road safety audit is referenced in the Project Summary Document on EBRD's website<sup>12</sup>. Implementing key recommendations identified in the report would have considerable effect on resolving unsettled issues and reducing risk. Indeed, full disclosure and information sharing are important components of a PSI so that all participants are armed with appropriate information, which would help to: 1) enhance trust among the parties; 2) inform the dialogue; and 3) promote fair, comprehensive and sustainable outcomes.
27. Barring any changes, however, residual risk remains on the shoulders of the villagers and motorists who use the road, but who may have no awareness that they are at risk from issues identified in the audit. The local population should have a right to know the risks they face in order to take precautionary measures, individually or as a community, to safeguard their own well-being, particularly given the unlikelihood that the Client will be in a position to invest a great deal in changes to the road to make this road section safer. While the Government of Kazakhstan insists there are no resources to fix many of the remaining problems referenced in the report, due to various constraints discussed earlier, the economics of getting road safety wrong are staggering...conceivably far beyond the cost of the recommendations set out in the Road Safety Inspection Report when compared to the ripple effect accidents have on families whereby 80 per cent of them sink into poverty for the next twenty years.<sup>13</sup> It is regrettable that the PSI was unable to provide the opportunity to raise the issues contained in the audit in understandable terms and jointly develop solutions that involved the Bank, the Client and the communities working together to assure safer roads.

## V. Follow-up Monitoring and Reporting

28. The PCM Expert recommends that the PCM Officer prepare and carry out a monitoring plan to monitor agreements reached during the PSI, as described in Table 1; and further, that she prepare, submit and publically release the reports, in accordance with PCM RP 39.

## VI. Public Release of Problem-solving Completion Report

---

<sup>11</sup> It should be noted that the audit was carried out against the EU road safety requirements, which came into force after project approval. Hence, the project was not expected to meet these safety standards when it was designed and approved.

<sup>12</sup> "A further road safety audit will be carried out in Q3 2015 to identify and address any road safety issues related to the project." Project Summary Document". <http://www.ebrd.com/work-with-us/projects/psd/southwest-corridor-road-project.html>

<sup>13</sup> See paragraph 22.7 of this report.



29. In accordance with PCM RP 38, the PCM Officer will circulate the Problem-solving Completion Report for information to all Relevant Parties, as well as to the President and the Board. If the Relevant Parties agree, this Report will be publicly released and posted on the PCM web site. If the Relevant Parties do not agree to the release of the Report due to confidentiality concerns, a summary of the Report will be publicly released and posted on the PCM website.

## **VII. Conclusion**

30. The Problem-solving Initiative succeeded in opening dialogue between the authorities and the community where people were able to sit together respectfully and exchange views and information on issues of mutual concern, without attributing fault or blame. In some cases, it resulted in agreements; and no doubt, it increased understanding and knowledge of the issues, concerns and constraints on all sides. The PSI also drew citizen attention to road safety risks and introduced important prevention techniques that villagers and their children could take to protect themselves. Despite a number of positive achievements directly related to the PSI and beyond, the dialogue process did not successfully resolve all the issues identified in the complaint; however, it went as far as it could go, under the circumstances. Without assigning blame, or detracting from the outcomes achieved, the PCM Expert recognizes that absent additional creativity, resources and/or political will on the part of the Client and the Bank, more problem solving is unlikely to achieve further remedies to the issues raised in the complaint. As per the 2014 PCM Rules of Procedure (RPs), paragraph 37, the PCM Expert therefore concludes, “no further progress towards resolution of the dispute is possible”. Accordingly, the PCM Expert considers the Problem-solving Initiative completed, but identifies the need for follow-up monitoring and reporting by the PCM Officer.

**Annex 1 – Complaint**  
**Sample Complaint Form**

*In order for the PCM to address your complaint,  
you must provide the following information:*



<p>1. Name of the Person(s) or Organisation(s) filing the Complaint (“the Complainant”).</p> <p><b>Yuri Pavlovich Krivodanov</b>, Head of Administrative Office, National Expert Council on Transparency and Sustainable Development, Director, NGO Blago, Chairman, Kazakhstan Aarhus Committee Not-for-Profit Organisation</p>
<p>2. Contact information of the Complainant (please include email address and phone number if possible).</p> <p>Tel. +7 7212 42-06-87, mobile +7 705 334 48 54, e-mail <a href="mailto:varpet54@mail.ru">varpet54@mail.ru</a></p>
<p>3. Is there a representative making this Complaint on behalf of the Complainant?</p> <p><b>Yes</b>      <i>(if yes, please provide the Name and Contact information of the Representative):</i></p> <p>.....</p> <p>.....</p> <p>.....</p> <p><i>Please attach proof that the Representative has been authorised by the Complainant to file the Complaint. For example, this can be in the form of a letter signed by the Complainant giving permission to the Representative to make the Complaint on his behalf.</i></p> <p><b>No X</b></p>
<p>Is proof of authorisation included with the Complaint?</p> <p><b>Yes</b>      <b>No X</b></p>
<p>4. Are you requesting that this Complaint be kept <b>confidential</b>?</p> <p><b>Yes</b>      <i>(if yes, please explain why you are requesting confidentiality)</i></p> <p><b>No X</b></p>
<p>5. Please provide the <b>name or a description of the EBRD Project</b> at issue.</p> <p>South-West Transit Corridor Reconstruction Project (“the South-West Roads Project”), whose route passes through Aktyubinsk Province</p>

