



**CONNECTIVITY AND TRANSPORT SECTOR IMPROVEMENT PROJECT  
REHABILITATION OF THE M-41 ROAD IN THE SURKHANDARYA  
REGION (SECTION 1525-1622 KM)**

**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

CLIENT: THE COMMITTEE FOR AUTOMOBILE ROADS OF THE REPUBLIC OF UZBEKISTAN

Date: October 2025

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## LIST OF ABBREVIATIONS

AOI	Area of Influence
CAR	Committee for Automobile Roads under the Ministry of Transport
CLO	Community Liaison Officer
CSC	Construction Supervision Consultant
E&S	Environmental and Social
EHS	Environment, Health and Safety
ESHIA	Environmental, Social, and Health Impact Assessment
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social Impact Assessment
ESAP	Environmental and Social Action Plan
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental & Social Standards
FS	Feasibility Study
GBV	Gender-Based Violence
GBVH	Gender Based Violence and Harassment
GAP	Gender Action Plan
GIIP	Good International Industry Practice
GoU	Government of Uzbekistan
GRM	Grievance Redress Mechanisms
HSSE	Health, Safety, Security and Environment
KPI	Key Performance Indicators
OHS	Occupational Health and Safety
O&M	Operations and Maintenance
PAP	Project Affected Person
PIU	Project Implementation Unit
RAP	Resettlement Action Plans
RoW	Right of Way
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SoW	Scope of the Work
WBG	World Bank Group

## Table of Contents

<b>1. INTRODUCTION</b>	6
1.1. Objectives of SEP	6
1.2. Project Proponent	7
1.3. Project background	7
1.4. Other Project Documentation	8
1.5. Structure of SEP	8
<b>2. PROJECT OVERVIEW</b>	9
2.1. Project background	9
2.2. Project location	9
<b>3. REGULATIONS AND REQUIREMENTS</b>	13
3.1. Overview	13
3.2. National regulations	13
3.3. WB Requirements	14
3.4. Key Gaps Between National Legislation and World Bank ESS10	15
<b>4. STAKEHOLDERS IDENTIFICATION AND ANALYSIS</b>	17
4.1. Stakeholder Engagement Approach / Methodology	17
4.2. Stakeholder Categories and Groups	17
4.3. Assessing Stakeholder Influence	19
4.4. Assessing Stakeholder Impact	19
4.5. Stakeholder analysis	25
4.6. Consultation activities	28
4.7. Encouraging the participation of women	29
4.8. Vulnerable groups	29
<b>5. STAKEHOLDER ENGAGEMENT PROGRAMME</b>	30
5.1. Previous Engagement Activities	30
5.2. Consultations at the ESIA stage	33
5.3. Future Engagement Activities	41
5.4. Field Social Survey and Consultations	45
5.5. Tools and Techniques for Engaging with Stakeholders	45
5.6. Measures to Avoid Reprisal	47
<b>6. GRIEVANCE MECHANISM</b>	49
6.1. Introduction	49
6.2. Republic of Uzbekistan's Complaint Handling System	50
6.3. Scope of Grievance Mechanism	50
6.4. Steps in Managing Grievance Mechanism	51
6.4.1. Publicizing Grievance Management Procedures	51
6.4.2. Submitting a Grievance	51
6.4.3. Keeping Track of Grievances	52
6.4.4. Reviewing and Investigating Grievances	52
6.4.5. Acknowledge Grievance	53
6.4.6. Assessing the Grievance	53
6.4.7. Grievance Resolution Options and Response	54
6.4.8. Sign-off on a Grievance	55
6.5. Grievance Mechanism in Construction and Commissioning Phase	55
6.5.1. Internal Grievance Mechanism	56
6.5.2. External Grievance Mechanism	56
6.6. Grievance Mechanism in Operational Phase	57
6.7. Grievance Procedures for Women and Vulnerable and Disadvantaged Groups	57

6.8.	GRM Responsibilities .....	59
6.9.	Grievance Mechanism Contact Details .....	60
6.10.	Process Flow and Timeline .....	61
6.11.	Project Information Centre .....	62
6.12.	Training .....	63
6.13.	ESTIMATED BUDGET .....	63
<b>7.</b>	<b>IMPLEMENTATION PLAN .....</b>	<b>65</b>
7.1.	Roles and Responsibilities .....	65
7.2.	Monitoring and Reporting .....	66
<b>ANNEX 1:</b>	<b>DISTRIBUTED LEAFLETS DURING INITIAL CONSULTATIONS .....</b>	<b>69</b>
<b>ANNEX 2:</b>	<b>RECORDS ON DISCLOSURE ACTIVITIES .....</b>	<b>71</b>
<b>ANNEX 3:</b>	<b>PROJECT GRIEVANCE FORM .....</b>	<b>71</b>
<b>ANNEX 4:</b>	<b>TEMPLATE OF STAKEHOLDER ENGAGEMENT LOG .....</b>	<b>98</b>

# 1. INTRODUCTION

This document is the Stakeholder Engagement Plan (SEP) for the M-41 regional road in Surkhandarya region (section 1525-1622). Road M-41 (Project) that crosses Kumkurgan, Dzarkurgan and Termez districts in Surkhandarya region. The current report outlines the proposed framework methodology for stakeholder engagement throughout the lifecycle of the Project, based on local legislation in force in Uzbekistan and the World Bank (WB).

The SEP describes the mechanisms by which people – especially local communities – and other stakeholders<sup>1</sup> are informed about the Project and given opportunities to provide comments and input to the Project development. It presents the broad approach and key steps to be undertaken by the Client, to plan and manage stakeholder engagement activities throughout various stages of the Project implementation.

This SEP will not, and should not, remain static over the life of this Project. It will need to be modified from time to time, in order to reflect changes in the Project, especially during construction and operation phases, along with variations in Government laws and standards, required project development objectives and World Bank's Environment and Social Framework 2018 requirements. The current SEP version covers engagement activities to be undertaken during the undertaking of the national Environmental Impact Assessment (EIA) and international Environmental and Social Impact Assessment (ESIA) processes.

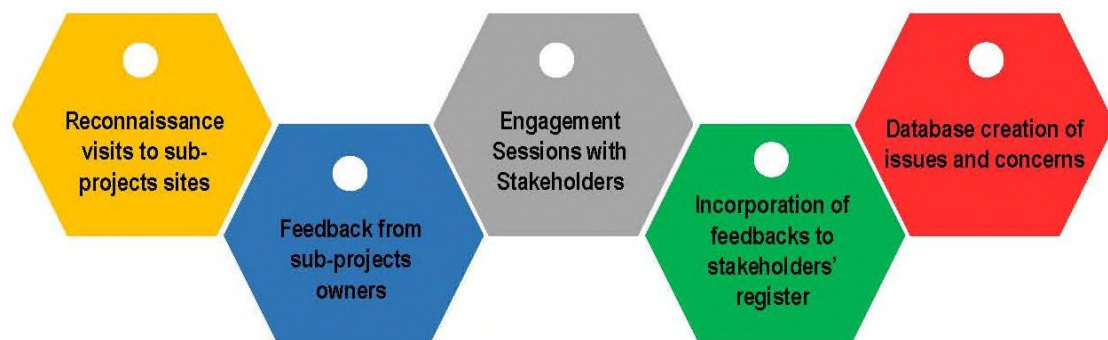
## 1.1. OBJECTIVES OF SEP

The following steps were taken for the stakeholders' engagement plan

- a. Identification of Stakeholders
- b. Prioritization of Stakeholders
- c. Understanding the Identified Stakeholders and their areas of influence/interest
- d. Mapping of Stakeholders

The SEP implemented during the ESIA process is outlined in Figure 1.

**Figure 1: Stakeholders Engagement Plan (SEP) Implementation Process**



Stakeholder engagement assumes the process of identifying, mapping and prioritizing stakeholders that might be impacted due to the Project activities, or have a certain interest or decision-making status.

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<sup>1</sup> Stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Stakeholders may include locally affected communities or individuals and their formal and informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses.

Specific objectives of the consultation process that has been initiated while preparing the present ESIA are listed below.

- ❖ Identify and map stakeholders who have influence on the Project or who the Project influences, and identify and record key issues and concerns that stakeholders may have about the Project.
- ❖ Inform project design and/or mitigation measures, including alternatives.
- ❖ Identify whether there are any vulnerable communities/groups, and if so engage with them in meaningful informed consultation.
- ❖ Sharing of information with stakeholders on the proposed project and key findings of the ESIA;
- ❖ Build trusting relationships with local stakeholders based on a transparent and timely supply of information, open dialogue, and provision of opportunities for stakeholders to voice opinions and concerns for informing Project design and mitigation measures, and minimising impacts on local resources and/or stakeholders.
- ❖ Keep stakeholders regularly informed about the Project's activities, explaining the nature of the construction and operation stages, overall Project duration, and any changes that could generate new impacts or increase the existing ones, and opportunities for grievance and engagement.
- ❖ Build positive stakeholder relationships and ensure ongoing stakeholder participation.
- ❖ Implement a viable grievance mechanism; and
- ❖ Maintain a record of all consultations and grievances using a Stakeholder Database and Grievance Mechanism Database (or similar).
  - The purpose of the stakeholder database is to document and record all stakeholder interactions to date
  - The grievance database specifically documents grievances recorded during and after the implementation of the project.

## 1.2. PROJECT PROPONENT

The project is initiated by the Road Committee under the Ministry of Transport of the Republic of Uzbekistan. The sources of project financing are the World Bank (WB) funds and the state budget of the Republic of Uzbekistan.

The M-41 road reconstruction will be coordinated by the Committee for Roads (CR) under the Ministry of Transport. CR will act as the Project Implementation Union (PIU) in charge of the day-to-day project implementation. The current PIU has experience managing a World Bank financed project and is staffed by a director, component coordinators, and procurement and financial management specialists among others.

## 1.3. PROJECT BACKGROUND

The purpose of the project is to reconstruct the M-41 Bishkek-Dushanbe-Termez highway at the section of km 1525-1622, a 4-lane road with cement concrete pavement to improve and increase its capacity, reduce the cost of vehicle operation, travel time in domestic, regional and transit traffic through reconstruction, thereby ensuring a safe and sustainable road network from Termez city to the border of the Republic of Tajikistan on the territory of Sariasiya district of Surkhandarya region. This highway is connected with the highways 4P 100, 4P 103, 4P101, M39 and other public roads.

The objectives of the Project are multiple and include improving the resilience of the local road network to climate change (by actively pursuing climate change mitigation, climate change adaptation and other environmental benefits), optimising opportunities to provide positive impacts on the local economy and communities (by improving connectivity - reducing travel times,

lowering road user costs, enabling increased domestic trade and contributing to job creation in the region), optimising opportunities to improve road safety for all users and adhering to technical standards including Presidential Decrees of Uzbekistan.

CAR has appointed Al Mar Consulting Ltd. (Al Mar) to perform Environmental and Social Impact Assessment (ESIA) for the Project following World Bank's Environment and Social Framework 2018. The Project has already been subject to a separate national environmental impact assessment (Stage 1 national EIA) in accordance with Uzbekistan legal and permitting requirements.

## 1.4. OTHER PROJECT DOCUMENTATION

The SEP is part of a package of documentation, which includes:

- ❖ Environmental and Social Impact Assessment (ESIA) (main report);
- ❖ Environmental and Social Management Plan (ESMP)
- ❖ Labor Management Procedures (LMP);
- ❖ Biodiversity Management Plan (BMP);
- ❖ Resettlement Action Plans (RAP);
- ❖ Gender Action Plan (GAP);
- ❖ Environmental and Social Commitment Plan (ESCP).

## 1.5. STRUCTURE OF SEP

This document also provides a time schedule for consultations, which may be subject to revisions during project initiation, design and implementation. The resources available to implement the SEP are also described in this document.

The SEP contains the following sections:

**Chapter 1: Introduction** - The section in hand provides the introductory information.

**Chapter 2: Project Overview** - Chapter 2 describes the Category of the Project, the Project need, and its environmental and social setting. A summary scope of works is also provided indicating the type of engineering works required.

**Chapter 3: Regulations and Requirements** - This section presents an overview of the policy/legislative framework as well as the environmental standards of Uzbekistan that apply to the proposed project and SEP. The section also identifies relevant WB ESSs.

**Chapter 4: Stakeholders Identification and Analyses** - This section presents an overview of the approach to stakeholder identification.

**Chapter 5: Stakeholder Engagement Programme** - Chapter 5 describes stakeholder consultations during the E&S Scoping and ESIA Stage, engagement methods, disclosure of E&S Documents and measures to avoid reprisal. The section also identifies Stakeholder Engagement during Construction and Commissioning and Operation.

**Chapter 6: Grievance Mechanism** - This section of the report provides description of Grievance Redress Mechanism (GRM).

**Chapter 7: Implementation Plan** - Chapter 7 outlines roles and responsibilities and monitoring and reporting.

## 2. PROJECT OVERVIEW

### 2.1. PROJECT BACKGROUND

The project aim is to reconstruct the highway road M-41 Bishkek-Dushanbe-Termez, section 1525-1622 km (97 km) in Surkhandarya region of the Republic of Uzbekistan. The existing road would be upgraded from 2-lane road into 4-lane highway, replacement of existing road infrastructure in accordance with modern standards, incorporation mitigation measures along the road ensuring natural processes and responding to socio-economic needs, and construction the new bridges instead of outdated old. The project road will comply with international standards, suitable for a 20-year service life.

The road is located in Surkhandarya region of Uzbekistan and traverses through three districts, namely Kumkurgan, Dzarkurgan and Termez districts. Most of the areas along the project sections have been heavily disturbed by human activities. The Project road passes through urban (23km) and semi-urban areas (18km), the majority of which is agricultural. About 55km is dominated by cropland and irrigated agricultural land. The road connects the 4P 100, 4P 103, 4P101 and M39 motorways, which are part of international transport corridors. It is therefore important in improving the speed and efficiency of transport between border and improving access to the Surkhandarya region.

The regional road network, essential for internal mobility and regional development, was built in the 1950-60s and requires rehabilitation due to insufficient periodic maintenance and increased traffic flow. In addition, the area faces increased risks due to climate change; high temperatures have been identified as risks to the Surkhandarya Region's road network. These climate risks, combined with the poor road condition, could increase the likelihood of weather-related damage and disruption to the road network's assets and operations.

The need to reconstruct the road in this section is caused by the following reasons:

- ❖ to improve and increase its capacity, reduce the cost of vehicle operation, travel time in domestic, regional and transit traffic;
- ❖ improving operational reliability and road safety, increasing traffic intensity;
- ❖ increasing the load on a single axle of the vehicle;
- ❖ reducing the accident rate by reducing the number of turns on the highway and increasing their radii;
- ❖ bringing the cross section of the highway to parameters meeting the normative requirements for 1b category highways.

In order to improve transportation services, a decision was made to reconstruct the M41 road with replacement of the road embankment and construction of reinforced concrete pavement in accordance with the new requirements for 1st category highways. The feasibility study developed a set of solutions for replacement of the road embankment base, its expansion and construction of a new roadbed, arrangement of the road drainage system and organized drainage of storm water runoff, rearrangement of culverts under the road, reconstruction and construction of new engineering structures. Strengthening of the roadbed will allow to increase safe operation of the road, which is expected to be used by increasing freight and passenger car traffic.

The investment program will result in the reconstruction of the M-41 road on the section km 1525-1622, increasing the stability of the road sector.

### 2.2. PROJECT LOCATION

M-41 - the main highway Bishkek-Dushanbe-Termez, passing in Central Asia in mountainous terrain through the territory of Uzbekistan, Tajikistan and Kyrgyzstan. The road connects the cities of Termez, Dushanbe, Khorog, Osh, and passes through the Pamirs and includes the Pamir Highway.

The existing road was built according to the standards corresponding to motorways of categories I–III with a roadbed width from 12.0 to 25.1 m, carriageway widths of 2x3.50, 2x3.75 and 2x7.5 m. The project section from 1525 to 1622 km is a 2-lane road, widening in 3 sites to a 4-lane road, with a total length of 97 km, of which approximately 91.1 km (~94%) are 2-lane sections and approximately 5.9 km (~6%) are 4-lane sections.

The Government of Uzbekistan (RoU) approached the World Bank (WB or Bank) with the request to provide a sovereign guaranteed loan to the CAR (the Client) for the urgent reconstruction of the 97 km section of M-41 road.

The highway of international importance M-41 road for 97 km crosses the territory of Surkhandarya region from the north-east, from the border with Tajikistan, to the south-west, to the border with Afghanistan. The planned character of the route coincides with the axis of the Surkhandarya river valley, including, in the north from the beginning of the road and up to 25 km - the road is laid through the valleys of the right-bank tributaries of the Surkhandarya, the central part of the route from 25 to 110 km, runs along the right-bank part of the valley almost parallel to the wide floodplain of the river, and in the south - from 110 km to Termez the road crosses the floodplain and terraces of the river twice.