6. Please describe the **harm that has been caused or might be caused** by the Project (please continue on a separate sheet if needed):

The fact that the Bank's specialists [REDACTED] have ignored our communications concerning the defects of implementation of the reconstruction project has resulted in significant harm to:

- A) Residents of the population centres adjoining the South-West Transit Corridor;
- B) The establishment of a Network of Expert Councils on Transparency and Sustainable Development, a project being implemented under the terms of the Memorandum of Understanding and Cooperation signed on 14 June 2012 between the RK Ministry of Transport and Communications Highways Committee, companies participating in the implementation of the South-West Transit Corridor Reconstruction Project and the Association of NGOs represented by NGO Blago.
- C) The image of the NGOs monitoring the progress of the South-West Roads Project.

The harm caused to the residents of the population centres listed below, adjoining the South-West Transit Corridor, consists in the following:

#### **1. The village of Zhaisan**

- 1.1 There is no off ramp at the 96<sup>th</sup> km of the route, which would have been convenient for the residents, and would not have been snowed-under in the winter, because there is a free space on the site and the railway branch line protects it from snow drifts.
- 1.2 There is no off ramp to the college grounds or to the village of Voznesenovka, and cars have to travel straight on across the fields.
- 1.3 There is no crossing for cattle (150 head) or sheep and goats (600 head) opposite the cemetery (at the 97<sup>th</sup> km of the route) or on the east of the village. This harms the interests of over 400 households.
- 1.4 There are no toilet facilities at the bus stops.
- 1.5 The 86<sup>th</sup> – 88<sup>th</sup> km part of the route suffers from constant large snow drifts due to the road dividers and the lack of snow barriers.
- 1.6 The quality of the road is poor: there are transverse cracks everywhere due to the failure to restore the top soil or carry out soil reclamation. As a result, the rains have been eroding the embankment and the shoulders have subsided.
- 1.7 The failure to restore the top soil or carry out soil reclamation has also resulted in the shoulders becoming overgrown with toxic grass which causes allergy, while the dust from the road is blown into the village and the market gardens.

#### **2. The village of Kensakhara**

- 2.1 There is no lighting along the Kensakhara section of the road.
- 2.2 There is no crossing for agricultural machinery (12 vehicles) by the Kensakhara on ramp.
- 2.3 The old road to Martuk is damaged.

2.4 There are no pedestrian crossings, bus stops or toilet facilities at the bus stops.

### **3. The village of Sarzhansai**

3.1 There is no 500 m long sound barrier along ul. Aktyubinskaya.

### **4. The village of Martuk**

4.1 The road becomes snowed-under due to the design of the road dividers and no road clearing takes place.

4.2 The shoulders are crumbling and subsiding.

4.3 The cattle crossing by the new bridge on the Elek is very narrow and the cattle won't cross it, it needs to be widened (300 head of cattle and 50 head of sheep and goats).

4.4 There is no crossing for agricultural machinery by the junction leading to the new road.

4.5 None of the woodland belts along the route have been restored.

4.6 The sites of two open-cast mines (behind the Kazmunaigaz filling station and by the Elek bridge) have not been recultivated.

### **5. The village of Khlebodarovka**

5.1 The off ramps on the south and north sides of the village were damaged during construction and have not been repaired.

5.2 Trucks have damaged the sports ground as well Aitike bi, Zhenis, Aibergenova and Trenina streets.

5.3 There is no bus stop by the exit to Martuk.

5.4 There are no toilet facilities at the bus stops.

5.5 The shoulders have not been recultivated.

### **6. The village of Kuraily**

6.1 The turning space at the exit from the village should be closer to the village, near the camp site.

6.2 The design of the road dividers produces constant snow drifts.

6.3 There is no lighting along the road.

6.4 Internal roads have been left in a dreadful condition.

6.5 Rain water erodes the off ramp to Rossovkhoz. The ramp itself is very steep. It should be moved to a more suitable location.

6.6 Junction 39 should have a bus stop and a pedestrian crossing.

6.7 Under the interchange on the approach to Aktobe the road narrows suddenly and dangerously and this causes accidents, including fatal ones. The road must be widened as a matter of urgency.

7. If you are requesting the PCM's help through a **Problem-solving Initiative**, you must have made a genuine effort to contact the EBRD or Project Sponsor regarding the issues in this complaint.

a. Have you **contacted the EBRD** to try to resolve the harm caused or expected to be caused by the Project?

**Yes**  (If yes, please list when the contact was made, how and with whom):

**(Mr. Krivodanov's reply appears in a separate file)**

Please also describe any response you may have received.

.....  
.....  
.....

**No** (please go to question 8)

Is the written record of this contact with the EBRD attached to your complaint?

**Yes** (please list)

.....  
.....  
.....

**No** (if not, please arrange for all relevant documents to be delivered to the PCM Officer as soon as possible).

b. Have you **contacted the Project Sponsor** to try to resolve the harm caused or expected to be caused by the Project?

**Yes** (if yes, please list when the contact was made, how and with whom)

.....  
.....  
.....

Please also describe any response you may have received.

.....  
.....

**No** (please go to question 8)

Is the written record of this contact with the Project Sponsor attached to your complaint?

**Yes** (please list)

.....  
.....  
.....