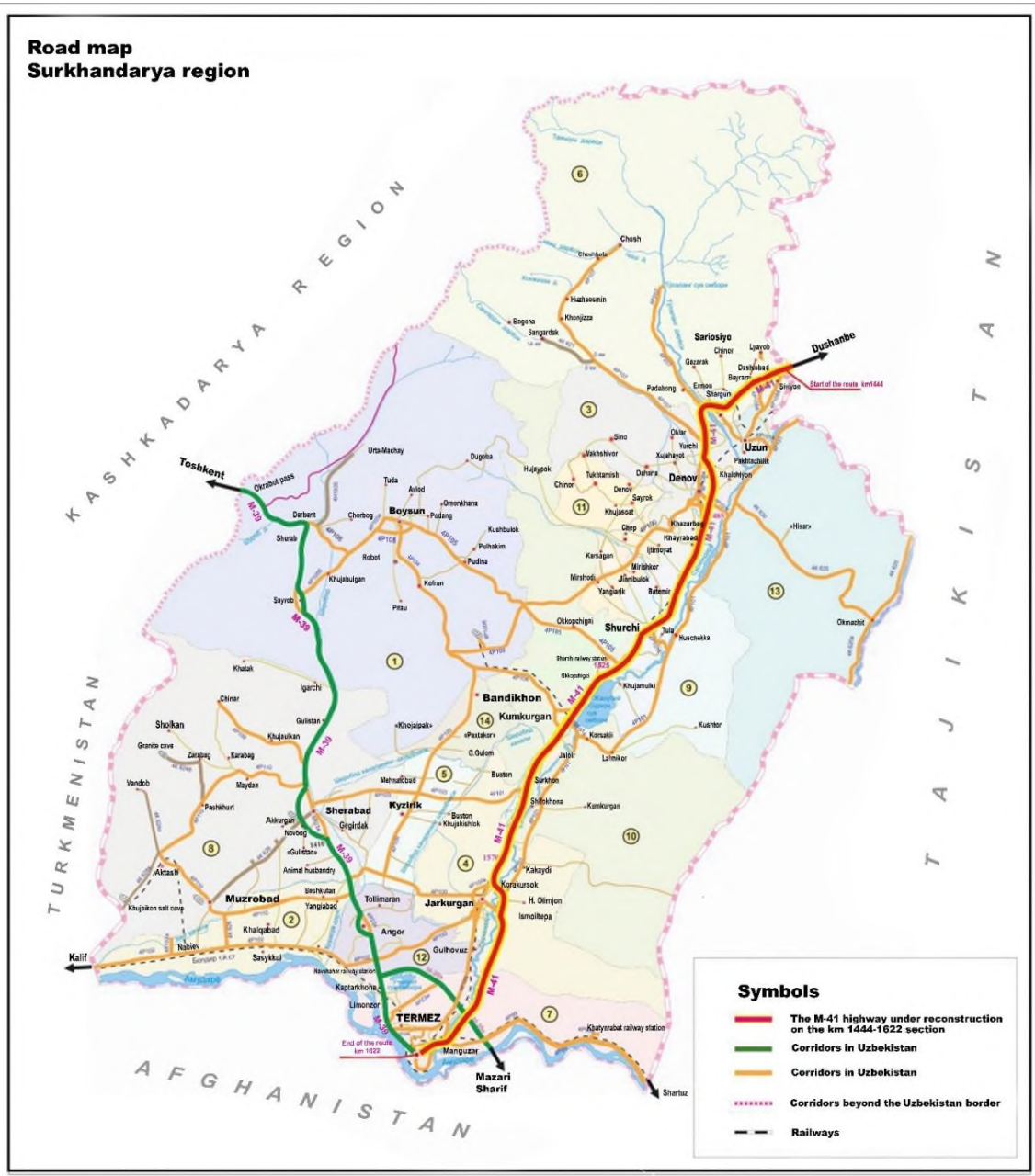
The roadbed of the highway is laid through irrigated lands and settlements, including passing both along the outskirts and through the development of district centers of Kumkurgan, Dzarkurgan and Termez districts.

**Table 1: Road sections within district boundaries**

District	KM	Distance (km)	Settlements
Kumkurgan district	23 km	1525 -1548 km	10 mahallas – Hurriyat, Munchoktepa, Elabad, Jiydali, Besh Kahraman, Jarkishlak, Gultepa, Navbakhor, Mehrobad, Surkhan-sakhili.
Dzarkurgan district	58 km	1548 -1606 km	9 mahalla – Oltintepa, Surkhon sohili, Obi hayot, Ismoil tepa, Dostlik, Istiklol, Nurli diyor, Oktepa, Gur gur.
Termez district	16 km	1606-1622 km	5 mahallas - Korahon, Amir Temur, Sharof Rashidov, Kuyoshli yurt, Termiz

Between towns the road passes along the suburbs or through the development of 24 settlements, but the bulk of the length of the highway crosses agricultural land.

**Figure 2: The map of designed road alignment**



It is envisaged to reconstruct the road at the section 1525-1622 km for 4-lane traffic with cement concrete pavement. Implementation of the project will contribute to ensuring efficient and safe internal and regional connectivity, sustainable economic growth of domestic and foreign trade, allow to ensure the passage of ever-increasing volumes of road transportation, reduce the time of cargo and passenger delivery, as well as improve road safety and environmental situation in the region.

Road construction work will include:

- ❖ Construction and reconstruction of 90.218 km long Category 1-6 road with a cement concrete pavement (reduction of the length of the section from 97 km (design section according to the FS) to 90.218 km is explained by the fact that the road is reduced by about 3 km as a result of the arrangement of the road bypassing Dzharkurgan city, as well as the fact that about 4 km of the road have already been reconstructed as part of another project);
- ❖ Construction of 4 bridges and reconstruction of 12 bridges;
- ❖ Construction of 6 overpasses;
- ❖ Construction of 14 elevated pedestrian crossings;

- ❖ Construction of 163 culverts;
- ❖ Construction of 6 interchanges;
- ❖ Construction of 236 ramps (junctions);
- ❖ Construction of 2 railway crossings;
- ❖ Installation of 106 bus stops;
- ❖ Installation of 60 traffic lights;
- ❖ Installation of 2,981 road signs, road markings, etc.

The main features of the existing road are shown in Table 2.

**Table 2: Main parameters of the road M-41 under the reconstruction to category Ib**

Name of a parameter	Unit	Value
Category of the highway	-	1-B in accordance with ShNK 2.05.02-23, ShNK 2.07.06-24 and ShNK 2.07.06-24
Design speed	km/h	90/70
Load on the most heavily loaded single axle of the vehicle	kN/ts	130/13
Number of traffic lanes within populated areas	pcs	4/6
Number of traffic lanes outside populated areas	pcs	4
Lane width within populated areas	m	3,5/3,75
Carriageway width within populated areas	m	15/23
Carriageway width outside populated areas	m	15/18,5
Width of the central median with a barrier along the road axis	m	1,60/2,6
Width of the safety edge strip adjacent to the central median	m	0,5x2 / 1x2
Width of the barrier along the road axis	m	0,6
Width of the safety edge strip along the curb on the road axis within populated areas	m	0,5x2 / 1x2
Shoulder width	m	0,75-3,0
Width of the edge strip along the shoulder	m	0,5 / 0,75
Width of the reinforced part of the shoulder	m	0,75-3,0
Width of the roadbed within populated areas	m	16,6-23,6 -19,6
Width of the roadbed outside populated areas	m	16,5-25,1
Width of bicycle paths	m	1,0
Width of sidewalks	m	1,5/2,25
Maximum longitudinal gradients	%	50
Minimum stopping sight distances	m	250
Minimum horizontal curve radii	m	150
Minimum vertical curve radii: convex	m	2600
concave	m	800
Minimum vertical curve lengths: convex	m	200
concave	m	100
Cross slope of the carriageway	%	15
Cross slope of the shoulders	%	40
Type of pavement structure	-	capital
Type of surface covering	-	cement concrete

Source: Road reconstruction M-41 Project Feasibility Study

## 3. REGULATIONS AND REQUIREMENTS

### 3.1. OVERVIEW

The Project, including this SEP, will need to comply with the legal requirements and procedures of Uzbekistan as well as the WB ESSs, which are summarized in the following sections. In addition, the most effective modes of engagement for each stakeholder must be considered.

### 3.2. NATIONAL REGULATIONS

Based on changes in the national legislation regarding the process of National Environmental Impact Assessment conducting public consultation is now mandatory part of Stage I of the National EIA process.

According to the Resolution of the Cabinet of Ministries of the Republic of Uzbekistan “On further improvement of mechanism for Environmental Impact Assessment” No. 541 dated 07.09.2020 the procedure of conducting public consultations is as follows:

- ❖ Annex 3 of the Resolution No 541 – Rules and regulations for conducting public consultations states that public consultations should include discussions and decision making regarding planned activities (for construction of any facility) that may have negative impacts on the environment.
- ❖ A project summary regarding any planned project activity that is categorized as I & II group (in accordance with national requirements for categorization) shall be prepared and should include information about the following:
  - Brief description of the project;
  - Technology solutions and alternative options for the project;
  - Current state of the environment at the selected project site;
  - A brief assessment of socio-economic conditions;
  - Brief description of the causes and type of negative impacts on the environment as a result of the project;
  - Forecast and assessment of possible changes in the state of the environment, socio-economic conditions;
  - Forecast and assessment of project and non-project risks;
  - Measures to prevent, minimise and/or compensate for adverse impacts; and
  - Assessment of possible significant adverse cross-border impacts.
- ❖ A public consultation shall be based on the review of non-technical summary by providing equal rights to all participants to express their concerns, opinion and suggestions.
- ❖ The following entities shall be considered as part of public consultations:
  - Representatives of local departments of State Committee on Ecology and Environmental Protection who will be considered as observers of public consultations.
  - Local municipalities (considered as the responsible organisation for organising and inviting participants to the meetings);
  - NGOs’
  - All organisations interested in the project;
  - Local communities; and
  - Mass media.
- ❖ Expenses, if any, related to the public consultations shall be financed by the Project Developer.

This Project is considered Category I and therefore this requirement will apply. The public hearing will be the responsibility of the entity that is preparing the National EIA.

In addition to the above National requirement on conducting public consultations, the Law of the Republic of Uzbekistan ‘Regarding Appeals of Individuals and Legal Entities’ No 378 dated 3.12.2014 (with amendments on 17th August 2017), regulates the appeals of individuals and legal entities to state bodies as well as to their officials. Appeals can be oral, written or electronic and regardless of their form and type are of equal importance. A people’s ‘Reception Office’ is tasked with organizing a direct dialogue with the population, ensuring the functioning of an effective system of appeals aimed at the full protection of their rights, freedoms and legitimate interests. Any applications are considered within 15 days from date of receipt and any additional consideration is completed within 1 month.

The № 781 “On Procedures for the Withdrawal of Land Plots for Public Needs with Compensation” requires meaningful consultations with Project Affected People (PAP) who can be physically or economically displaced due to the realization of the Project.

### 3.3. WB REQUIREMENTS

ESS10 – Stakeholder Engagement and Information Disclosure require the identification of stakeholders and the establishment of a means of communication with them. All communication, as well as the stakeholders identified, should be documented in a SEP that is subject to public disclosure.

The amount of communication required under ESS10 is subject to the nature of the Project as well as the need for the project to receive baseline information to identify possible project risks and impacts.

ESS10 establishes the following key elements for stakeholder engagement:

- ❖ Stakeholder identification and analysis;
- ❖ Stakeholder engagement planning;
- ❖ Information disclosure;
- ❖ Consultations and participation;
- ❖ Grievance mechanism; and
- ❖ Ongoing reporting to relevant stakeholders.

A summary of ESS10 engagement requirements is presented in Table 3. These will be applied by the Project as a benchmark of GIIP.

**Table 3: Stakeholder engagement requirements as set out in ESS10**

Issues	Key Requirements
Stakeholder analysis and planning	<ul style="list-style-type: none"> <li>❖ Identify Project affected stakeholders, including vulnerable groups<sup>2</sup></li> <li>❖ Develop and implement a Stakeholder Engagement Plan</li> </ul>
Disclosure of information	<ul style="list-style-type: none"> <li>❖ Provide stakeholders with access to information on:               <ul style="list-style-type: none"> <li>▪ Purpose, nature and scale of the Project</li> <li>▪ Duration of proposed Project activities</li> <li>▪ Any risks, potential impacts and mitigation measures</li> <li>▪ Proposed stakeholder engagement process</li> <li>▪ Grievance Mechanism</li> </ul> </li> </ul>
Consultation	<ul style="list-style-type: none"> <li>❖ Consultation will be in line with the degree of potential project impacts and will:</li> </ul>

<sup>2</sup> Vulnerable stakeholders are defined as those who may be differently or disproportionately affected by the Project due to pre-existing disadvantaged status, or whose situation may mean that they are hard to reach, and/or require differentiated measures in consultation and disclosure activities to allow their effective participation.

Issues	Key Requirements
	<ul style="list-style-type: none"> <li>▪ Begin early and continue throughout the Project lifecycle</li> <li>▪ Be based on prior disclosure and dissemination of information</li> <li>▪ Focus on those directly affected</li> <li>▪ Be free of outside interference and external manipulation</li> <li>▪ Enable meaningful participation</li> <li>▪ Be documented</li> </ul>
External communications	<ul style="list-style-type: none"> <li>❖ Implement and maintain a procedure for external communications that: <ul style="list-style-type: none"> <li>▪ Registers communication</li> <li>▪ Screens and assesses issues raised</li> <li>▪ Tracks and documents responses</li> <li>▪ Adjusts the management programme</li> </ul> </li> </ul>
Grievance Mechanism	<ul style="list-style-type: none"> <li>❖ Establish a Grievance Mechanism to receive and facilitate resolution of Affected Communities' concerns and grievances about the Project.</li> <li>❖ The Grievance Mechanism should: <ul style="list-style-type: none"> <li>▪ Resolve concerns promptly</li> <li>▪ Use a transparent and culturally appropriate consultative process</li> </ul> </li> </ul>
Ongoing reporting to affected communities	<ul style="list-style-type: none"> <li>❖ Provide periodic progress updates, specifically with regard to issues or grievances communities have raised</li> <li>❖ Communicate any updates of the management programme</li> <li>❖ Report to the community with frequency that is proportionate to the concerns of affected communities but not less than annually.</li> </ul>

### 3.4. KEY GAPS BETWEEN NATIONAL LEGISLATION AND WORLD BANK ESS10

The Uzbek legislation included in Section 3 does not match/cover several requirements of WB's requirements for stakeholder engagement and Information Disclosure. Differences and gaps between Uzbek legislation and WB requirements are summarised in Table 4 below.

**Table 4: Key Gaps between National Legislation and World Bank ESS10**

ESS & Topic	Major ESS10 requirements	Key requirements / Gaps in Uzbekistan legal framework	Principles to be followed by the Project
Stakeholder Engagement Plan	In consultation with the Bank, the Borrower will develop and implement a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts. The SEP will describe the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and Borrower, distinguishing between project-affected parties and other interested parties.	No SEP preparation requirement exists.	As there are no SEP requirement preparation in national legislation documents, in this case the WB ESS10 will be used for the project.  SEP was prepared.
Information disclosure	The Borrower will disclose project information to allow stakeholders to understand the risks and impacts of the	Regulation «On further Improvement Environmental Impact Assessment Mechanism»,	The information should be disclosure in PAP language in CR website and brochure should be

ESS & Topic	Major ESS10 requirements	Key requirements / Gaps in Uzbekistan legal framework	Principles to be followed by the Project
	project, and potential opportunities.	approved by the Decree of the Cabinet of Ministers of the Republic of Uzbekistan No 541 dated 07.09.2020 states that the public should be informed about the Project and have an opportunity to comment on the information provided.	distributed to PAP through the Makhalla committee and local khokimiyats.
Meaningful public consultation	The Borrower will undertake a process of meaningful consultation in a manner that provides stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures, and allows the Borrower to consider and respond to them. Meaningful consultation will be carried out on an ongoing basis as the nature of issues, impacts and opportunities evolves.	According to the Resolution of the Cabinet of Ministries of the Republic of Uzbekistan "On further improvement of mechanism for Environmental Impact Assessment" No. 541 dated 07.09.2020, conducting public consultation is now a mandatory part of Stage I of the National EIA process.  Matters of local importance to be publicly discussed with local authorities. But no requirement to consult directly the PAPs.	Same in principle but different in application. Already reconciled for WB projects. According to the WB policy requirements the Public Consultation are to be held with project related stakeholders and. PAPs. PAPs need to be informed in detail.
Grievance Mechanism (GM)	The Borrower will respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.	Each state agency/ministry must follow to detail instructions (approved by government) on registering and reviewing the concerns and claims from citizens.  The Law of the Republic of Uzbekistan 'Regarding Appeals of Individuals and Legal Entities' No 378 dated 3.12.2014 (with amendments on 17th August 2017), regulates the appeals of individuals and legal entities to state bodies as well as to their officials.	No reconciliation is needed.

## 4. STAKEHOLDERS IDENTIFICATION AND ANALYSIS

Stakeholder engagement can be described as the systematic method to understand and involve stakeholders and their concerns in project activities and decision-making processes. It identifies the appropriate approach to be used for consultation and information disclosure.

The Stakeholder Engagement Plan (SEP) for the Project has been prepared to guide on-going stakeholder engagement during the construction and operational phase. The Stakeholders included in this plan include persons or groups that may be directly or indirectly affected by the project, as well as those that may have interest in the project and/or those that may influence the projects outcome either positively or negatively. These stakeholders may change over time and as such this plan will need to be updated as and when new stakeholders are identified, or the circumstances of stakeholders evolve.

### 4.1. STAKEHOLDER ENGAGEMENT APPROACH / METHODOLOGY

The identification of stakeholders in relation to the Project was carried out based on the following criteria:

- ❖ Influence: the social group is able to significantly influence the process of Project implementation;
- ❖ Impact: the implementation of the Project may significantly affect a certain social group (stakeholders);
- ❖ Partnership: there are opportunities for building partnerships between the Company and the given social group; and
- ❖ Interest: a social group or individuals not necessarily directly affected by the Project may (or may not) show interest in it.

Stakeholder engagement requires the identification of stakeholders considering the above criteria and the definition of appropriate methods for engagement with them.

### 4.2. STAKEHOLDER CATEGORIES AND GROUPS

In accordance with international standards (Section 3.3), this SEP must ensure that relevant stakeholders have been identified and consulted.

Stakeholder identification is conducted based on available primary and secondary data information, a review of available Project documentation, input from the Project consultants, as well as being informed by the results of site visits. The stakeholder list will be continuously updated throughout the life of the Project.

**Project Affected Parties (PAPs)** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;

The PAPs also include

- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.

Stakeholders that have an interest in the Project may have the ability to influence its outcome, either positively or negatively. The SEP is intended to cover the CAR's engagement with internal and external stakeholders.

By applying a systematic approach, the current stakeholder matrix has been classified into four main categories based on the type of interest:

- ❖ **Impacted Stakeholders (A)** – those who can be potentially affected by one or more of the potential impacts of the project directly or indirectly.
  - Potential environmental and social impacts of the Project will be identified and assessed in the ESIA and will relate to terrestrial ecology, noise & vibration, landscape and visual impacts, air quality, soil and groundwater, solid waste and wastewater management, traffic and transportation, archaeology and cultural heritage, socio-economics, community, health, safety & security, human rights, labour, working conditions and land acquisition and resettlement.
- ❖ **Interest-based Stakeholders (I)** – Stakeholders concerned with any of the procedures set by the Project, the Project's beneficiaries, national and international non-governmental organizations and the interested part of the civil society.
  - These are groups or organisations that are not adversely affected by the Project but whose interests determine them as stakeholders. In addition, they are outside the affected area.
- ❖ **Decision Making Stakeholders (D)** – those who are involved in the development of the project and its financing. In addition, this includes the regulators such as the State Committee of the Republic of Uzbekistan on Ecology & Environmental Protection.
- ❖ **Vulnerable Groups (V)** - Vulnerable groups are those individuals or groups who may be directly and differentially or disproportionately affected by the Project's negative impacts and/or less able to participate in and benefit from the Project's positive impacts because of their disadvantaged or vulnerable status. This status may stem from ethnicity, property, level of income, economic situation, gender, language, religion, national or social origin, age, culture, literacy, physical or mental disability, and dependence on unique natural resources.

A more detailed vulnerability analysis among project affected people, is included in the RAP. A range of measures will be explored to ensure engagement with vulnerable groups including but not limited to:

- Differentiated measures of engagement such as group meetings, one to one interviews, presentations or phone calls.
- Ensuring they are represented at meetings and committees associated with the Project.
- Ensuring accessibility (especially for disabled individuals) to Project meetings or finding alternative arrangements.
- Ensuring participation of family members.
- Ensuring women and spouses are represented.
- Translating to local languages.
- Explaining and simplifying information.
- Use of imagery for illiterate individuals.

### 4.3. ASSESSING STAKEHOLDER INFLUENCE

Influence in the stakeholder mapping context refers to the extent to which the stakeholder or group of stakeholders is/are able to influence the Project through affecting key aspects such as design and permitting decisions. Influence may be formal or informal, for example, informal influence through a personal connection to a politician or formal influence through the issue of government approvals and determinations.

All stakeholders will be assigned to one of three influence categories to help inform the stakeholder mapping process: high, medium and low. Categorisation is based on analysing three key elements related to influence: power, capacity and legitimacy.

These categories are by their nature subjective. However, through this analysis it is possible to establish the following broad definitions and categories of influence:

- ❖ **High influence** – The stakeholder or stakeholder group is considered highly influential when it has the capacity to halt the Project or significantly influence CAR's reputation, such as powerful civil society groups and individuals who can affect Project-related decision-making.
- ❖ **Medium influence** – The stakeholder or stakeholder group has a moderate capacity to exert influence over the Project or CAR's reputation, such as a lobby group, small associations, national, and international NGOs.
- ❖ **Low influence** – The stakeholder or stakeholder group is isolated and has limited capacity to exert influence over the Project or CAR's reputation. For example, stakeholders who may lack the institutional legitimacy or social capacity to affect the Project such as elderly, children, vulnerable, and disadvantaged members of the community. Isolated communities that are geographically distant are considered to have low influence, but a group of these communities connected through social media or associations can be considered as having moderate influence.

### 4.4. ASSESSING STAKEHOLDER IMPACT

Stakeholder impact is defined as the extent to which the interests of a stakeholder are affected by a project. These impacts can be either positive or negative and lead to either an improvement or deterioration in their conditions. For the purposes of this exercise, all stakeholders will be assigned into one of three impact significance categories to help inform the stakeholder mapping process: high, medium, and low. These terms are defined as follows:

- ❖ **High impact** – The Project potentially has a significant beneficial or adverse impact on the interests of a stakeholder. The impact is generally considered to be high when the number of people affected is large (e.g. greater than 50), the duration of the impact is over the long-term (perceived for over a year), extends over a large area (i.e. regional, international and transboundary), and/or the stakeholders are highly sensitive to the impact.
- ❖ **Medium impact** – The Project potentially has a moderate beneficial or adverse impact on the interests of a stakeholder. The impact is considered to be medium when a small number of people are affected (e.g. greater than 10, less than 50), the duration of the impact is over the medium-term (perceived for a few months), is experienced on a regional scale, and/or the affected stakeholders are moderately sensitive to the impacts.
- ❖ **Low impact** – The Project potentially has a minor beneficial or adverse impact on the interests of a stakeholder. The impact is minor when the number of people affected is relatively small (e.g. less than 10), the impact is temporary, short term (perceived from few days and up to 2-3 months), or can be fully mitigated, scale of impact is local or on-site, and/or the stakeholders are not considered sensitive to the impact.

This SEP includes a Stakeholder Engagement Matrix (see Table 5) consisting of individuals, communities, organizations and Government agencies that are considered to be stakeholders of

the M-41 road. The Stakeholder Engagement Matrix is based on the outcomes of consultations during the Scoping Phase site visit and should be changed or modified, i.e., new stakeholders' groups can be added and removed, throughout the Project lifecycle as stakeholders and their interest in the Project may change.

A Stakeholder Engagement Matrix is presented below (see Table 5) based on these categories which also include vulnerable groups. According to lenders, vulnerable groups are those people or groups of people who may be more adversely affected by project impacts than other by virtue of characteristics such as gender, gender identity, sexual orientation, religion, ethnicity, indigenous status, age (including children, youths and the elderly), physical or mental disability, literacy, political views or social status. Vulnerable individuals and/or groups may also include, but are not limited to, people in vulnerable situations such as people living below the poverty line, the landless, single-headed households, natural resource dependent communities, migrant workers, refugees, internally displaced people, or other displaced persons who may not be protected through national legislation and/or public international law.

As identified in the above Table, Vulnerable groups have been identified for the stakeholder engagement programme. Vulnerable groups are those individuals or groups who may be directly and differentially or disproportionately affected by the Project's negative impacts and/or less able to participate in and benefit from the Project's positive impacts because of their disadvantaged or vulnerable status. This status may stem from ethnicity, property, level of income, economic situation, gender, language, religion, national or social origin, age, culture, literacy, physical or mental disability, and dependence on unique natural resources. Based on the above definition, the following groups within the Project social area of influence are considered vulnerable:

- ❖ Young families (where the parents are under 30) who have lost both parents
- ❖ Children and young people
- ❖ Families with disabled parents or children
- ❖ A widow
- ❖ A single parent family
- ❖ A single retired person
- ❖ An elderly person (over 65 years old)

#### Women in the family

- ❖ Anyone farming or investing in the land without a legal title
- ❖ People in poor health
- ❖ Households under the poverty line
- ❖ Households in financial difficulty
- ❖ Households with a member who is addicted to drugs or alcohol

These categories should however be used as a guide and it is possible that some people may be vulnerable because of very specific circumstances which might not fit into the above list.

A more detailed vulnerability analysis among project affected people, is included in the RAP. A range of measures will be explored to ensure engagement with vulnerable groups including but not limited to:

- Differentiated measures of engagement such as group meetings, one to one interviews, presentations or phone calls.
- Ensuring they are represented at meetings and committees associated with the Project.
- Ensuring accessibility (especially for disabled individuals) to Project meetings or finding alternative arrangements.
- Ensuring participation of family members.
- Ensuring women and spouses are represented.
- Translating to local languages.
- Explaining and simplifying information.
- Use of imagery for illiterate individuals.

**Table 5: Stakeholder Engagement Matrix**

Stakeholder Group	Stakeholder Bodies	Relevance to Project: “Impact-Based” (A), “Interest-Based” (I), or Decision Maker (D)
Directly Affected Communities (local living settlements)	Dzarkurgan district	A/I: Houses located next to the existing road might be affected by construction works, and potential adverse effects from construction activity, such as increased dust level, noise, income generation/livelihoods, resettlement and land acquisition.
	Kumkurgan district	
	Termez district	
	Termez city	
Directly Affected Infrastructure	Main and local gas pipelines	A/I: local structures that may require the Project to follow certain standards during construction in order to avoid any negative consequences/ emergencies as a result of construction or road extension.
	Main and local water pipelines	
	Existing transmission lines	
	Irrigation canals and drainage	
	Existing communication cables	
	Wells	
	Other structures, assets	
Directly Affected Public Infrastructure	Public schools	A/I: local infrastructure that may require the Project to follow certain standards during construction in order to avoid any negative consequences/ emergencies as a result of construction or extension.
	Kindergartens	
	Public road users	
	Polyclinics	
Directly Affected Agricultural Farms	Farms / greenhouses	A: May be affected by land acquisition. Also, will be impacted by the closure of the road during reconstruction and extension.
	Farm workers	A: May lose a job in case of land acquisition of farm. Also, can be impacted by construction works, dust or traffic.
Directly Affected Industry and Business	Gas filling stations	A: All gas filling stations along the road. The majority of them are going to be partially impacted in case of road extension, i.e., the entrance part.
	Cafes / canteens /shops	A: Can be impacted in case of road extension, also could be impacted by traffic during construction work.
	Informal business (sellers of fruits and vegetables along the road	A: Can be impacted in case of road extension, also could be impacted by traffic during construction work.
Vulnerable Groups	Women in the family (widower); Families with disabled parents or children; Single parent family; People in poor health; Households under the poverty line;	A: Women involved in farming/agricultural activities; and residents (include poor, elderly, single parent headed households (male/female) disabled etc. Potential perceivable impacts from land acquisition of the project which may be worse due to vulnerable status

Stakeholder Group	Stakeholder Bodies	Relevance to Project: “Impact-Based” (A), “Interest-Based” (I), or Decision Maker (D)
	An elderly person (over 65 years old) Anyone farming or investing in the land without a legal title	
	Youth / children	A: Youth and children that attend public education institutions located along the road.
	Informal sellers along the road	A: Local sellers that do not have a fixed place for selling.
National Government Bodies	“Uztransgas” JSC	D: Should be consulted to get information on construction measures to avoid disturbance to gas pipelines.
	Uzsuvtaminot JSC	D: Should be consulted to get information on construction measures to avoid disturbance to water pipelines.
	UzTelecom JSC	D: Should be consulted to get information on construction measures to avoid disturbance to communication lines.
	“NEGU” JSC (National Electric Grid of Uzbekistan)	D: Should be consulted to get information on construction measures to avoid disturbance to OHTLs.
	Agency on Cultural Heritage Agency Under the Ministry of Tourism and Sport	D: Should be consulted to get information on construction measures to avoid disturbance to cultural objects.
	Institute of Archaeology	D: Should be consulted to get information on the archaeological importance of the Project site.
	Republican Sanitary and Epidemiological Wellbeing Agency	D: Should be consulted to get information on Health Protection Zone for Projects and construction near cemeteries, especially if an extension of the road will be needed near cemeteries.
	Committee of the Republic of Uzbekistan on Religious Affairs	D: Should be consulted to get information on constructions near mosques and cemeteries, especially if an extension of the road will be needed near cemeteries.
	Ministry of Water Resources of the Republic of Uzbekistan	D: Should be consulted to get information on construction measures to avoid disturbance to existing water canals.
	Ministry of Public Education	D: Should be consulted to get information on construction measures to avoid disturbance to public education infrastructure.
	Ministry of Higher and Secondary Specialised Education	D: Should be consulted to get information on construction measures to avoid disturbance to secondary specialised education infrastructure.
Committee for Road under the Ministry of Transportation	D: Project developer.	
Ministry of Labour Protection and Social Welfare	I: Statutory consultees on labour and social welfare issues.	

Stakeholder Group	Stakeholder Bodies	Relevance to Project: “Impact-Based” (A), “Interest-Based” (I), or Decision Maker (D)
	Ministry of Health (or MH RUZ)	D: Should be consulted to get information on construction measures to avoid disturbance to public healthcare infrastructure and health-related issues associated with the Project.
	Ministry of the Republic of Uzbekistan on Nature protection	D: Statutory consultees. Control with National Environmental Policy (see following rows) and protection standards. Provides decisions related to wild/decorative trees. Responsible for EIA approval.
Provincial / Municipal / Local Government Departments	Surkhandarya regional khokimiyat	A/D: Will make decisions on land allocation and Project realisation.
	Dzarkurgan district khokimiyat	A/D: Will make decisions on land allocation and Project realisation.
	Kumkurgan district khokimiyat	A/D: Will make decisions on land allocation and Project realisation.
	Termez district khokimiyat	A/D: Will make decisions on land allocation and Project realisation.
	Termez city khokimiyat	A/D: Will make decisions on land allocation and Project realisation.
	Regional Departments of JS “UzTransGaz”	A/D: Will make decisions/provide technical conditions for the extension of road and Project realisation.
	Regional Departments of Ministry of the Republic of Uzbekistan on Nature protection	A/D: Will make decisions/provide technical conditions for the extension of road and Project realisation.
	Regional Departments of JS NEGU (National Electric Grid of Uzbekistan)	A/D: Will make decisions/provide technical conditions for the extension of road and Project realisation.
	Regional Departments of JS Uzsvtaminot	A/D: Will make decisions/provide technical conditions for the extension of road and Project realisation.
	Regional Departments of JS UzTelecom	A/D: Will make decisions/provide technical conditions for the extension of road and Project realisation.
Regional Department of Committee on Religious Affairs	A/D: Will make decisions/provide technical conditions in places where Project will impact cemeteries.	
Civil Society, NGOs, Research Bodies	Basin Administration of Irrigation system Uzbekistan Society for the Protection of Birds (Birdlife) Rare Animal Conservation Foundation Ecosan Foundation Eco-Surkhandarya Regional Environmental Organization Association of Business Women of Uzbekistan (Surkhandarya Branch); Mahallah Association of Each District;	I: Depending on the core purpose of the specified NGO.

Stakeholder Group	Stakeholder Bodies	Relevance to Project: “Impact-Based” (A), “Interest-Based” (I), or Decision Maker (D)
	Association of Disabled Persons - Association of Social Protection and Society of Disabled Persons of Surkhandarya Region;  EcoForum of Uzbekistan  Center for Environmental Education and Information  Uzbek Society for Nature Conservation	
Women's Committee	Specialist on women issues in pproject district makhallas.	A/D: They have a programme to integrate women, including but not limited to vulnerable categories (e.g. domestic violence, etc.), in the job market. They offered support to the future concessionaire to help recruit women for the project
Media	Regional and Local Mass Media	I: Will need to be involved in disseminating information about the Project.
Political Parties of Environmental Focus	Ecological Party of Uzbekistan	I: Will be interested in the execution of the Project and its environmental impacts and mitigation measures.
Project Lender	WB	D: Providing finance for the Project. This group will directly influence and impact the Project through decision making process. They are considered as ‘Primary Stakeholders’.