**No** (if not, please arrange for all relevant documents to be delivered to the PCM Officer as soon as possible).

**8. If you have not contacted** the EBRD and/or Project Sponsor to try to resolve the harm or expected harm, please explain why.



## Annex 2 – PSI-Safe Villages Agenda



### Overview

The European Bank for Reconstruction and Development (EBRD), the Project Complaint Mechanism (PCM), EBRD's independent accountability mechanism, and the Eastern Alliance for Safe and Sustainable Transport (EASST) have joined forces to support a Problem-solving Initiative and Road Safety Capacity Building program aimed at: 1) addressing questions and complaints from residents living in local villages along the EBRD financed section of the South-West Corridor project; and 2) helping to prevent and mitigate road safety risks to villagers. The initiative is significantly assisted through the support, participation and cooperation of KazAvtoZhol at the national and Aktoke Region levels; Road Committee under the Ministry for Infrastructure and Development; Road Police, Ministry of the Interior; the Police Department of the Board for the Aktoke Region; the Akims for Martuk and Aktoke Districts; and the local akims for Kuraily, Saryjar (Khlebodarovka), Kensakhara / Sarjansay, Martuk, and Jaisan villages.

### Purpose of Meeting

1. Discuss the importance of road infrastructure and identify possible problems and solutions related to the SW Corridor road;
2. Introduce an educational package on road safety;
3. Present the idea of safe villages and discuss a strategy for the development of confidence and improved cooperation between local authorities, law enforcement agencies and civil society for road safety.

### Program

1. Welcome and opening remarks from village Akim
2. Presentation of experts from EASST, PCM, KazAvtoZhol and Police
3. Dialogue with the participants of the meeting about the importance of road infrastructure
4. Identification of possible problems and solutions related to the SW Corridor road
5. Presentation of the concept of Safe villages (safe way to school, a safe journey home, neighborly assistance, civil patrols, etc.).
6. Presentation of the educational road safety package
7. Discussion of how to strengthen trust, communication and relationship between local authorities, law enforcement agencies and civil society to improve road safety
8. Questions and answers
9. Next steps

## Annex 3 – Community Meeting Summaries

Translated from Russian

### Khlebodarovka

#### MINUTES

of a meeting with the residents of Khlebodarovka rural district,  
Martuk Region, Aktobe Province

25 July 2016  
14:00 hrs

Saryjar (Khlebodar) Village  
School building

#### Attendees:

- See list below

#### Grounds for the meeting

- Letter No 03/15-1-1969-I of 15.07.2016 from National Company KazAvtoZhol JSC

#### Agenda

- Discussion and clarification of issues of interest to the residents of the rural district living along a section of the Western Europe – Western China international transport corridor, arising after the reconstruction and upgrading of the section of the highway linking Aktobe with Martuk and the RF Border (towards Orenburg)

1. Myrzagul Sadykovich Nurkasimov, Head of owner-operated farm enterprise

**Q1:** Due to the expansion of the village towards the town and the increase in livestock numbers, the section between highway kilometre stones 22 and 23 requires the provision of space for a cattle crossing to enable the cattle to reach pastures on the other side of the highway and the railway. The existing cattle crossing overpass is 5 km away from this section, so that “Cattle crossing” road signs will also need to be installed.

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. The issue of the number of cattle crossings along the highway and their locations was originally agreed with the Akimate of the rural district at the highway design stage. The official document is available at the highway authorities. In addition, since in this section the highway runs parallel to the railway, during the design process the highway was tied in to the existing railway facilities, including cattle crossings. The cattle crossing under the railway is located further along towards Martuk, so that the cattle crossings under the highway were designed in the same location, to enable them to run alongside one another.

A visual inspection of the level crossing in the area of the cattle crossing showed that cattle had been crossing the railway lines over the roadbed, i.e. walking over the tracks.

Based on the examination of that highway/railway section, the highways authority in consultation with the internal affairs agencies decided to accept the request for “Cattle crossing” signs, specifying the area and the period of time to which it will apply, subject to the local authority complying with the following mandatory requirements:

- Agree the location of the railway cattle crossing in the area of the 22 km highway kilometre stone with the Kazakh Railway Company, KTZH;
- Obtain a Regional Akimate decision specifying when (in the morning and evening) the cattle drivers will be driving the cattle across the highway.



2. Aisulu Kadyrovna Niyazova, resident of the rural district

**Q1:** At the entrance to the village there is a “You are entering a residential area” sign, where drivers are required to reduce their speed to 60 kph. Why are drivers not observing this sign and passing it at 100 kph.

**A:** U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs and R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The Traffic Code and the Road Traffic Safety Act set the speed limit for roads with more than four lanes which have a traffic barrier in the median strip at 110 kph and for all other road sections at 100 kph. The “You are entering a residential area” signs placed at the entrances of residential areas have a blue background and they do not specify and do not require drivers to drive at 60 kph. Where this is a requirement, the “You are entering a residential area” sign has a white background.

**Q2:** The bus stop shelter and pedestrian zone have no night time lighting.

**A.** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. The project does not envisage providing lighting for the bus stop shelter and the pedestrian zone, because of the lack of power lines nearby, the fact that their provision would not be economically justified and the high cost of the work, consisting of the cost of running a power supply line from the village to the bus stop, installing a transformer substation, installing light poles, the cost of maintenance of the newly installed lighting system, electricity charges etc.

Based on the results of the meeting, the action group travelled to site to obtain visual clarification of the answers to the residents’ questions.