## 4.5. STAKEHOLDER ANALYSIS

As well as identifying potential stakeholders, it is also necessary to determine the level of engagement priority that should be afforded to Project stakeholders. Stakeholder priority can be determined by understanding each stakeholder's influence and impact in relation to the Project. This is termed "stakeholder mapping", the process for which is outlined below.

The interests and / or relation towards the Project of the abovementioned stakeholder groups are analysed in the Table 6. Any stakeholder that is not included in the table but wishes to receive information about the Project and its E&S aspects and impacts can approach CR with a request to be included in the stakeholders register.

**Table 6: Stakeholder groups and summary of their interests/relation to the Project**

Stakeholders	Interests / Relation
Potentially affected parties/facilities	
Residents of villages / settlements / makhallas and regional center cities such as Kumkurgan, Termez and Dzharkurgan	<p>May be potentially affected by:</p> <ul style="list-style-type: none"> <li>❖ Social impacts as there would be an labor influx (during the construction stage);</li> <li>❖ traffic during the construction stage as there would be an additional load on the roads leading to the Project area;</li> <li>❖ an increase in the risk of road traffic accidents (RTAs) (during the construction stage);</li> <li>❖ improper waste management resulting in fires, ignitions, etc. during the construction stage and littering along the road during the operation stage;</li> <li>❖ social tension resulting from competition for jobs at the construction site and for jobs at commercial facilities along the road during the operation stage;</li> <li>❖ potential disruptions of power supply, wastewater and</li> <li>❖ telecommunication services due to assembling works at the intersection points of the Project with the public utilities and service networks;</li> </ul> <p>May be interested in:</p> <ul style="list-style-type: none"> <li>❖ employment opportunities during the construction and operation stages in commercial facilities (refueling stations, shops, cafeteria, etc.) to be constructed along the M-41 as well as jobs to conduct maintenance works on the road;</li> <li>❖ information about the Project, its progress and its E&amp;S impacts;</li> <li>❖ renting housing to migrant workers as an additional source of income;</li> <li>❖ opportunities for an increased and quicker transportation of cargo and passengers;</li> <li>❖ stimulation of the economic growth of the region due to better accessibility and trading opportunities with its neighboring countries.</li> </ul>
Residents near facilities necessary for the Project construction such as railway stations, which would be used to deliver construction and auxiliary materials	<p>May be potentially affected by:</p> <ul style="list-style-type: none"> <li>❖ noise, vibration, dust emissions and emissions from internal combustion of vehicles (during the construction stage);</li> <li>❖ an increase in the risk Road Traffic Accidents (RTA) (during the construction stage);</li> <li>❖ increased frequency of congestions on the roads leading to settlements or the roads passing through settlements (during the construction stage);</li> <li>❖ increased load on the roads leading to the corresponding facilities;</li> <li>❖ social diseases if contact is made between citizens and drivers.</li> </ul>

Stakeholders	Interests / Relation
	May be interested in: <ul style="list-style-type: none"> <li>❖ employment opportunities;</li> <li>❖ information about the Project, its progress and its E&amp;S impacts.</li> </ul>
Farmers who use nearby lands as irrigated agricultural lands	May be potentially affected by: <ul style="list-style-type: none"> <li>❖ noise, dust emissions and emissions from internal combustion of construction machinery and vehicles transporting construction materials (during the construction stage);</li> <li>❖ loss of pasture land and plants (during the construction and operation stages);</li> <li>❖ road traffic accidents involving farmers' herded animals (during the construction and operation stage);</li> <li>❖ Project decisions such as the location of passages for herded animals, installation of fence along the bypass, etc.;</li> <li>❖ social conflicts with the security staff of Construction contractor.</li> </ul> May be interested in: <ul style="list-style-type: none"> <li>❖ information about the Project, its progress and its E&amp;S impacts;</li> <li>❖ tracking how their views / suggestions regarding the Project decisions including the location of passages for herded animals, installation of fence along the bypass, etc. have been taken into account;</li> <li>❖ new business opportunities to occur after the construction of the bypass such as commercial facilities (shops, cafeteria, refuelling stations. etc.).</li> </ul>
Visitors of the cemetery	May be potentially affected by: <ul style="list-style-type: none"> <li>❖ temporarily restricted access;</li> <li>❖ accidents due to open trenches and other project related accidents (during construction stage);</li> <li>❖ social conflicts with the security staff of Construction contractor.</li> </ul> May be interested in: <ul style="list-style-type: none"> <li>❖ Project implementation as it would ensure a quicker access to the cemetery.</li> </ul>
Service establishments (catering, accommodation) and retail business in the area	May be potentially affected by: <ul style="list-style-type: none"> <li>❖ higher workload which might lead to the increase of the number of workers (during the construction stage);</li> <li>❖ social diseases as there would be an influx of work force (during the construction stage).</li> </ul> May be interested in: <ul style="list-style-type: none"> <li>❖ increasing their revenues;</li> <li>❖ providing catering services at the construction camp.</li> </ul>
Small and medium enterprises and their employees (local building materials producers, distributors, local construction companies, rent of construction vehicles and equipment, etc.)	May be potentially affected by: <ul style="list-style-type: none"> <li>❖ higher workload which might lead to the increase of the number of workers (during the construction stage);</li> <li>❖ social diseases as there could be an influx of work force (during the construction stage).</li> </ul> May be interested in: <ul style="list-style-type: none"> <li>❖ information about the Project, its progress and its E&amp;S impacts;</li> <li>❖ procurement opportunities related to the Project;</li> <li>❖ Project implementation as there would be a better accessibility and trading opportunities within the region, and with neighbouring countries;</li> <li>❖ opportunities for an increased and quicker transportation of cargo and goods.</li> </ul>
<b>Potentially vulnerable Groups</b>	

Stakeholders	Interests / Relation
Women headed families/ rural women in general Women in the family (widower); Families with disabled parents or children; Single parent family; People in poor health; Households under the poverty line; Households with a member who is addicted to drugs or alcohol; An elderly person (over 65 years old) Anyone farming or investing in the land without a legal title	May be interested in: <ul style="list-style-type: none"> <li>❖ employment opportunities during the construction stage and operation stage in commercial facilities (refueling stations, shops, cafeteria, etc.) to be constructed along M-41 as well as jobs to conduct maintenance works (street cleaning) on the road.</li> </ul>
<b>Non-commercial organisations</b>	
National NGOs of environmental and public orientation	May be interested in: <ul style="list-style-type: none"> <li>❖ monitoring the Project progress and tracking how their views / suggestions regarding the Project implementation have been taken into account;</li> <li>❖ positive E&amp;S changes associated with the implementation of the Project.</li> </ul>
Scientific, research and educational organisations (universities, schools)	May be interested in: <ul style="list-style-type: none"> <li>❖ information about the Project, its progress and its E&amp;S impacts;</li> <li>❖ participating in the Project consultations/discussions.</li> </ul>
National, regional and district media	May be interested in: <ul style="list-style-type: none"> <li>❖ information about the Project, its progress and its E&amp;S impacts;</li> <li>❖ cooperation with CR on covering its activities, provision of information to the public and other interested parties.</li> </ul>
<b>State authorities</b>	
Ministry of Ecology, Environmental Protection and Climate Change <sup>3</sup>	Implements state policy, coordination of management processes in the areas of environmental protection, development of a "green economy", waste management, protection, control and supervision over the rational use of natural resources, state geological study of subsoil, reproduction of the mineral resource base, use and protection of water resources, water supply, wastewater disposal, forestry, protection, reproduction and use of wildlife and specially protected natural areas.
Ministry of Transport <sup>4</sup> / CR	Responsible for highway & road transportation in the Country and will issue permits for the transportation of heavy and wide loads to the Project site.
<b>Regional / City / District Authorities</b>	
Khokimiyat of the Surkhandarya Region <sup>5</sup>	In terms of transport infrastructure management, Khokimiyat conducts the following activities: <ul style="list-style-type: none"> <li>❖ Implements state policy in the spheres of agriculture, entrepreneurship, industry and tourism, transport infrastructure, social protection, etc.</li> <li>❖ Ensures road safety in the relevant area;</li> </ul>

<sup>3</sup> Official website of the Ministry of Ecology, Environmental Protection and Climate Change of the RUz [www.uznature.uz](http://www.uznature.uz) .

<sup>4</sup> Official website of Ministry of Transport <https://mintrans.uz/en/>

<sup>5</sup> Official website of Khokimiyat of the Surkhandarya Region <https://www.surxondaryo.uz/ru>

Stakeholders	Interests / Relation
	<ul style="list-style-type: none"> <li>❖ Develops and implements measures to organise road traffic;</li> <li>❖ Provides performance and control over all types of construction, reconstruction, repair, implementation and maintenance of technical means of traffic control on the roads of regional and district significance, streets of settlements;</li> <li>❖ Manages municipal-owned roads and road enterprises;</li> <li>❖ Carries out state control in the course of work on the reconstruction, repair and maintenance of regional highways.</li> </ul>
Khokimiyat of Dzharkurgan, Kumkurgan and Termez districts	<p>Ensures the socio-economic development of Dzharkurgan, Kumkurgan and Termez districts.</p> <p>Departments implementing state policies within their competence in the districts include, but are not limited to:</p> <ul style="list-style-type: none"> <li>❖ District Department of Construction;</li> <li>❖ District Department of Land Relations;</li> <li>❖ District Department of Agriculture;</li> <li>❖ District Department of Entrepreneurship, Industry and Tourism, etc.</li> </ul>
Surkhandarya Regional Department of Ecology and Environmental Protection	<p>The Department is the territorial body of the Committee for Environmental Regulation and Control of the Ministry of Ecology, Geology and Natural Resources of the GoU that performs the functions of environmental regulation and control.</p>
Makhalla	<p>Responsible for the management of community groups and acts as a go between for local communities and the local municipality i.e., through provision and dissemination of information etc.</p>

The stakeholder list will be verified and may be changed at each stage of the Project implementation.

The initial classification of the stakeholders was undertaken to identify appropriate engagement methods with the various stakeholder groups. The worst affected stakeholders and/or stakeholders that may have substantial influence on the Project implementation will be communicated with more closely to ensure disclosure of information in a proper manner and to establish a feedback mechanism.

#### 4.6. CONSULTATION ACTIVITIES

The following methods will be used to inform stakeholders about the stakeholder engagement process during the ESIA process:

- ❖ Face-to-face meetings - this method will be applied for directly affected and decision-making groups of stakeholders. Also, to be implemented with vulnerable groups where relevant;
- ❖ Meetings with community leaders – these will be formal and informal meetings held with community leaders to maintain good relations with the community and address any concerns the community might have;
- ❖ Visual aids and leaflet distribution – such method will be suitable to inform large groups of stakeholders, such as local communities, about the Project, grievance mechanism process;
- ❖ Social Media – can be used for communication with stakeholder groups who are not able to meet due to the long distance;
- ❖ Public meetings – these may be in the form of large group meetings and will disclose Project information at key implementation phases throughout the Project lifecycle;

- ❖ Focus groups discussions (FGDs) – they will be used to gain information for the ESIA phase as well as conduct consultations with vulnerable groups;
- ❖ Written correspondence – used to invite stakeholders to public meetings. Also used to disclose information at key Project phases to a wider distribution of both impacted and interested stakeholders;
- ❖ Phone calls – used to contact key national and local government stakeholders and an alternative for vulnerable groups that have difficulty accessing information in other formats. It can also be used in lockdown situations when the health or security of stakeholders or staff may be at risk;
- ❖ Media releases – may be used at key Project phases to disclose information to wider stakeholder groups. The official website <https://uzavtoyul.uz> of the Committee for Automobile Roads (CAR) under the Ministry of Transport can be used.
- ❖ Project Info Center - The Table 15 below provides proposed location where project documents and information can be disclosed in the project area so that local community members can physically access project documents during the construction and operational phase.

#### **4.7. ENCOURAGING THE PARTICIPATION OF WOMEN**

Considering the local culture and traditions stakeholder engagement will focus on implementing measures to ensure the active participation of women, especially from local communities and farm workers, by arranging separate consultations and meetings.

These meetings, FGDs and consultations will be led by female moderators, in order to create a comfortable atmosphere for women to be informed about the Project and actively participate, providing their views and concerns, and sharing feedback.

#### **4.8. VULNERABLE GROUPS**

Vulnerable groups, in addition to women (discussed above), include the poor, landless, youth, elderly people, children (particularly those who attend public schools and lyceum along the road), people with disabilities and representatives of informal businesses/sellers<sup>6</sup>. It can also include people with poor literacy or the illiterates. These people will all have difficulty receiving information about the Project, providing their opinions or raising their concerns about the Project.

To ensure the involvement of vulnerable groups, especially those people who are not able to attend the meetings due to physical disabilities, stakeholder engagement will be held separately and where possible consultations will be conducted in their homes, or a location easy for them to access.

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<sup>6</sup> Drafting note: those are people who sell seasonally vegetables and fruits along the road. These people tend to move from one place of road to another, have no license or permit for selling activities.

## 5. STAKEHOLDER ENGAGEMENT PROGRAMME

As part of the ESIA and RAP study, CAR PIU is carrying out a stakeholder engagement programme. The programme comprises several stakeholder engagement activities which aim to:

- ❖ Build and maintain stakeholder relationships.
- ❖ Gather information on the local environmental and social issues.
- ❖ Continue to disclose Project information (including any access restrictions, employment and procurement opportunities, and community health and safety issues).
- ❖ Monitor and evaluate stakeholder engagement.
- ❖ Provide stakeholders the opportunity to provide feedback.
- ❖ Manage grievances.

This section presents a summary of the stakeholder engagement programme, namely in two parts: previous engagement activities and future engagement activities.

The details of the stakeholder engagement programme as well as the applicable regulatory framework, the stakeholder identification and analysis process, and details of the Grievance Mechanism (GM), will be documented here. The SEP (and the engagement programme) is a 'live' document that will be updated as the Project progresses.

Issues identified during the stakeholder engagement process have been recorded in the assessment of impacts and appropriate mitigation has been developed where appropriate.

### 5.1. PREVIOUS ENGAGEMENT ACTIVITIES

#### 5.1.1. CR's Existing Stakeholder Engagement Practice

The Committee for Automobile Roads (CAR) under the Ministry of Transport has an official website - <https://uzavtoyul.uz>, where visitors can find Call Center's telephone numbers, including a short number to be used from mobile phones; open line in the form of a chat is also available on the website, where operators can be asked questions online. A Situational Centre is developed on the website's platform where one can find an operative information on highway situations and incidents including highway hazard levels, traffic restrictions. As part of the implementation of measures aimed at increasing transparency and openness, The Committee for the Roads invites all active citizens, representatives of public associations and non-profit organisations to participate in the commissioning of the completed highway sections. To participate in the work of the commissioning committee, those who wish must fill out the questionnaire available on the CAR's website. Also, a Citizens' Reception Schedule by the management of CAR is posted on the website.

#### 5.1.2. Measures Undertaken Prior to Consultations

The following measures were taken into account during all consultation and engagement process:

- ❖ Confidentiality of information<sup>7</sup> and consent to take part in the consultations;
- ❖ At the start of the meetings members of the communities were encouraged to express their opinions without fear of retaliation. It should be noted that there were no tensions between the local community and the different stakeholders engaged during the ESIA

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<sup>7</sup> Confidentiality of information may include: (i) Personal data such as names, addresses, contact information and other personal identification data; (ii) Commercial information, including valuation values, financial data, and other confidential information; and (iii) Personal conversations and confidential information discussed during consultations or meetings with the client.

process. This was not noticed or raised in any of the consultations undertaken with the local community;

- ❖ Participants were informed of purpose of consultation and on how such information will be used and were given the option of not having their names disclosed; and
- ❖ All Participants and Stakeholders were informed of the grievance mechanism established for the project to report any complaints, grievances and any misconducts during the ESIA and consultation process.
- ❖ Stakeholder consultations and engagements were undertaken with all participants whether they were in support of the project or not.

The stakeholder's engagement techniques used in this ESIA involved the methods presented in Table 7.