**The debriefing and travel to site for on the spot visual clarification of issues of interest to the residents led to the following conclusions:**

- The residents, the Akimate and other stakeholders present at the meeting were satisfied with the answers they received;
- The residents of the rural district were satisfied with the proposed measures described above;
- The residents of the rural district received exhaustive answers, expressed in everyday, easy to understand language, to questions which were outside the highways agency’s remit or could not be resolved for reasons set out above.

..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)

**We ask the Akimate to:**

1. Complete the list of attendees, if possible naming all those who had attended the meeting.
2. Collect the signatures of residents and ensure that you obtain the signatures of residents who had asked questions.

3. Scan the minutes and the updated electronic version of the list of attendees and return it to the sender's e-mail address. Stamp every page with the Akimate's stamp.

#### **List of attendees**

1. R.T. Ilyasova, Akim of the .....rural district, Martuk Region, Aktobe Province
2. Natalia Nikolaevna Chernovskaya, Lead Specialist of the Akimate of ..... rural district of Martuk Region, Aktobe Province.
3. Susan T.Wildau, Partner, Collaborative Decision Resources Associates, Specialist, EBRD Project Complaints Mechanism – an independent European Bank for Reconstruction and Development accountability mechanism)
4. S. Diakonou, EASST (Eastern Alliance for Safe and Sustainable Transport) expert accredited by the European Bank for Reconstruction and Development
5. A. Shakuov, Chairman, Republic of Kazakhstan Road Safety Association Common Path Research and Design Organisation
6. R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department
7. U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs, Police Lieutenant General.
8. M.S. Nurkasymov, Head of Adil owner-operated farm enterprise, assistant to the Akim responsible for community affairs.
9. A.K. Niyazova, resident of the rural district.

Translated from Russian

**Kensakhara**

**MINUTES  
of a meeting with the residents of Kensakhara rural district  
Martuk Region, Aktobe Province**

**26 July 2016  
11:00 hrs**

**Kensakhara Village  
School building**

**Attendees:**

- See list below  
Grounds for the meeting

- Letter No 03/15-1-1969-I of 15.07.2016 from National Company KazAvtoZhol JSC

**Agenda**

- Discussion and clarification of issues of interest to the residents of the rural district living along a section of the Western Europe – Western China international transport corridor, arising after the reconstruction and upgrading the section of the road linking Aktobe with Martuk and the RF Border (towards Orenburg)

**Questions asked by the residents and the answers they received**

1. Darkhan Saginbaevich Tleuov, Akim of Tanirberegensky rural district.

**Q:** What is the guarantee service life of the highway?

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. As required by the European Bank for Reconstruction and Development, the guarantee service life of the Aktobe-Martuk-RF Border highway section (towards Orenburg) is 2 years.

2. Alibek Orynbasarovich Umbetalin, resident of the rural district

**Q1:** At the entrance to the village there is a “You are entering a residential area” sign, which requires drivers to reduce their speed to 60 kph. Why don’t drivers observe the sign but instead drive at 100 kph?

**A:** U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs and R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The Traffic Code and the Road Traffic Safety Act set the speed limit for highways with more than four lanes which have a traffic barrier in the median strip at 110 kph and for all other highway sections at 100 kph. The “You are entering a residential area” signs placed at the entrances of residential areas, have a blue background and they do not specify and do not require drivers to drive at 60 kph. Where this is a requirement, the “You are entering a residential area” sign has a white background.

However, since the road has been in operation, a comparative analysis of the number of incidents and their location has identified a black spot in the immediate vicinity of Kensakhara Village, where there were 2 accidents in a year. In response, the police and the highways authority introduced accident prevention measures in this section of the road. They include a 90 kph speed limit and the installation of a “No overtaking” sign. An additional safety measure, to be introduced in response to residents’ requests, will be the replacement of the 90 kph speed limit sign with an 80 kph sign.

**Q2.** There are no special cattle crossings and no “Cattle crossing” signs.

**A.** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The issue of the number of highway cattle crossings and their locations was originally agreed with the Akimate of the rural district at the road design stage. The official document is available at the highway authorities. For instance, in response to letters received from residents the design has provided for a cattle crossing in Sarjansay (Nagornyi) village. It is located in an underpass in the village itself. Two cattle crossings have been provided in Kensakhara village, one, combined with the bridge, at the entrance to the village and a second one at the end of the village. No cattle crossing signs are provided where cattle can cross the road via an underpass. *(During the site visit the cattle crossing was shown to the action group).*

**3.** Valeri Petrovich Shiryaev, resident of the rural district

**Q1:** There is no signage on the pedestrian crossing.

**A.** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The pedestrian crossings in Sarjansay (Nagornyi) and Kensakhara have all the appropriate signage: “Pedestrian crossing” signs on both sides of the road leading in the same direction and zebra stripes, which have been repainted where they had worn off. In Sarjansay the pedestrian zone is lit at night.

To provide additional traffic and pedestrian safety features, the highways authority acting jointly with the administrative police will consider whether new “Pedestrian crossing” signs should be installed or existing ones replaced with signs with a larger reflecting surface. Additional “Pedestrian crossing” warning signs have been placed 150-300 m ahead of the crossing. Also, if additional funds are made available, they will consider whether cats’ eyes should be installed in pedestrian zones and rumble strips provided at their approaches.

**Q2:** Near the dairy farm, the road has subsided where the farm is building a water supply line. Why don’t they repair the road, since they have caused the subsidence?

**A.** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The work on the water supply line highway crossing, commissioned by AIS LLP, was carried out by a subcontractor, Zhorga S LLP. The subcontractor failed to comply with road construction process requirements, and this resulted in subsidence in the crossing area. In 2015, National Company KazAvtoZhol JSC filed a claim against Zhorga S LLP, which was denied by the court. This year, KazAvtoZhol JSC, having recognised the court’s reasons for denying the claim, eliminated all faults and intends to resubmit its claim against Zhorga S LLP for the recovery of an amount representing the damage to the road in August. If the claim is satisfied, the recovered funds will be used to hire a construction company to repair the road.

**Q3.** In some places on the road there are cracks in the surface.

**A.** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The existence of surface cracks does not point to poor road quality. There are road surface crack tolerance standards. For instance, 20 m of cracks are allowed per 100 sq. m of surface area. Road surface cracks are a world-wide problem. Their appearance is due to large temperature differentials occurring during the winter and summer. For instance, the temperature differential in Aktobe province has been known to reach 80 °C. Every year road maintenance services repair (fill in) the cracks with bitumen compound to ensure that water does not seep into the road bed through the cracks and destroy it.

**Q4.** First aid points are not provided with all the necessary equipment, so that they can’t offer first aid in case of an accident.

**A.** U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs and R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. First aid post equipment matters are not within the remit of the police or KazAvtoZhol. You need to address this question to the Ministry of Health, the Red Cross or the

Emergency Response Department. First aid is provided by the Central District Hospital in Martuk or the ambulance team from Aktobe.

**Q5.** On the bridge across the River Ilek and further along there is a continuous white line 3.5 km long.

**A.** U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs and R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. The continuous white line at the centre of the road in the area of the bridge across the River Ilek was painted in accordance with the requirements of the road design. The line is 3.5 km long. The reason for it is that because of the considerable height of the embankment, safety fences have been provided along the whole length of this section on both sides of the road, and the line was included in the design to ensure road safety.

4. Esengeldy Kerbaev, resident of the rural district

**Q1:** The bridges have gaps, what are they for?

**A.** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. When bridges are built, gaps are provided between the beams or slabs of the carriageway to enable the beams to expand or contract as required by the winter or summer temperature differential. The gaps between the beams are filled with bitumen compound.

**Q2.** Could you clarify the current speed limits on rural roads?

**A.** U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs. On road sections with four or more lanes and with traffic barriers in the median strip the speed limit is 110 kph, and everywhere else it is 100 kph. In residential areas displaying “You are entering a residential area” signs on a white background the speed limit is 60 kph.

Based on the results of the meeting, the action group travelled to site to obtain visual clarification of the answers to the residents’ questions.

**The debriefing and travel to site for on the spot visual clarification of issues of interest to the residents led to the following conclusions:**

- The residents, the Akimate and other stakeholders present at the meeting were satisfied with the answers they received;
- The residents of the rural district were satisfied with the proposed measures described above;
- The residents of the rural district received exhaustive answers, expressed in everyday, easy to understand language, to questions which were outside the highways agency’s remit or could not be resolved for reasons set out above.

..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)

**We ask the Akimate to:**

1. Complete the list of attendees, if possible naming all those who had attended the meeting.
2. Collect the signatures of residents and ensure that you obtain the signatures of residents who had asked questions.
3. Scan the minutes and the updated electronic version of the list of attendees and return it to the sender's e-mail address. Stamp every page with the Akimate's stamp.

#### List of attendees

1. ...., Akim of the .....rural district, Martuk Region, Aktobe Province
2. Susan T.Wildau, Partner, Collaborative Decision Resources Associates, Specialist, EBRD Project Complaints Mechanism – an independent European Bank for Reconstruction and Development accountability mechanism)
3. S. Diakonou, EASST (Eastern Alliance for Safe and Sustainable Transport) expert accredited by the European Bank for Reconstruction and Development
4. A. Shakuov, Chairman, Republic of Kazakhstan Road Safety Association Common Path Research and Design Organisation
5. R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department
6. U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs, Police Lieutenant General.

Translated from Russian

**Martuk**

**MINUTES**

**of a meeting with the residents of Martuk rural district  
of Martuk Region, Aktobe Province**

**27 July 2016  
11:00 hrs**

**Martuk Village  
Akimate building**

**Attendees:**

- See list below  
Grounds for the meeting

- Letter No 03/15-1-1969-I of 15.07.2016 from National Company KazAvtoZhol JSC

**Agenda**

- Discussion and clarification of issues of interest to the residents of the rural district living along a section of the Western Europe – Western China international transport corridor, arising after the reconstruction and upgrading of the Aktobe-Martuk-RF Border road section (towards Orenburg)

**Questions asked by the residents and the answers they received**

1. Meiram Saipidinovich Auelbekov, Akim of the rural district

**Q1:** There is no cattle crossing underneath the highway, in the 68+500 km section.

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. There is a cattle crossing under the highway. It is located at 68+250 km. *(During the site visit the cattle the existing crossing was shown to the action group).*

**Q2:** During the winter the guard rails are snowed under and this causes traffic queues.

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. The installation of guard rails on highways is strictly regulated by the Building Code. Their location is determined as early as at the road design stage, and is included in the project. They make a major positive contribution to traffic safety, preventing head-on collisions, being blinded by oncoming traffic and the likelihood of a vehicle rolling over and falling into a ditch etc.