**Table 7: Stakeholders consultation methods**

Engagement Method	Appropriate application of the method
<b>Correspondences (Phone, Emails, text messages)</b>	<ul style="list-style-type: none"> <li>▪ Invite stakeholders to meetings</li> <li>▪ Consultation with stakeholders and follow-up</li> </ul>
<b>One-on-one meetings</b>	<ul style="list-style-type: none"> <li>▪ Seeking views and opinions;</li> <li>▪ Enable stakeholder to speak freely about sensitive issues;</li> <li>▪ Build personal relationships;</li> <li>▪ Record meetings.</li> </ul>
<b>Formal meetings</b>	<ul style="list-style-type: none"> <li>▪ Present the Project information to a group of stakeholders;</li> <li>▪ Allow groups to comment – opinions and views;</li> <li>▪ Build impersonal relation with high level stakeholders;</li> <li>▪ Disseminate technical information;</li> <li>▪ Record discussions.</li> </ul>
<b>Public meetings</b>	<ul style="list-style-type: none"> <li>▪ Present Project information to a large group of stakeholders (local communities);</li> <li>▪ Allow the group to provide their views and opinions;</li> <li>▪ Build relationship with the communities, especially those impacted and vulnerable/disadvantaged;</li> <li>▪ Distribute non-technical information;</li> <li>▪ Facilitate meetings with presentations, PowerPoint, posters etc.;</li> <li>▪ Record discussions, comments, questions.</li> </ul>
<b>Surveys</b>	<ul style="list-style-type: none"> <li>▪ Gather opinions and views from individual stakeholders</li> <li>▪ Gather baseline data</li> <li>▪ Record data</li> <li>▪ Develop a baseline database for monitoring impacts.</li> </ul>
<b>Website</b>	<ul style="list-style-type: none"> <li>▪ Present project information and progress updates;</li> <li>▪ Disclose findings of ESIA, ESMP and RAP and other relevant project documentation.</li> </ul>
<b>Direct communication with owners of affected properties, land, crops/asset</b>	<ul style="list-style-type: none"> <li>▪ Seek PAPs participation during social economic survey and valuation exercise;</li> <li>▪ Share findings of valuation report, seek PAPs approval and signature;</li> <li>▪ Communicate cut-of-date</li> </ul>

### 5.1.3. Stakeholder Consultations

Data acquisition is one of the main steps of the identification of community's thoughts and attitudes about the project and assess the stakeholder engagement and information disclosure of the stakeholders about the project organization in the area. The other one of these is analysis of the socio-economic factors to develop grievance redress mechanism to provide stakeholders with

a framework for settlement of grievances. Accordingly, one of the main data sources of the report will be based on the field surveys such as Local Administrative Survey and Stakeholder Survey.

Socio-economic information was obtained during informal meetings with local authorities during the field visits as well as the information obtained from field survey. Efforts were made to reach as many people as possible. Consultations were carefully planned and conducted in such a way that ensures efficiency and effectiveness in covering key issues both from the PAPs and communities on the one hand, and the project interests on the other.

The project has been discussed with a wide range of stakeholders including relevant government departments, local and municipal authorities, local leaders, residents and host community and vulnerable groups. Extensive on-the-ground consultation are undertaken with municipal and local authorities during the pre-construction technical assessments, and in preparation of the technical engineering designs for the project. Throughout the project's implementation and defect's liability period, consultation with any affected communities will continue.

During the consultation the team also disseminate information about the project and its expected impacts, during the various phases of the project cycle (i.e. pre-construction, construction and post-construction) with the community to get consensus on the main social and environmental concerns related to the designs and implementation of the project.

Key stakeholders for this project are identified and consulted including national and municipality government representatives, local authorities, chief of the villages and sub-villages and the local community members and residents along the road corridor.

After the inception meetings in district administrations, Al Mar Consultants conducted a series of in-depth interviews with specialists in the departments of district administrations.

**Photo 1: Stakeholders meetings in project districts**





The communities expressed positive responses towards the need for the road improvements as well as ongoing maintenance of the roads. They are of the opinion that the project will improve and augment transportation and linkages between project districts as well with neighboring countries (Tajikistan) which are seen as vital in harnessing the use of resources, expanding markets and increasing employment opportunities.

## 5.2. CONSULTATIONS AT THE ESIA STAGE

All of the Lenders require the ESIA and supporting documents to be disclosed to stakeholders before the commencement of the construction phase of the Project. In line with Uzbekistan National Requirements, the Project belongs to facilities of the I category of environmental impact with representatives of the District Hokimiyats, the Ecology and Environmental Protection Inspectorate, the Village Community Assemblies in the prescribed manner, were organized and carried out public hearings on 30-31 of October 2025.

The objectives of the Disclosure Period are to solicit the feedback from the Project stakeholders (including the PAPs) on the Project impacts and proposed mitigation measures provided in the ESIA as well as the overall approach of the process to secure the land. Where required, necessary changes will be made to the Draft ESIA and to related documents during their finalization to reflect the comments received during the disclosure.

The following considerations guided the public consultations:

- ❖ Site visit to each of the proposed road route for rehabilitation/construction;
- ❖ Identification of the administrative leadership in the project areas, and visits to the community leadership;
- ❖ Identification of PAPs and notification of meeting in collaboration with community leaderships;
- ❖ Public forum with stakeholders on the project.

The objectives of the consultation process were to:

- ❖ Establish and sustain a consultation process for the entire life cycle of the project that shall be aimed at shaping & informing the public of the nature, scope & feedback on the project intervention.
- ❖ Shape and inform the development of an integrated framework for addressing issues relating to economic displacement triggered by the project.
- ❖ Build a base for dialogue between the project implementation team and various stakeholders so that implementation of the outcome of the project will continue to benefit from diverse perspectives beyond the life span of this project.

There was a general consensus that there will be no potential adverse impacts, which could not be avoided or significantly mitigated by good design and engineering practice. Most of the effects are connected to the rehabilitation works within settlements, towns and villages. Should further investigation reveal that there is a need for land acquisition and resettlement, and a resettlement plan is to be prepared, then separate consultations will be undertaken with affected households and stakeholders in respect of that process.

### 5.2.1. Public Hearings on EIA

Public Consultations were carried out on 30 October 2025 in Kumkurgan district, on 31 October 2025 in Dzarkurgan and Termez districts. Public consultations were organized with sufficient place to sit. All attendants were recorded (see Annex 2). Public consultations were chaired by local Hokimiyat officials. The public consultations were preceded by extensive dissemination of this event and were disclosed via:

#### Official invitations:

As part of the public consultations preparation, a letter with information on planning activities on the project's disclosure was sent to the Kumkurgan, Dzarkurgan and Termez districts governmental authority (Hokimiyats). Annex 2 includes the information letters from CAR to these institutions. In these letters CAR request collaboration in the dissemination of the public consultations of the project between the communities.

#### Information to the local population:

Kumkurgan, Dzarkurgan and Termez district hokimiyats worked closely with the smallest administrative units (makhallas) to disseminate the information on public consultations from makhalla's to residents of project area. The project consultants informed of the planning activities of public consultations to the residents living close to the project sites.

#### Announcements signs:

Moreover, around 10 announcements were placed at public places such as market, shops, bus stops, etc. Announcements of holding public hearing was published in the local newspapers «Hulk Souzi» and «Kishlok Hayoti». The official telegram groups were used in some districts such as:

1. [https://t.me/jarqurgon\\_yangiliklari](https://t.me/jarqurgon_yangiliklari) - Dzarkurgan District News, 26K subscribers
2. <https://t.me/QUMQORGONEWS> - Kumkurgan District News, 50,000 subscribers
3. <https://t.me/TermizYangiliklari> - Termez District News, 3K subscribers
4. <https://t.me/termizc> - Telegram news channel "TERMIZ24" with 1.5K subscribers
5. [t.me/Surxondaryo8](https://t.me/Surxondaryo8) – 44K subscribers
6. [@pressauz](https://t.me/pressauz) 304K subscribers
7. [@oblakouz](https://t.me/oblakouz) 203K subscribers
8. [@theliveuz](https://t.me/theliveuz) 143K subscribers.

The public hearings was organized in coordination with the local authorities. Kumkurgan, Dzarkurgan and Termez district's hokimiyats openly invited interested people and parties that are mostly living along the roads. Overall, there were 124 participants in public consultation meetings in project area sites. The complete list of participants, with place of residence and partially occupational information is attached in Annex 2. Participants of the meeting represented local authorities, public institutions such as employees of local medical stationeries, secondary school teachers, and members of local communities.

Participants were provided with handovers presentation slides. The presentation and discussions were conducted in Uzbek language which is more popular among local dwellers than Russian language. All presentation documents were also translated into Uzbek. Project consultant briefly described project overview, principles and methods adopted for drafting ESIA, ESMP and environmental features of the project area, possible environmental impacts of the project, and proposed mitigation measures against the negative environmental externalities were distributed as a handout and discussed point by point. After the presentation, participants were invited to share their views and opinions, and deliver their questions and comments.

Participants at all meetings in Kumkurgan, Dzarkurgan and Termez districts agreed and welcomed the need for project and objectives to reconstruct the road and especially associated with the improvement of the traffic flow, minimize traffic accidents and improve traffic infrastructure. Participants recognized the importance of physical, ecological and social safety and sustainability issues within the project. However, they specifically emphasized to conduct public consultations on land acquisition and resettlement planning and particularly to get enlightened about the compensation process and procedures. Participants were not aware about the land acquisition methods, road alignment, compensations etc. The major queries were with respect to the alignment and compensation. The queries of the people and the reply is summarized in below Table 9.

### **5.2.2. Disclosure**

The ESIA documenting the mitigation measures and consultation process will be submitted to PIU and WB and has been made available for public review and comment. The affected people and the local communities expressed support for the project during the consultations as they clearly saw the benefit to the community as well as the region. More informal consultation and disclosure will be undertaken during implementation through:

- ❖ The preparation and dissemination of a brochure in Uzbek and Russian, explaining the project, works required and anticipated timing of the works. This brochure or leaflet (see Annex 2) also summarized the main points of the Project's mitigation measures; and
- ❖ Setting up a formal grievance redress committee with a representation from the affected people. The project supervision consultant in association with the contractor will be responsible for managing the effective grievance redress program.

The ESIA have now been finalized (i) addressing comments by World Bank safeguards specialists; and (ii) incorporating the comments made and issues raised during the public hearings.

Following approval of the final ESIA, a copy of the approval and a summary of the document will be sent to all relevant makhallies. Information regarding the approved project and the proposed environmental management measures will be posted at suitable locations on the project site. Disclosure will conform to the policies of WB which requires that environmental assessment reports for WB projects be accessible to interested parties and the general public. The final ESIA as part of WB project documents will be uploaded onto the WB website and made available through the Development InfoCentre.

**Table 8: Stakeholders meetings in Kumkurgan, Dzarkurgan, Termez districts of Surkhandarya region**

Date	Place of consultations	Participants	Objectives	Consultation Mode
October 21, 2025	Administration of Districts (Khokimiyats)	The representatives of the following organisations and departments: <ul style="list-style-type: none"> <li>Regional Department of Cadastral Agency;</li> <li>Surkhandarya Regional Department of Sanitary and Wellbeing Agency;</li> <li>Surkhandarya Regional Department of Constructions;</li> <li>Surkhandarya Regional Department of Cultural Heritage Agency;</li> <li>Surkhandarya Regional Department of NEGU;</li> <li>Surkhandarya Regional Department of the Road Committee</li> </ul>	Project information Key stages Reasons for meeting Mahalla data collection Environmental and social baseline Gathering socio-economic information Mission tasks, stakeholders meeting list Known and potential impacts on stakeholders from the project	Key Informant Interview (KII)
October 22, 2025	District Department of the State Cadastre Chamber under the State Tax Committee of the Republic of Uzbekistan	N/A	Explanation of the Land Acquisition Process and key date of surveys and construction Mahalla data collection Land use Current land use types in the project area Gathering information for valuation	Business correspondence/ Project Brochures
October 22, 2025	At the Project site	Informal seller, Café along the road Shops along the road	Project background Community opportunities Known and potential impacts on stakeholders from the project	Face-to-face meeting
October 23, 2025	Meetings with Mahalla Reis	Mahallas Reis' in Kumkurgan, Dzarkurgan, Termez districts	Discuss the identified social impacts Explanation of the Land Acquisition Process and key date of surveys and construction Mahalla data collection Land use Current land use types in the project area Gathering information for valuation Communicate grievance mechanism (in detail)	Face-to-face meeting

Date	Place of consultations	Participants	Objectives	Consultation Mode
October 21-25, 2025	Administration of Districts (Khokimiyats)	Local government representatives; Khokimiyats; Kadastr	Overview of the region economic indicators List of farmers and land users Farming land data availability Land use Gathering information for valuation	Business correspondence
October - November, 2025	Agency of cultural heritage under the Ministry of tourism and cultural heritage of the Republic of Uzbekistan	N/A	List of cultural heritage in project area Cemetery importance and access for local area	Business correspondence
October 30, 2025	Administration of Kumkurgan District (Khokimiyat)	<ul style="list-style-type: none"> <li>❖ Deputy of the Head of the Secretariat of the Regional Khokimiyat.</li> <li>❖ Specialists from the Regional Departments of Ecology, Investment and Foreign Trade and Cultural Heritage</li> <li>❖ Head of Department for Gender and Family Welfare</li> </ul>	Planned reconstruction works; Disclosure of the ESIA results; Discussion of scope of planned work, measures to minimize the negative impact, screening of the territory of the mahalla, discussion of GRM levels. Planned period of construction.	Key Informant Interview (KII)/ Project Brochures
October 31, 2025	Administration of Dzarkurgan District (Khokimiyat)	<ul style="list-style-type: none"> <li>❖ Deputy of the Head of the Secretariat of the Regional Khokimiyat.</li> <li>❖ Specialists from the Regional Departments of Ecology, Investment and Foreign Trade and Cultural Heritage</li> <li>❖ Head of Department for Gender and Family Welfare</li> </ul>	Planned reconstruction works; Disclosure of the ESIA results; Discussion of scope of planned work, measures to minimize the negative impact, screening of the territory of the mahalla, discussion of GRM levels. Planned period of construction.	Key Informant Interview (KII)/ Project Brochures
	Affected communities (makhallas) in Termez district (Khokimiyat)	<ul style="list-style-type: none"> <li>❖ Community leaders (elders and chairpersons).</li> <li>❖ Community residents;</li> <li>❖ Land users, local residents</li> <li>❖ Other community members, including vulnerable residents</li> <li>❖ Resettlement and environmental specialists</li> </ul>	Disclosure of the ESIA results; Organization of construction sites; Appropriate means of interaction with affected parties Discussion of scope of planned work, measures to minimize the negative impact, screening of the territory of the mahalla, discussion of GRM levels. Community opportunities	Public consultations/ Project Brochures

**Table 9: Summary of Points Raised at Public Meetings**

Thematic	Issues/concerns	Response
Technical	Whether the international communication cable would be affected during road reconstruction?	No—the cable alignment does not fall within the construction zone
	Project timeline	PIU answer: Construction is planned to start in mid-summer 2026 after completion of all tender procedures and contractor mobilization. Implementation period: 3 years
	Residents requested the project map to check whether their houses would be affected.	Drawings and layouts are available for review at the PIU or hokimiyat offices upon request.
	High number of accidents; Lack of separate bicycle lines; Lack of the sanitation facilities for passengers and drivers Lack of safe and comfortable road alignments, pedestrian cross-roads. In school area there are no sign board, zebra crossing and speed breakers.	At present time the technical team is focused on design of the new road facilities in order to increase safety of the passengers such pedestrian crossings, new alignments, installing of lights and additional safety road signs.  The engineers pay special attention to the safety issues in the populated areas of the M-41 road. The construction of the additional pedestrian roads is included in the project design.
Environmental	What are the main risks in ecological and social impact?	The main issue is land acquisition, and this is being resolved. The completion of the road project will improve the ecological situation in the region since asphalt and concrete pavement will reduce dust generation and toxic gas emissions. In addition, road furniture such as signs, barriers, central line marking etc will increase the level of road safety.
	Valuation of assets and trees - Residents asked whether trees and other assets on their land would be evaluated.	Yes, all structures and vegetation — including houses, fences, buildings, and trees — will be assessed at market value, in accordance with national law and World Bank ESS5.
	How will people be informed on this project, will brochures be distributed? How will they be informed of their rights?	Project staff have made several site visits for different aspects (technical, environmental, social and resettlement); there have been meetings and consultations with local people and local government stakeholders; brochures have been distributed;
	Trees felled during construction should be compensated for to the owners and replanting should take place.	They were informed that the compensation package would be designed in accordance with GoU and World Bank Policy.
	Roads should have facilities for drainage on both sides with cross drains to minimize flooding and water logging.	The project team noted their concern and informed them of a potential mitigation strategy.

Thematic	Issues/concerns	Response
	Loss of Land/Farmland and other economic assets. This will cause financial loss, disruption of business or Agricultural activities. Loss of temporary structures among others.	Road rehabilitation will follow Existing road alignments as much as possible to avoid loss of assets/land. Any unavoidable loss of Land/farmland or assets or business will be compensated and implemented through a Resettlement Action Plan (RAP).
	There is no authority to issue a cadastre for illegal buildings under the Regulation 911.	Compensation will be determined based on GoJ law and WB ESS. The entitlement matrix will be included in the RAP and shared locally.
	Residents asked how the land acquisition and notification process will be carried out.	Land acquisition will be conducted in several stages — valuation, review, payment, and only then signing the consent act — in accordance with Law No. ZRU-580 (29.07.2019), Cabinet Resolution No. 911 (16.11.2019), and World Bank requirements.
	A question was raised whether compensation would be provided to persons who previously commissioned property valuation at their own expense but whose assets are no longer affected under the new design	No final decision was made; it was recommended to escalate the matter for discussion with World Bank and PIU representatives. <b>Suggestion:</b> The hokimiyat representative proposed arranging a separate meeting with residents to review the situation in detail.
	Some participants asked whether their houses or businesses would be demolished, noting that they were included in the corridor in a previous road design.	Designers' answer: The drawings show that these assets are not subject to demolition in the current project version.
Social	Some women asked why their plots were not included for demolition, expressing interest in receiving compensation to purchase new housing.	The project is implemented strictly in accordance with right-of-way norms and the red line. Artificial inclusion of assets is not possible
	Bank cards and cash withdrawal - Residents asked how they could withdraw compensation funds without fees if the money is credited to a bank card.	Funds can be withdrawn directly from the bank's cashier without using a plastic card and without any commission, by submitting a written request to the bank chairman
	Vacating affected plots - Affected households asked when they must vacate their land after receiving compensation.	According to law, land must be vacated no earlier than one month after compensation is received, though in practice hokimiyats often provide additional time before demolition.
	Farmers asked whether compensation would be paid for felled trees and lost crops.	Yes, compensation will be paid for each tree and for lost harvests, following the approved valuation methodology.
	Residents asked whether the hokimiyat would assist in connecting utilities (gas, water, electricity) to new houses.	Resettled households will receive priority assistance in connecting essential utilities.
	Residents asked whether they could open businesses at new bus stops along the reconstructed road.	Yes, after project completion, businesses may be opened with hokimiyat approval and coordination with the Committee for Automobile Roads.
	Residents asked if they could set up temporary or mobile kiosks during road works.	The hokimiyat clarified that establishing temporary trading points without official permission is prohibited and requires separate approval.

Thematic	Issues/concerns	Response
	Residents asked how shops and kiosks within the road corridor would be handled.	All affected commercial properties will be compensated at market value, including the building, equipment, and loss of income.
	Entrepreneurs asked if they could continue operating until demolition.	Yes, they may continue business operations until construction or demolition begins, provided safety requirements are met. All owners will be notified in advance.
	Residents asked whether alternative land plots would be provided to resettled households.	Provision of alternative plots is not envisaged. All affected households will receive cash compensation at market value sufficient to purchase equivalent housing and land without worsening living standards.
	Farmers asked whether compensation would be paid if only part of a land plot is acquired.	Yes, compensation will be provided proportionally to the acquired area, including lost crops and improvements. If the remaining land becomes unusable, the entire plot will be acquired with full market-value compensation.
	Residents asked whether private land could be temporarily used for storage or machinery.	Temporary use is allowed only with written consent of the owner and with compensation for the duration of use.
	Residents asked about the condition of land after temporary use.	Upon completion of works, all temporarily occupied land will be reclaimed and returned to owners in no worse condition than before.

### 5.3. FUTURE ENGAGEMENT ACTIVITIES

At post-ESIA phase, the SEP will be implemented throughout the Project. The Stakeholder Engagement Program, covering the Post-ESIA Phase, is presented in Table 10. For the components of work and operation phase will be under the direct responsibility of the CR during the operation phase, stakeholder engagement activities.

The Stakeholder Engagement Program for the Post-ESIA phase will be updated throughout the construction phase as part of periodical (at least annually) SEP update, also whenever necessary.

The future planned engagement methods are divided into the following categories:

- ❖ **Notification methods:** Used to inform stakeholders and the general population of the SEP activities and the project development process.
- ❖ **Disclosure and consultation methods:** Used to provide information to stakeholders or to engage in a two-way dialogue by which information is shared with the stakeholders and these in turn can express their views and concerns about the project.
- ❖ **External grievance mechanism:** System to receive and facilitate resolution of the stakeholder's concerns and grievances about project-related issues.

Table 10 describes the proposed timeline for the stakeholder engagement during the ESIA phase and the tools that are proposed for each stakeholder engagement phase and for each type of stakeholder.

The draft SEP will be updated to account for ongoing engagement during construction and operational phases.

Regarding all future engagement activities, considerations will be made for vulnerable groups. Resources distributed in meetings will be differentiated in a way appropriate to individuals. The stakeholder engagement programme will include activities which specifically target Project Affected Persons (PAPs), as well as disadvantaged and vulnerable groups. The program will also include risk prevention and mitigation measures for Gender Based Violence (GBV), Sexual Exploitation Acts (SEA) and Sexual Harassment (SH).

**Table 10: Stakeholder Engagement Programme**

Stakeholder Category	Stakeholder Engagement Methods	Location/ Timeline	Purpose	Consultation Disclosure Materials	Responsibility
<b>ESIA DISCLOSURE PHASE</b>					
All stakeholder groups	Disclosure online				All stakeholder groups
Discussion with women's only groups and specialist from the women's committee	<ul style="list-style-type: none"> <li>Public hearing event</li> <li>Group Meeting</li> </ul>	Location / Date: [TBC]	<ul style="list-style-type: none"> <li>Disclose and discuss the results of the ESIA study</li> <li>Alternative meeting to the public hearing</li> </ul>	ESIA package	E&S Consultant (with support from from the Client)
<b>CONSTRUCTION PHASE</b>					
Other interested parties	<ul style="list-style-type: none"> <li>Face to face meetings</li> <li>Telephone calls</li> <li>Official correspondence</li> <li>E-mail correspondence or other means preferred by the authorities</li> </ul>	As required throughout the project preparation, construction and operation phases	<ul style="list-style-type: none"> <li>To provide up-to-date information on the Project status and construction/operation activities</li> <li>To consult with the authorities on permitting, management of environmental, social, occupational and community health and safety risks and impacts</li> <li>To establish collaboration mechanisms for emergency preparedness and response, cumulative impact management, etc. as necessary</li> </ul>	Any specific documentation required by the authorities and other interested parties	CAR
Project Affected People	<ul style="list-style-type: none"> <li>Face to face mahalla meetings (regular or on-demand) at their offices or public places, as appropriate</li> <li>Checking grievances / feedback on weekly basis and managing as per the timescales defined in SEP</li> <li>Distribution of the hard copies of brochures, flyers, materials</li> <li>Non-technical presentations</li> <li>Focus group discussions/ separate informative meetings</li> </ul>	<p>At least 1 month prior to construction activities start</p> <p>Monthly throughout the construction phase</p> <p>Grievance and feedback boxes will be checked on a weekly basis</p> <p>Frequencies to be set by the Project</p>	<ul style="list-style-type: none"> <li>To provide/exchange up-to-date information on an ongoing basis in a timely, transparent, understandable, and efficient manner regarding the following;                             <ul style="list-style-type: none"> <li>Project status</li> <li>Current/planned activities</li> <li>Potential E&amp;S impacts of the activities</li> <li>Planned stakeholder engagement events</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Information packages including brochures, booklets, posters, flyers, maps summarizing the key up-to-date Project information in a non-technical and comprehensible language/format</li> <li>Information on the communication channels related to submittal of the grievances/feedback and their management</li> </ul>	CAR

Stakeholder Engagement Plan

Stakeholder Category	Stakeholder Engagement Methods	Location/ Timeline	Purpose	Consultation Disclosure Materials	Responsibility
		Company prior to operation phase	<ul style="list-style-type: none"> <li>o Employment and procurement opportunities, unemployed population and their qualifications</li> </ul>	<ul style="list-style-type: none"> <li>▪ Grievance and feedback forms and relevant guidance documents</li> </ul>	
Disadvantaged and Vulnerable People	<ul style="list-style-type: none"> <li>▪ Focus group discussions/ separate informative meetings</li> <li>▪ Grievance and feedback boxes, forms and guidance documents posted/placed at places commonly and comfortably visited by women and vulnerable persons</li> </ul>	<p>Periodically in each mahallas throughout the construction phase</p> <p>Grievances and feedback will be checked on a weekly basis throughout the Project's construction phase</p> <p>Frequencies to be set by the Project Company prior to operation phase</p>	<ul style="list-style-type: none"> <li>▪ To collect feedback, grievances, suggestions related with the Project and current activities on an on-going basis</li> <li>▪ To identify specific concerns/issues related to vulnerable persons and women, including gender-based violence (GBV).</li> <li>▪ To establish collaboration mechanisms for emergency preparedness and response and community</li> </ul>	<ul style="list-style-type: none"> <li>▪ Bi-annual reporting to affected communities</li> <li>▪ Non-technical presentations etc.</li> <li>▪ Brochures, flyers, materials designed for informing local communities including women and vulnerable groups/PAPs on key Project information, E&amp;S issues relevant to the specific stakeholder group in a non-technical and comprehensible language /format</li> </ul>	CAR
Local businesses, suppliers, other industrial projects	<ul style="list-style-type: none"> <li>▪ Face to face meetings with the local businesses in the region</li> <li>▪ E-mail correspondence</li> <li>▪ Telephone calls</li> </ul>	As required throughout the construction and operation phases	To share/exchange information on local procurement and service provisions requirements and opportunities	<ul style="list-style-type: none"> <li>▪ Specially designed information, reports, etc. related to required goods and services</li> <li>▪ Bi-annual reporting to affected communities</li> </ul>	CAR
All stakeholder groups	<ul style="list-style-type: none"> <li>▪ Disclosure online</li> <li>▪ Placement of paper versions of the ESIA/ESMP in public places</li> <li>▪ Leaflets in public places</li> <li>▪ Media announcements</li> </ul>	As required throughout the construction and operation phases	<ul style="list-style-type: none"> <li>▪ Disclose and discuss the construction status and any major events due to take place (component delivery for example)</li> </ul>	Notices	CAR
Local communities along access roads and near to the project site	Public hearing event (prior to commencement of construction)	Location / Date: [TBC]	<ul style="list-style-type: none"> <li>▪ Community and road-user safety</li> <li>▪ Explanation of grievance mechanisms</li> <li>▪ Advertise potential employment opportunities</li> </ul>	ESIA package	CAR
Regional Government Agencies	One-to-one meeting	Location / Date: [TBC]	<ul style="list-style-type: none"> <li>▪ Disclose and discuss the construction status and any major events due to take place (component delivery for example)</li> </ul>	ESIA package	CAR

Stakeholder Engagement Plan

Stakeholder Category	Stakeholder Engagement Methods	Location/ Timeline	Purpose	Consultation Disclosure Materials	Responsibility
Mahalla Offices	<ul style="list-style-type: none"> <li>▪ One-to-one meetings</li> <li>▪ Phone calls</li> <li>▪ Placement of paper versions of the ESIA in public places</li> <li>▪ Placement of leaflets and grievance forms</li> </ul>	Location / Date: [TBC]	<ul style="list-style-type: none"> <li>▪ Disclose and discuss the construction status and any major events due to take place (component delivery for example).</li> <li>▪ Advertise potential employment opportunities</li> <li>▪ Collect grievance/comment forms</li> </ul>	ESIA package	CAR
All stakeholder groups	<ul style="list-style-type: none"> <li>▪ Public event</li> <li>▪ Placement of leaflets in public places</li> <li>▪ Media announcements</li> </ul>	As required throughout the construction and operation phases	<ul style="list-style-type: none"> <li>▪ Disclose and discuss the construction status and any major events due to take place (component delivery for example)</li> <li>▪ Inform community of potential employment opportunities</li> <li>▪ Collect and provide feedback on potential grievances</li> </ul>	ESIA package	CAR
Local Media	Sharing visual materials /informative texts / advertisements to be published with local and national media agencies	As required and on demand throughout the construction and operation phases	To convey public Project information to wider interested parties in a timely, transparent, and efficient manner	<ul style="list-style-type: none"> <li>▪ Press Release</li> <li>▪ Visual materials/ advertisements related to Project</li> <li>▪ Video/audio records</li> </ul>	CAR

## 5.4. FIELD SOCIAL SURVEY AND CONSULTATIONS

In addition to public consultation as part of the overall ESIA process, additional consultations with the PAPs will be undertaken as part of socioeconomic surveys and assets inventory and valuation outcome. Consultations with PAPs will be on-going during the RAP implementation process and during the construction and operational phase of the Project.

A Field Socioeconomic Survey (FSS) will be undertaken between August - October 2024 as part of the RAP preparation and wider ESIA process.

The main objective of the FSS will be to determine the areas affected by the Project, identify Project Affected Persons (PAPs) and vulnerabilities among these, collect socio-economic data and through these activities establish a baseline for the Project in advance of construction activities. The collected baseline data will be integrated into the ESIA as well as the Stakeholder Engagement Plan (SEP).

Engagement with Stakeholders during the RAP phase can be broken down into the following tasks:

- ❖ Disclosure of the RAP process to the communities;
- ❖ Field Socioeconomic Survey (FSS) within the Project Area of Influence;
- ❖ Socio Economic Census of PAPs impacted by the project. The census will cover 1041 PAPs.
- ❖ Focus groups with particular affected groups in order to ascertain their perspectives, perceptions, preferences and concerns. It is important that any potentially vulnerable groups which may be affected by the resettlement are engaged through focus groups.
- ❖ Stakeholder Interviews.
- ❖ Valuation meetings with households with land, leaseholders, assets or crops impacted by the project.

Field social studies included a survey of the population permanently residing in the settlements within the Project area of Influence. The survey will be conducted from 23 July to 16 August 2024 and covered 491 respondents.

The questionnaire will include the following categories:

- ❖ Assessment of well-being, including community health and accessibility to public healthcare and education facilities, social support, employment and small business, environment, local government, security, housing, roads and safety.
- ❖ Social problems of the population.
- ❖ Assessment of the livelihood.
- ❖ Expectations from the project.

The stakeholders will be directly and indirectly participated in the preparation of final ESIA through various consultation meeting and interviews. These stakeholders will include the central and local authorities, the population, PAPs, community members, elders, women, youths, farmers, and other project interested parties.

## 5.5. TOOLS AND TECHNIQUES FOR ENGAGING WITH STAKEHOLDERS

A variety of tools and techniques can be used to disclose Project information and collect engagement data. The key tools and techniques that can be used for the Project are summarised in Table 11.

**Table 11: Tools and Techniques for Information Disclosure and Collection**

Aims	Tool/Technique	Description
Share and disclose information	Public meeting	Allows disclosure of information to a wide range of stakeholders. Project information can be made available in printed format and Al Mar staff can provide verbal explanations. Should not be used as the sole means of information disclosure but consider combining with a technique that can reach less vocal and mobile stakeholders (e.g. poster/flyers/leaflets, letters, and media).
	Poster / Flyer / Leaflet	Use posters, flyers or leaflets to keep all stakeholders informed about the status and progress of the project.
	Letter	A means to disseminate project information. Can also be used as a feedback mechanism to update stakeholders on how their comments have been considered. Combine with flyer and consider including a Comment Form.
	Media (radio, print, TV)	Television and print media can be used nationally. Useful to disclose information regarding permitting, and employment and any specific project progress updates.
Collect and compile information and feedback	Focus group discussion (FGDs)	Can be used to explore perceptions on specific issues in depth.
	In-depth informal interview	Useful technique to build rapport with stakeholders and to learn their individual perspectives on the Project. This is a time-consuming process and usually reserved for key stakeholders.
	Comment Form	A means to learn information from stakeholders individually and to allow less vocal stakeholders to share their views on the Project. Should be used at public meetings.
	Grievance Form	To collect information from a specific stakeholder relating to a specific project activity or activities and provide the stakeholder with a record of receipt/acknowledgement of their grievance.

The notification methods outlined below can be used for announcing information disclosure and consultation activities.

**Signboards and Posters:** Signboards and posters are useful to notify local communities and other affected stakeholders of consultation activities. These methods will be deployed two weeks in advance of a specific activity (e.g. public consultation), if possible, to allow for word of mouth dissemination of the relevant information.

**Disclosure and Consultation Methods:** Disclosure of relevant project information will help Affected Communities and other stakeholders understand the risks, impacts and opportunities of the project. Providing stakeholders with complete, accurate and understandable information is essential to allow meaningful participation. Where appropriate, all written project information will be disclosed in English and Uzbek. Consultation methods provide a mechanism for stakeholders to provide feedback and share their concerns, complaints or suggestions about the Project.

**Online Disclosure:** Online disclosure allows for quick and free access to documents for all stakeholders that have internet. Documents disclosed online will be disclosed at a CR's website.