However, in spite of the many positive aspects of the installation of guard rails they do have some negative aspects, which make themselves felt in the winter during bad weather (snow storms or blizzards). Snow clearance and snow control are the responsibility of the highway authority's operations services, which are also required to meet scheduled or minimum snow clearance times when the weather improves, and comply with these requirements. Therefore, the above comments cannot serve as reasons for removing the guard rails.

2. Berdigali Jangalievich Kazanbaev, Director, Youth Sports School

**Q.** The old road needs to be repaired.

**A.** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. At the present time the old sections of the road which have not been include in the new road are not being maintained either by the National Operator, since they are not listed in the in the list of highways approved by Kazakhstan Government Decree No. 1809 of 05.12.2000, "On the approval of the list of public highways in the Republic of Kazakhstan", or by regional maintenance services, because this issue is not covered by Regulation No. 297 published by the Akim of Martuk Region on 22.07.2010. This is in spite of the fact that these

approach roads are extensively used by village residents and therefore require repairs in the summer and snow clearance in the winter.

The highways authority has therefore approached the Akimate of Martuk Region with a proposal to amend the Regulation of 22.07.2010 by transferring some approach roads to residential areas to the province of regional maintenance services.

Based on the results of the meeting, the action group travelled to site to obtain visual clarification of the answers to the residents' questions.

**The debriefing and travel to site for on the spot visual clarification of issues of interest to the residents led to the following conclusions:**

- The residents, the Akimate and other stakeholders present at the meeting were satisfied with the answers they received;
- The residents of the rural district were satisfied with the proposed measures described above;
- The residents of the rural district received exhaustive answers, expressed in everyday, easy to understand language, to questions which were outside the highways agency's remit or could not be resolved for reasons set out above.

..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)

**We ask the Akimate to:**

1. Complete the list of attendees, if possible naming all those who had attended the meeting.
2. Collect the signatures of residents and ensure that you obtain the signatures of residents who had asked questions.
3. Scan the minutes and the updated electronic version of the list of attendees and return it to the sender's e-mail address. Stamp every page with the Akimate's stamp.

**List of attendees**

1. R.T. Ilyasova, Akim of the .....rural district, Martuk Region, Aktobe
2. Province
3. Natalia Nikolaevna Chernovskaya, Lead Specialist of the Akimate of ..... rural district of Martuk Region, Aktobe Province.
4. Susan T.Wildau, Partner, Collaborative Decision Resources Associates, Specialist, EBRD Project Complaints Mechanism – an independent European Bank for Reconstruction and Development accountability mechanism)



5. S. Diakonou, EASST (Eastern Alliance for Safe and Sustainable Transport) expert accredited by the European Bank for Reconstruction and Development
6. A. Shakuov, Chairman, Republic of Kazakhstan Road Safety Association Common Path Research and Design Organisation
7. R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department
8. U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs, Police Lieutenant General.
9. M.S. Nurkasymov, Head of Adil owner-operated farm enterprise, assistant to the Akim responsible for community affairs.
10. A.K. Niyazova, resident of the rural district.

Translated from Russian

**Kuraily**

**MINUTES**

**of a meeting with the residents of Kuraily rural district  
of Aktobe, Aktobe Province**

**25 July 2016  
09:00 hrs**

**Kuraily Village  
Akimate building**

**Attendees:**

- See list below

**Grounds for the meeting**

- Letter No 03/15-1-1969-I of 15.07.2016 from National Company KazAvtoZhol JSC

**Agenda**

- Discussion and clarification of issues of interest to the residents of the rural district living along a section of the Western Europe – Western China international transport corridor, arising after the reconstruction and upgrading of the Aktobe-Martuk-RF Border road section (towards Orenburg)

**Questions asked by the residents and the answers they received**

Merbolat Utegenovich Turmagambetov.

**Q 1:** The pedestrian zone forming part of the median strip of the highway contains New Jersey concrete blocks which make it difficult for the villagers to cross, especially if they are wheeling prams. What are they for and could they be removed?

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The New Jersey concrete blocks have been placed in the pedestrian zones by road management services, to prevent vehicles from using them to execute U-turns, as this is a manoeuvre not envisaged (forbidden) by the draft road management regulations, but is likely to occur, in view of the current size of the pedestrian zone in the median strip. The concrete blocks are therefore a guarantee of road safety, preventing unlawful and unauthorised entry (U-turn) into the high-speed section of the road in places not intended for this purpose. Bearing in mind the questioner's request, the highway authority will remove these concrete blocks from the pedestrian zones and replace them with smaller ones, or take other steps in the future to ensure that they do not obstruct the passage of residents trying to cross with prams.

**Q 2:** The turning at the end of the village on the 17<sup>th</sup> km of the road gets snowed under during snow storms, so that drivers wanting to turn towards the town have to drive further along. Would it be possible for the turning to be widened?

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The guard rails on both sides of the rotary have been installed as specified in the project. However, in bad weather (snow storms or blizzards) they become snow traps. To resolve this problem, the highway management services have already dismantled one side of the guard rails (the inner side).