**Disclosure of hard copies:** Disclosure of printed documents at key locations (e.g. local government buildings). Hard copies will be provided free of charge, and there are visuals accompanying the documents to aid all levels of literacy. The following documentation, as a minimum, will be provided in English and the local language (Uzbek):

- ❖ ESIA
- ❖ ESMP
- ❖ Consultation Meetings (MoMs).
- ❖ Executive Summary of independent, external compliance audits.
- ❖ Project Leaflets

**Consultation through open meetings:** Open meetings allow for stakeholders to share their views and opinions, promoting transparency as all stakeholders can see that the same information is shared with everybody and community members can learn about the position of their representatives. Any individual that goes to a meeting will be allowed to attend and share his/her concerns.

An initial presentation will disclose all relevant information to the attendees, in a visual and oral manner, to ensure that illiterate attendees get all the information. A significant amount of time in the meeting has to be allowed for the stakeholders to express their views. Every point raised by the stakeholders will be replied to and all comments, questions and answers will be minuted.

All meetings will be conducted in Uzbek. Consultation meetings will be conducted for the ESIA phase and at regular intervals by the Community Liaison Officer (CLO) (such as every 2 months during construction and yearly during operation).

**Recording and Tracking of SEP:** Transparent documentation of engagement activities will enable PIU to track stakeholders' perceptions and concerns regarding the development of the Project and facilitate the identification of additional stakeholders and stakeholder groups for PIU to undertake engagement.

In addition, monitoring results, both qualitative and quantitative, will be disclosed to stakeholders on at least a quarterly basis. Suggested monitoring and evaluation activities are outlined below:

- ❖ Keep records of all engagement activities including meetings attended, community meetings, focus group discussions, etc.
- ❖ Keep copies (electronic or hard copy) of all communication material.
- ❖ Conduct stakeholder interviews to gauge level of satisfaction.
- ❖ Develop and assess performance in terms of Key Performance Indicators (KPIs). Some suggested KPIs include:
  - Number of engagement activities facilitated quarterly - by stakeholder group and engagement type;
  - Number of attendees at stakeholder engagement activities (expected vs actual); and
  - Number of grievances received per quarter.
- ❖ Revise plans and activities.

## 5.6. MEASURES TO AVOID REPRISAL

Stakeholders must be able to provide their feedback, opinions and raise concerns without fear of retaliation (e.g., threats, intimidation, harassment or violence) to ensure meaningful engagement during the lifecycle of the project. The following will be implemented by CAR, Construction Supervision Consultant (CSC), Contractor, all subcontractors and sub-consultants involved in the project:

- ❖ Adopt a zero-tolerance policy to reprisals which will be reflected in the Code of Conduct and company policies. This will be communicated to stakeholders during all engagements;
- ❖ If risks of retaliation become an issue (e.g., when stakeholder raise or signal concerns to their safety for expressing their opinions,) the stakeholder engagement process may need to be adapted to ensure safety of the participants (e.g not disclosing venue or date of consultation etc.).

- ❖ Participants will be informed on the purpose of engagement/consultation and obtain consent to signing attendance sheet. Participants will be informed about how this information will be used and to be given the option not to have their names disclosed
- ❖ Raise awareness among staff to ensure implementation company's code of conduct and train employees on expectation of their behaviours when communicating with local community and project PAPs;
- ❖ Allegations of reprisals will be addressed and responded to. Responses will be taken in consultation with those at risk and measures on responding to reprisal and implementation will be agreed with victims. Personal information will not be disclosed.
- ❖ If an anonymous grievance (e.g., letter or email without details about the complainant) or the grievant requests to remain anonymous is submitted, the grievance will also be accepted and processed.
- ❖ In the event that a grievance cannot be resolved between the two parties an independent mediator will be involved i.e. local leaders who understand the culture and practices within the Project site.

## 6. GRIEVANCE MECHANISM

### 6.1. INTRODUCTION

The World Bank's Environment and Social Framework 2018 (ESS10) requires clients to establish an effective grievance mechanism in order to keep communication with stakeholders, i.e., be aware of their concerns, and provide responses to their inquiries. At the stage of the current Project, Al Mar will be responsible for the receipt of grievances with assistance from the Committee for Road. However, following the ESIA phase, the responsibility for grievance receipt and redress will be entirely the responsibility of the CAR.

The grievance mechanism is an important part of stakeholder engagement and will be in place from the E&S disclosure process, throughout construction and operations through the end of the Project life. The grievance mechanism will use an understandable and transparent process that is culturally appropriate and readily accessible at no cost; so, all stakeholders/affected parties will have the opportunity to raise a complaint.

The Projects activities (during construction, commissioning and operation) may result in potential nuisances for stakeholders, or environmental and social impacts and as such it is required to establish a grievance mechanism to address potential complaints from affected parties. The aim of the grievance mechanism is establishing a system to receive and facilitate resolution of the stakeholder's concerns and grievances about the Project's environmental and social performance.

According to ESS10, the grievance mechanism will comply with the key principles:

- ❖ Inform the affected PAPs (and other stakeholders) of the grievance mechanism, purpose and how to access it during the engagement process;
- ❖ The process will be scaled to the risks and impacts of the Project;
- ❖ The grievance mechanism will be made clear, understandable and easily accessible by providing information in the local language and orally where PAPs (and communities) cannot read;
- ❖ Ensure transparency, discretion and accountability to all stakeholders by putting it into writing, publicising it and explaining it to relevant stakeholders;
- ❖ Providing responses to complaints, concerns and/or request for Project information in a timely manner;
- ❖ Provision of the mechanism at no costs, retribution or retribution associated with lodging a grievance;
- ❖ Precautionary measures such as clear non-retaliation policy, confidentiality measures and safeguarding of personal data collected in relation to a complaint, as well as an option to submit grievances anonymously will be in place;
- ❖ Consideration of when to engage third-parties as mediators (such as community leaders) to resolve grievances between the Project and PAPs;
- ❖ The grievance mechanism will not impede access to judicial or administrative remedies; and
- ❖ Monitoring and analysis of trends that the grievance mechanism has established are of concern to PAPs and other stakeholders.

The grievance mechanism is an important part of stakeholder engagement and will be in place from the E&S disclosure process, throughout construction and operations through the end of the Project life. The grievance mechanism will use an understandable and transparent process that

is culturally appropriate and readily accessible at no cost; so, all stakeholders/affected parties will have the opportunity to raise a complaint.

This Chapter of the report describes grievance redress mechanism which is going to be implemented for the project for internal (construction and commissioning personnel, workers, project staff) and external parties.

## **6.2. REPUBLIC OF UZBEKISTAN'S COMPLAINT HANDLING SYSTEM**

From the national legislation perspective there is a centralized complaints mechanism (online portal) for all public utility providers that was opened in 2017 by Presidential Decree No728 of 15.09.2017. As this online portal is intended for wide range of issues brought to government attention, it was considered more appropriate to develop a single system/approach for receiving feedback and complains from stakeholders impacted by the development of the M-41 Bishkek-Dushanbe-Termez Project.

The Law of the Republic of Uzbekistan on the Appeals of Individuals and Legal Entities was introduced on 29 October 2014 and this law replaced the earlier law on Appeal of Citizens that was introduced on 13 December 2012. This law guarantees the right to appeal and prescribes the requirements of an appeal, its form and structure. Further, the timeline for addressing the appeal, the procedure for personal hearing, need for maintaining record of appeals and procedure for second appeal are prescribed.

According to the law, affected persons can submit their grievances through the Virtual reception of the President of the Republic of Uzbekistan, which is an online portal. From February 2018, the online version is updated and presented on this online portal. All citizens of the country can use different options for their appeals.

1. By calling the phone number 0-800-210-00-00 or the short number 10-00;
2. By using the online portal and filling out a special request form on the website <http://pm.gov.uz>;
3. By visiting the People's Reception Office. The address of the 14 People's Reception offices in each district of the Surkhandarya region are provided on its site.

Through this system, any persons from Kumkurgan, Dzarkurgan, Termez districts can send their applications, suggestions and complaints to the portal of the President of the Republic of Uzbekistan. After receiving the complaint from the Surkhandarya region, the responsible person from online portal will provide complainant with contact details of the responsible person from the Committee for Automobile Roads (CAR) under the Ministry of Transport. The CAR will directly request the PIU to resolve the grievance, with an option of sending the grievance through an email. In the new version of the Virtual Reception, the complainant can indicate the mahalla in which they live when submitting the appeal. This will speed up the solution of the problem, help determine which sector is responsible for the problem resolving.

The online portal has provisions for checking the status of the grievance and further appeal if the appellant has been harassed for raising the grievance. If someone who sends a complaint is persecuted, she/he can quickly report it by pressing a special "button" on the same site. Such messages will be considered promptly and with high priority of involving law enforcement agencies.

## **6.3. SCOPE OF GRIEVANCE MECHANISM**

The scope of the grievance mechanism is to evaluate and address stakeholders' problems and concerns regarding project activities, the implementation of mitigation and compensation measures as per the ESIA and environmental and social performance of the Project.

All relevant claims from affected stakeholders will be accepted and no judgment made prior to investigation, even if complaints are minor. This includes complaints in relation to gender-based violence, sexual exploitation and abuse, sexual harassment, conflict between project employees and community members etc.

However, according to good practice, the following claims will be directed and recorded outside of Project-level mechanisms:

- ❖ Complaints clearly not related to the project based on assessment of its legitimacy. It must have a clear transparent and sufficiently independent governance structure to ensure that no party to a grievance process can interfere with the fair conduct of that process;
- ❖ Issues related to governmental policy and government institutions;
- ❖ The SEA/SH- related grievances are handled through a survivor-centered approach. All grievance uptake channels can be used to report on SEA/SH issues.
- ❖ Complaints constituting criminal activity and violence, which will be referred to the justice system; and
- ❖ Commercial disputes: Commercial matters will be stipulated for in contractual agreements and issues will be resolved through a variety of commercial resolution mechanisms or civil courts.

In the event that any of the grievances are rejected at the screening stage, the complainant will be informed of this decision including a justification why.

## **6.4. STEPS IN MANAGING GRIEVANCE MECHANISM**

### **6.4.1. Publicizing Grievance Management Procedures**

The grievance mechanism of this Project will be publicised using the means outlined and as linked to the disclosure processes in the following ways:

- ❖ Posters.
- ❖ Future consultation meetings.
- ❖ Letters to the local and provincial authorities, and Online (website).

In addition, notices will also be provided at the Project entrance in regard of how to lodge a grievance and the process related to follow up. The information provided will be available in both English, Uzbek and Russian and will include the following:

- ❖ What Project-level mechanisms are capable of delivering and what benefits complainants can receive from using the company's grievance mechanism, as opposed to other resolution mechanisms;
- ❖ Who can raise complaints (i.e. all stakeholders);
- ❖ Where, when, and how community members can file complaints;
- ❖ Who is responsible for receiving and responding to complaints;
- ❖ What sort of response complainants can expect from the company, including timing of response; and
- ❖ What other rights and protection are guaranteed.

### **6.4.2. Submitting a Grievance**

Upon raising awareness and publicising the mechanism, grievances may be submitted by:

- ❖ Direct delivery to a sealed grievance box at the project site entrance (or safe space to be identified at the project's site(s) or camps);
- ❖ Submission by post or email; and

- ❖ Directly received by project personnel.

For illiterate complainants or those that prefer to submit their grievances verbally/phone, they will have the possibility to meet with the relevant site E&S/HSE Manager who will take notes on the details of the complainant and read them out loud to the complainant to confirm that the key elements of the complaint have been captured. Where the respective manager is not available, security staff will take the grievances and ensure these are registered via the formal grievance process.

If an anonymous whistleblowing, grievance (e.g. letter or email without details about the complainant) or the grievant requests to remain anonymous is submitted, the grievance will also be accepted and processed.

### **6.4.3. Keeping Track of Grievances**

Upon receiving grievances submitted by any means mentioned above, the steps below will be followed to ensure all grievances are adequately investigated in order to avoid leaving any issues or concerns raised opened.

The following points receipt procedure rules will be followed for grievances:

- ❖ All incoming grievances will be acknowledged as soon as possible, no later than a week from receipt. A formal confirmation— with a complaint number, or other identifier, and a timeline for response— assures the complainant that the organization is responding properly, and it gives the project a record of the allegation. As a good practice, complaints received in person will be acknowledged on the spot;
- ❖ If a more complex investigation is required, the complainant will receive an update within two weeks of the grievance being received, explaining the actions required to resolve the complaint, and the likely timeframe;
- ❖ Contractor will explain in the first letter of acknowledgment, which claims are clearly outside the scope of the mechanism and what alternative mechanisms communities can use to address these potential issues.
- ❖ There will also be a special protocol for Gender Based Violence (GBV), Sexual Exploitation Acts (SEA) and Sexual Harassment (SH). This will include a safe, confidential and accessible grievance mechanism which is utilisable by the local community. An anonymous line will also be established for reporting which is gender sensitive. Once grievances are received, a review committee, where women, vulnerable groups and all genders are represented appropriately, will investigate grievances. The committee will also work with local community organisation to coordinate grievance redress measures.

### **6.4.4. Reviewing and Investigating Grievances**

To ensure that all grievances are adequately investigated and closed out, a grievance log will be kept, documenting all the actions taken to address each grievance.

An extensive investigation may be required when grievances are complex and cannot be resolved quickly. Contractor will take full responsibility for investigating the details of grievances coming through its grievance mechanism, following the principle of “no cost”.

In cases of sensitive grievances - such as those involving multiple interests or displacement issues - it may help to engage outside organizations in a joint investigation, or allow for participation of local authorities, only if the complainants agree to this approach.

When grievances are complex and cannot be resolved quickly, an extensive investigation may be required to prevent escalation of the issue. For complex grievances, an investigation team will have to be appointed. The responsible and accountable party remains the Contractor, although

the investigation and review may be delegated to the CSC, at the construction stage. The grievance mechanism must conform to the principle of 'no cost'. If the investigation team is formed internally, issues that will be taken into consideration include potential conflicts of interest, qualifications, gender composition, and budget.

Meetings with complainants and site visits can be useful for grievance investigation and will be undertaken, as appropriate. Complainants will be informed weekly of the status of their grievance.

All grievances received will be captured in Grievance Forms which will then be forwarded to the Contractor HSE Manager. The grievance will be registered in a grievance tracker in order to track and monitor actions taken against the grievance. Each complaint will be assigned an individual number to ensure that it is appropriately tracked and closed out.

It is important that the process is easily accessible and not intimidating to stakeholders.

There will also be a special protocol in place for sensitive grievances including GBV, SEA and SH. In cases of sensitive grievances – such as those involving multiple interests or those relating to sexual abuse and harassment or gender-based violence or community related conflict- it may help to engage outside organizations in a joint investigation, or allow for participation of local or national authorities only if the complainants agree to this approach.

All grievances will be investigated by the responsible Project party within 2 weeks of submittal. Where grievances require a longer duration for investigation, the grievant will be informed of this delay and advised of the expected timeline for a response.

#### **6.4.5. Acknowledge Grievance**

Contractor will acknowledge receipt of the grievance in writing and verbally and will provide information on the proposed steps and the anticipated timeframes required to resolve the grievance.

This acknowledgement will be provided to the complainant within five (5) days of receiving the grievance or within 24 hours in the event of an urgent concern which is deemed to have the potential to result in personal injury.

If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant.

It is suggested that literacy levels are taken into consideration when providing the complainant with the acknowledgement of receipt, and verbal acknowledgement should accompany a written acknowledgement.

Where appropriate, acknowledgement should be provided through the CLO.

#### **6.4.6. Assessing the Grievance**

During the assessment, the team gathers information about the case, key issues and concerns, and helps determine how the complaint might be resolved. Contractor will:

- ❖ Determine who will conduct the assessment. Typically, the Contractor HSE Manager will perform this task or directs it to an appropriate staff or department for assessment (production, procurement, environment, community relations, human resources).
- ❖ Select a company member (typically the CLO) to engage directly with the complainants to gain a first-hand understanding of the nature of the complaint.
- ❖ Clarify the parties, issues, views, and options involved:
  - Identify the parties involved.

- Clarify issues and concerns raised by the complaint.
- Gather views of other stakeholders, including those in the company.
- Determine initial options that parties have considered and explore various approaches for settlement.
- ❖ Classify the complaint in terms of its seriousness (low, medium, high). Seriousness includes the potential to impact both the company and the community.

Issues to consider include the gravity of the allegation, the potential impact on an individual's or a group's welfare and safety, or the public profile of the issue. A complaint's seriousness is linked to who in the company needs to know about it and whether senior management is advised.

Rather than resorting to a purely unilateral "investigate, decide, and announce" strategy, engage more directly with the complainant in the assessment process, and involve the complainant in influencing the resolution process to be selected, and settlement options.

#### **6.4.7. Grievance Resolution Options and Response**

One of the potential advantages of a grievance mechanism is its flexibility. Rather than prescribe a specific procedure for each particular type of complaint, a list of possible options appropriate for different types of grievances will be provided. Options may include altering or halting harmful activities or restricting their timing and scope (e.g. for construction noise), providing an apology, replacing lost property, providing monetary compensation, revising the community's engagement strategy, and renegotiating existing commitments or policies.