**Q3:** As part of the highway reconstruction work, guard rails were installed beyond the two-level interchange leading to the northern bypass of Aktobe, on its railway side. The rails prevent

people living nearby from crossing the road and catching (stopping) car share vehicles or buses travelling into town. Would it be possible to remove a part of the guard rails and provide a bus stop to enable passengers to get on and off the buses?

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The installation of guard rails in this section of the road was linked to project requirements, which did not provide for the construction of sheltered bus turnouts. At the present time, resolving this issue is outside KazAvtoZhol remit, since in 2012, in response to a petition from the region's Akimate, the 0 – 7 km + 300 m section of the Aktobe-Martuk-RF border road (towards Orenburg) was transferred from national into communal ownership. In order to address this issue, we suggest that the residents of the rural district submit an official request to Aktobe Province Passenger Transport and Highways Administration, which is responsible for this section of the road.

2. Aleksandr Vasilievich Menikh, a resident of the rural district.

**Q1:** The rotary leading into town is too far away. Drivers need to travel a further 10 km (5 km to the rotary and 5 km back) to get into town. In addition, there is a gap filled with New Jersey concrete blocks between the two rotaries and there are "This way only" signs. Would it be possible to remove these concrete blocks and road signs to allow U-turns to be executed in this section?

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The designated U-turn locations on the existing road are fully compliant with the requirements of the building code (SNiP), which does not allow road sections having a minimum of two traffic lanes in each direction to include U-turn spaces at distances of less than 5 km from one another. The length of the four-lane section of the highway between the northern Aktobe bypass and the far end of Kuraily village is 9500 m, and therefore ramps were provided in three places: at the start of the section, in the middle and at the end, which is fully compliant with the building code. Concerning the gap which is currently blocked with New Jersey concrete blocks and has "This way only" signs, this gap is not intended for everyday use by road users. It is designed solely for situations when traffic restrictions need to be introduced to allow repairs to be carried out in two lanes leading in the same direction as the existing road – in other words, it is acting as an intentional gap allowing vehicles to be redirected during road repairs. The gap cannot be used for U-turns, since the building code contains a number of requirements relating to U-turns, one of which is the availability of a deceleration lane, a rotary with a specified minimal radius and an acceleration lane (speed change lanes). These lanes were not provided for by the engineering solutions adopted during construction, as that is not the function of the gaps. For this reason the highways authority doesn't have the right to allow U-turns in the gaps since in the absence of speed change lanes it would cause one or two lanes leading into town to be blocked by vehicles leaving it attempting a U-turn, which would undoubtedly impact traffic safety and create situations conducive to traffic accidents.

**Q2:** In the Kuraily village area, the road has 4 pedestrian crossings. Would it be possible to install speed limit signs nearby, since road vehicles travel there at speeds of over 100 kph? Also, at the entrance to the village there is a "You are entering a residential area" sign, which requires drivers to reduce their speed to 60 kph.

**A:** U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs and R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The Traffic Code and the Road Traffic Safety Act set the speed limit for motorways with more than four lanes which have a traffic barrier in the median strip at 110 kph. The "You are entering a residential area" signs placed at the entrances of residential areas, have a blue background and they do not specify and do not require drivers to drive at 60 kph. Where this is a requirement, the "You are entering a residential area" sign has a white background.

Pedestrian crossings near the village include all the appropriate signage: "Pedestrian crossing" information signs placed on both sides of the road leading in the same direction, "Pedestrian

crossing” warning signs placed 150-300 m ahead of the crossing, and night time lighting. The crossings also have zebra stripes which were repainted where they had worn off.

To provide additional traffic and pedestrian safety features, the highways authority acting jointly with the administrative police will consider whether new “Pedestrian crossing” signs should be installed or existing ones replaced with signs with a larger reflecting surface. Also, if additional funds are provided, they will consider whether cats’ eyes should be installed in pedestrian zones and rumble strips provided at their approaches.

**Q3.** The guard rails installed along the road and along its centre line act as snow traps during snowstorms. Would it be possible to remove them?

A. R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department: The installation of guard rails on highways is strictly regulated by the Building Code. Their location is determined as early as at the road design stage, and is included in the project. They make a major positive contribution to traffic safety, preventing head-on collisions, being blinded by oncoming traffic and the likelihood of a vehicle rolling over and falling into a ditch etc.

However, in spite of the many positive aspects of the installation of guard rails they do have some negative aspects, which make themselves felt in the winter during bad weather (snow storms or blizzards). Snow clearance and snow control are the responsibility of the highway authority’s operations services, which are also required to meet scheduled or minimum snow clearance times when the weather improves, and comply with these requirements. Therefore, the above comments cannot serve as reasons for removing the guard rails.

Based on the results of the meeting, the action group travelled to site to obtain visual clarification of the answers to the residents’ questions.

**The debriefing and travel to site for on the spot visual clarification of issues of interest to the residents led to the following conclusions:**

- The residents, the Akimate and other stakeholders present at the meeting were satisfied with the answers they received;
- The residents of the rural district were satisfied with the proposed measures described above;
- The residents of the rural district received exhaustive answers, expressed in everyday, easy to understand language, to questions which were outside the highways agency’s remit or could not be resolved for reasons set out above.

..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)

**We ask the Akimate to:**

1. Complete the list of attendees, if possible naming all those who had attended the meeting.

2. Collect the signatures of residents and ensure that you obtain the signatures of residents who had asked questions.
3. Scan the minutes and the updated electronic version of the list of attendees and return it to the sender's e-mail address. Stamp every page with the Akimate's stamp.

#### **List of attendees**

1. M.SH. Turmagambetova, Akim of the rural district of Aktobe, Aktobe Province
2. Susan T.Wildau, Partner, Collaborative Decision Resources Associates, Specialist, EBRD Project Complaints Mechanism – an independent European Bank for Reconstruction and Development accountability mechanism)
3. S. Diakonou, EASST (Eastern Alliance for Safe and Sustainable Transport) expert accredited by the European Bank for Reconstruction and Development
4. A. Shakuov, Chairman, Republic of Kazakhstan Road Safety Association Common Path Research and Design Organisation
5. R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department
6. U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs, Police Lieutenant General.

Translated from Russian

## Zhaisan

### MINUTES

#### of a meeting with the residents of the Jaisan rural district, Martuk Region, Aktobe Province

27 July 2016  
15:00 hrs

Jaisan Village  
Club building

#### Attendees:

- See list below  
Grounds for the meeting
- Letter No 03/15-1-1969-I of 15.07.2016 from National Company KazAvtoZhol JSC

#### Agenda

- Discussion and clarification of issues of interest to the residents of the rural district living along a section of the Western Europe – Western China international transport corridor, arising after the reconstruction and upgrading of the Aktobe-Martuk-RF Border road section (towards Orenburg)

#### Questions asked by the residents and the answers they received

1. Jandger Pangereevich Esmukhambetov, Akim of the rural district.

**Q1:** There is no cattle crossing under the highway, in the 96 km – 97 km section.

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. There are cattle crossings under the highway. They are located at 95+439 km (on the bridge) and at 98+248 km (tubing) (*During the site visit the existing cattle crossing was shown to the action group*).

**Q2:** The turning into Jaisan village gets snowed under. Could the highway maintenance services assist in maintaining the road during the winter.

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. The National Operator is responsible for the maintenance of the roads listed in the list of highways approved by Kazakhstan Government Decree No. 1809 of 05.12.2000, “On the approval of the list of public highways in the Republic of Kazakhstan”. The National Operator is not responsible for the maintenance of roads not included in this list. The highways maintenance agency is required to maintain down ramps only within their design dimensions.

2. Tamara Petrovna Buinova

**Q:** Children stand by the roadside waiting for the cattle to come home. For the sake of their safety, would it be possible to provide “Careful, children” signs and place images of children by pedestrian crossings, as well as billboards displaying traffic safety information and larger high-visibility “Pedestrian crossing” signs?

**A:** R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department. The provision of “Children” signs is strictly regulated by the requirements of the Regulations on the Use of Road Signs. The Regulations do not provide for the installation of these signs in the section referred to above. Signs with images of children can also not be provided, since the placement of images of children, road vehicles etc. is forbidden by the Road Traffic Convention signed in Vienna on 8 November 1968. The issue of the provision of billboards displaying traffic safety information will be considered jointly with the Administrative Police

Directorate. The replacement of “Pedestrian crossing” signs will also be considered in the near future.

Bearing in mind the fact that it is dangerous for children to stand by the roadside, steps need to be taken to prevent them from doing this. Since they stand by the roadside to see the cattle coming home, the local authority, local police and the village community must ensure that the cattle cross the road in designated places, which will make the children safe, allow the cattle to be driven safely through the underpass and eliminate this dangerous situation as a whole.

Based on the results of the meeting, the action group travelled to site to obtain visual clarification of the answers to the residents’ questions.

**The debriefing and travel to site for on the spot visual clarification of issues of interest to the residents led to the following conclusions:**

- The residents, the Akimate and other stakeholders present at the meeting were satisfied with the answers they received;
- The residents of the rural district were satisfied with the proposed measures described above;
- The residents of the rural district received exhaustive answers, expressed in everyday, easy to understand language, to questions which were outside the highways agency’s remit or could not be resolved for reasons set out above.

..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)
..... (Position)	..... (Signature)	..... (Full name)

**We ask the Akimate to:**

1. Complete the list of attendees, if possible naming all those who had attended the meeting.
2. Collect the signatures of residents and ensure that you obtain the signatures of residents who had asked questions.
3. Scan the minutes and the updated electronic version of the list of attendees and return it to the sender’s e-mail address. Stamp every page with the Akimate’s stamp.

**List of attendees**

1. R.T. Ilyasova, Akim of ..... rural district of Martuk Region, Aktobe Province.
2. Natalia Nikolaevna Chernovskaya, Lead Specialist of the Akimate of ..... rural district of Martuk Region, Aktobe Province.

3. Susan T.Wildau, Partner, Collaborative Decision Resources Associates, Specialist, EBRD Project Complaints Mechanism – an independent European Bank for Reconstruction and Development accountability mechanism)
4. S. Diakonou, EASST (Eastern Alliance for Safe and Sustainable Transport) expert accredited by the European Bank for Reconstruction and Development
5. A. Shakuov, Chairman, Republic of Kazakhstan Road Safety Association Common Path Research and Design Organisation
6. R.S. Tajbanov, Head of KazAvtoZhol Corporate Communications and Public Relations Department
7. U.T. Kuandykov, Head of Administrative Police Directorate at the Department of Internal Affairs, Police Lieutenant General.
8. M.S. Nurkasimov, Head of Adil owner-operated farm enterprise, assistant to the Akim responsible for community affairs.
9. A.K. Niyazova, resident of the rural district.