The grievance investigation team will provide a proposal to resolve the complaint, which will have the backing of the Senior Management. The HSE Manager will then contact the complainant to get an agreement on the proposed solution.

If all parties accept the proposed solution, the agreed actions will be implemented in the established timeframe. In the case that complainant does not accept the proposed resolution, Contractor should re-assess the situation and make sure that all alternatives within the grievance mechanism are explored. If agreeing on a solution acceptable to all parties is not possible within the grievance mechanism, the complaint will be referred to external mechanisms.

Close-up monitoring of a complaint will be undertaken, if possible, by collecting proof that the necessary actions have taken place. For example:

- ❖ If the issue was resolved with the satisfaction of the complainants, get a confirmation and file it along with the case documentation, and
- ❖ Take photos or collect other documentary evidence to create a comprehensive record of the grievance and how these were resolved.

The system for responding to the complainant should specify who communicates and how. In some cases, it may be appropriate that feedback be provided by the staff member responsible for assessment accompanied by the coordinator of the complaints procedure.

The Contractor HSE Manager may participate in feedback, depending upon the seriousness of the complaint. Any complete classed as high seriousness would include the HSE Manager. Medium complaints would include the HSE Manager where deemed appropriate.

When formulating a response Contractor will ensure that:

- ❖ The complaint coordinator or relevant department may prepare the response. The response should consider the complainants' views about the process for settlement as well as provide a specific remedy. The response may suggest an approach on how to settle the issues, or it may offer a preliminary settlement.

- ❖ To present and discuss the response to the complainant, consider holding a meeting with the complaint coordinator, relevant company manager, and the complainant. If a direct meeting is not possible, consider meeting with a neutral third party serving as facilitator. The group would also discuss appropriate next steps during this meeting. If the proposal is a settlement offer and it is accepted, the complaint is resolved successfully and there is no need to proceed to the next step of selecting a resolution approach. If the complainant is not happy with the response about a resolution process or substance, the group should try to reach an agreement that would be mutually acceptable.
- ❖ If the case is complex and a resolution time frame cannot be met, provide an interim response—an oral or written communication—that informs the person of the delay, explains the reasons, and offers a revised date for next steps.

All comments and complaints will be responded either verbally or in writing, in accordance with preferred method of communication specified by the complainant in the Comments and Complaints Form. Comments will not be considered as complaints and may not, therefore, be responded to unless the commenter requests a response.

Contractor will respond to the complaint within one week. It is possible that some responses may take longer than one week to implement, but even in those instances Contractor will inform the complainant what actions will be taken and when.

#### **6.4.8. Sign-off on a Grievance**

Contractor will seek sign-off from the complainant(s) that the grievance has been resolved. This will be achieved via a Grievance Resolution document.

All grievances are to be signed off at an appropriate level of seniority of staff. The staff member who signs off the complaint should have sufficient knowledge about the topic to provide assurance.

Once sign-off has occurred, this will be recorded in the Grievance Form. Any grievances not signed-off as resolved will be investigated further.

### **6.5. GRIEVANCE MECHANISM IN CONSTRUCTION AND COMMISSIONING PHASE**

The construction and commissioning phase will require two separate grievance mechanisms to be implemented for the following parties:

- ❖ Internal parties; Construction and commissioning personnel, workers, project staff, (including sub-contractors' staff and visitors); and
- ❖ External parties.

Although the CSC will remain responsible and accountable, the Contractor will manage internal and external grievance mechanisms. A member of staff will be assigned the responsibility to receive and follow up on all grievances. They will also be required to train related staff (as outlined below). Grievances will be investigated by the Contractor and may require co-ordination with the project company or other sub-contractors. All received grievances will be acknowledged within a week of receipt, or quicker depending on the urgency of the grievance.

Adequate resources will be allocated to the assigned staff member responsible for managing stakeholder engagement. This designated staff member will also be responsible for following up and managing grievances. An additional team or part of an existing team may support the member of staff; however, the staff will be experienced in engagement processes and will be familiar with the lender requirement for stakeholder engagement.

### 6.5.1. Internal Grievance Mechanism

The internal grievance mechanism will be made available for all construction and commissioning personnel associated with construction and commissioning activities to enable them make work related concerns. This includes all those employed by the CSC, Contractor, sub-contractors, any other related contractors and project site visitors. All construction and commissioning personnel will be made aware of the grievance mechanism during their employment inductions at the project site and in employment documents. Worker representatives selected by workers at sites who will be involved in grievance management and in coordination with representatives from trade unions.

Grievances of construction and commissioning personnel will be made in writing to the Contractor via a specific grievance form (see example grievance form in Annex 3). The grievance form will be made available at key locations on-site as well as at any staff accommodation area. The grievance form will be available in Uzbek, Russian and any other languages of Project staff. Where the complainant is illiterate, the complaint can be made verbally in confidence to a manager, so that the manager will complete the grievance form on behalf of the grievant.

Grievance forms will include contact details of the complainant; however, a grievance can be raised anomalously if desired. Grievance forms will be posted in a sealed and locked 'post box', located at all key locations where grievance forms are available. The grievance box will be checked on a regular schedule several times a week. If a verbal grievance is preferred this can be specified by the complainant at the time of raising the grievance and the responsible staff will also record the grievance received and register it via the formal process.

Responses to grievances will be transparent and free of retribution. Follow-up to grievances will be completed on a grievance follow up form and signed off by the Contractors grievance control representative. The follow up form will state all actions taken to resolve the grievance and any further dialogue that had ensued, as well as any future monitoring of the situation or other planned actions. The completed and signed off forms will be kept in a dedicated grievance mechanism folder on site, which will be made available for review to the external independent environmental and social auditors during the periodic environmental and social audits required during the construction and commissioning phase.

**Note:** Personal data and records will be protected and only used for the purpose of grievance resolution or analysis. No personal data will be disclosed or reported publicly.

In addition, individuals will have the right to request for their data and records to be updated and/or deleted.

### 6.5.2. External Grievance Mechanism

External grievance forms will be made available in Uzbek, Russian, and English at the site entrance gate. Sealed and locked 'grievance boxes' will be made available at the Project site entrance for grievance form submission. The contact details of the E&S Manager will be advertised at the notice board at the site's main entrance gate, once the individual has been appointed. The process for recording, reviewing, following up and responding to will be the same as detailed in sub-section 6.4.

Where external complaints are received by telephone, letters or email these will also be formally recorded and followed up appropriately by the designated representative. The solution to the grievance will be communicated to the grievant depending on the format the grievant has selected as preferred. In cases where the grievance/complaint is rejected, the company representative will be diplomatic when informing the grievant about the outcome of the resolution process so as to prevent conflict from escalating.

The company would re-assess the situation, organise a meeting with the complainant and local community members responsible for arbitration during conflicts or mediating of conflicting groups to discuss and clarify the findings and make sure that all alternatives within the grievance mechanism are explored.

Formal records of the grievance submission, investigation, determination of root cause (if any), corrective and preventative actions and any follow up (including monitoring) will be recorded in a grievance follow up form and maintained as documented information, with all other associated evidence of follow-up or corrective/close-out actions.

The follow up form will state all actions taken to resolve the grievance and any further dialogue that had ensued, as well as any future monitoring of the situation or other planned actions. The completed and signed off forms will be kept in a dedicated grievance mechanism folder, which will be made available for review to applicable external parties such as independent environmental and social auditors.

**Note:** Personal data and records will be protected and only used for the purpose of grievance resolution or analysis. No personal data will be disclosed or reported publicly.

In addition, individuals will have the right to request for their data and records to be updated and/or deleted.

## **6.6. GRIEVANCE MECHANISM IN OPERATIONAL PHASE**

The grievance mechanism in the operational phase of the Project will be similar to that of the construction phase. CAR/PIU will be responsible for the implementation of the GRM in Operational Phase. The grievance mechanism will be available for both internal and external parties

A member of staff will be assigned and responsible for managing internal and external grievances received (recording, reviewing, investigating and responding) appropriately. Internal grievance forms will be made available in Uzbek, Russian and English at key locations on-site with a sealed and locked 'post box' available for submitting grievance at every location. The post box will be checked regularly.

External party grievance forms will be made available in both Uzbek, Russian and English at the site entrance gate. Sealed and locked 'grievance boxes' will be made available at the Project site entrance for grievance form submission. The process for recording, reviewing, following up and responding to will be the same as detailed above. All grievances during operations will be recorded for a minimum of 5 years, with records being kept on site.

Where external party grievances are received by letters or email these will also be formally recorded and followed up appropriately by the designated representative. The contact details of the E&S Manager will be advertised at the notice board at the site's main entrance gate, once the individual has been appointed.

There will be worker representatives selected by workers at sites who will be involved in grievance management and in coordination with representatives from trade unions.

## **6.7. GRIEVANCE PROCEDURES FOR WOMEN AND VULNERABLE AND DISADVANTAGED GROUPS**

The grievance mechanism will include handling Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) complaints. Cases of GBV/SEA/SH can be reported through the general Project GRM, a GRM grievance recipient cannot reject a GBV/SEA/SH complaint. The GRM that

will be in place for the project workers will also be used for addressing SEA/SH related issues and will have in place mechanisms for confidential reporting, with safe and ethical documenting of SEA/SH issues.

The GRM will include a channel to receive and address confidential complaints related to SEA/SH, with special measures in place.

Channels and tools for anonymous reporting of GBVH shall be developed. The reporting channels shall ensure safety and confidentiality to encourage reporting of such incidents. The reporting channels shall include any of the following:

- ❖ Community members: Channels may include complaint/feedback boxes, a toll -free telephone number, a designated community organization (e.g., NGOs, etc), service-user group or local women's organization. Reporting channels shall include anonymous and child friendly options to encourage children and young people to come forward.
- ❖ Workers: Channels may include complaint/feedback boxes at site/office, online reporting on company website or email.

If an employee faces SEA/SH issue s/he can either apply to a higher level superior or go directly to the national referral system of the country for dealing such cases. The content and procedures of the project's GRM will also have a reporting line on such cases in regard to SEA/SH issues and will be handled under full confidentiality and with the consent of the survivor. Contractor shall not investigate any SEA/SH cases without survivor's informed consent. If the Contractor will receive a SEA/SH related grievance, the severity of the grievance will be evaluated.

The following procedures will be implemented by Contractor to ensure GBVH cases are reported:

- ❖ Workers will be provided with information regarding worker code of conduct in local languages as part of their employment contract which will include provisions for reporting, investigations, termination and disciplinary action against those who perpetrate gender violence and harassment;
- ❖ The Contractor and O&M Company will conduct mandatory regular training and awareness raising for the workforce on gender-based violence and harassment towards local community members and their colleagues especially women and the availability of a grievance mechanism to report any GBVH cases;
- ❖ The workers will be made aware of the laws and regulations that make sexual harassment and gender-based violence a punishable offence which is prosecuted;
- ❖ Ensure inclusion of a balanced representation of women on the HSE team and CLO who will be easily relatable and approachable to female workers.
- ❖ Develop tools for anonymous sexual harassment complaints by workers and host community members and protect the confidentiality of the complainants;
- ❖ The Contractor will provide targeted training (including in life skills such as leadership and decision-making) and awareness raising to vulnerable workers such as women; and
- ❖ Develop a monitoring system to monitor GBV activities to assess the effectiveness of the controls.

The following potential sanctions will be applied depending on the severity of the grievance:

- ❖ Informal or formal warning;
- ❖ Additional training;
- ❖ Loss of up to one week's salary;
- ❖ Suspension of employment (either administrative leave as above or without payment of salary) for a minimum period of one month up to a maximum of six months;
- ❖ Termination of employment;
- ❖ Referral to the police or other authorities as warranted (with survivor's informed consent).

All details of the complainant of the sensitive case will be kept strictly confidential.

All details of GBV and SEA/SH survivors will be kept strictly confidential in the Grievance Register Database; and

- ❖ The GRM Officer will not ask for, or record, information on more than the following related to the GBV and SEA/SH allegation;
- ❖ The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- ❖ If, to the best of the survivor's knowledge, the perpetrator was associated with the project; and if possible, the age and sex of the survivor.

## 6.8. GRM RESPONSIBILITIES

The PIU has the main responsibility for the implementation of the GRM. The GRM Team within the PIU consists of the Environmental Safeguard Specialist, Social Development Specialist and the Project Coordinator, related day-to-day tasks rest specifically with the Social Development Specialist (SDS).

The grievance mechanism implementation team shall be comprised of the HSE Managers from Contractor and the CLO. Clear lines of responsibility and accountability will be established within the implementation team.

It is important that all members of the team are adequately trained in stakeholder engagement. It is important that the CLO be a local person, who is fluent in Uzbek and familiar with the local customs.

**Table 12: Responsibilities for managing grievances**

Entity	Responsibilities for managing grievances
<b>CAR / PIU</b>	<ul style="list-style-type: none"> <li>❖ Main responsibility for the implementation of the GRM;</li> <li>❖ Ensure GRM is integrated into the overall project management process.</li> <li>❖ Coordination between all project participants and management of the complaints process;</li> <li>❖ Management and resolution of grievances;</li> <li>❖ Management of Project Information Centre;</li> <li>❖ Analysis of complaint statistics and preparation of reports. Develop recommendations to improve GRM performance.</li> <li>❖ Monitor the effectiveness of the grievance process and make alterations to improve its effectiveness where required.</li> <li>❖ Main responsibility for the implementation of the GRM in Operational Phase.</li> </ul>
<b>CSC</b>	<ul style="list-style-type: none"> <li>❖ Responsible to create awareness of the GRM;</li> <li>❖ Prepare and man help desks at project sites;</li> <li>❖ Run a suggestion box at the project site</li> <li>❖ To provide their full support during the process of the Company investigating and resolving any grievances that occur.</li> </ul>
<b>Contractor</b>	<ul style="list-style-type: none"> <li>❖ Implementation and compliance with internal and external GRM procedures at construction sites, including cases of GBV/SEA/SH;</li> <li>❖ Regular reporting of complaints received and actions taken;</li> <li>❖ Nominate a dedicated Community Liaison Officer (CLO) for the handling and reporting of grievances;</li> <li>❖ Ensure that the CLO has the necessary resources and personnel required to meet the commitments of the Grievance Mechanism (GM). Support the resolution of grievances by conducting investigation of serious grievances and proposing appropriate resolutions to those grievances;</li> </ul>

Entity	Responsibilities for managing grievances
	<ul style="list-style-type: none"> <li>❖ To receive and register all incoming grievances into the Grievance Registration Book (grievance logbook and central grievance excel-sheet).</li> <li>❖ To analyze the grievances in order to understand the nature of grievances and an appropriate way to deal with them;</li> <li>❖ To categorize all incoming grievances;</li> <li>❖ To refer the analyzed grievances to the related committees/entities for resolution, and complainants, if they wish to come forward, should be able to explain;</li> <li>❖ To follow up on the grievances with the responsible committees/entities to speed up the process and reach the result (timeline based;)</li> <li>❖ To hold periodic Grievance Redressal Committee meetings, as required</li> <li>❖ To feed the result back to the complainant;</li> <li>❖ To check the complaints box and address the incoming complaints.</li> </ul>
<b>Contractor's Community Officer (CLO)</b> <b>Liaison</b>	<ul style="list-style-type: none"> <li>❖ Raise awareness of the GM and distribute copies of the GM leaflet and forms.</li> <li>❖ Ensure that grievances raised are used to improve the Project's environmental and social performance in the future, so that similar grievances to not re-occur over time.</li> <li>❖ Provide practical assistance to people seeking to raise a grievance, so that they are able to complete a Grievance Form.</li> <li>❖ Send information to the Company E&amp;S Manager, copies of completed Grievance Forms so that the Grievance Register can be updated.</li> <li>❖ Support the investigation and resolution of grievances in close coordination with other concerned parties, including the person/group raising the concern.</li> </ul>
<b>World Bank</b>	<ul style="list-style-type: none"> <li>❖ Ensure compliance with international standards and requirements for social and environmental management.</li> <li>❖ Conducting audits and inspections.</li> </ul>

## 6.9. GRIEVANCE MECHANISM CONTACT DETAILS

The following details will be provided to the stakeholders in order to be able to submit their grievances or comments regarding the proposed Project.

**Table 13: Stakeholder Engagement - Grievance Mechanism Contact Details**

Pre-Construction Phase	
Project Phone Line	Phone +998 71 286 11 84
Project E-mail	<a href="mailto:ctsi.project.uzb@gmail.com">ctsi.project.uzb@gmail.com</a>
Official Letter Address	Mustakillik avenue 68A, Tashkent, Uzbekistan
Contact person	Mr. Jahongir Karimov, Director
Contractor (Construction Phase)	
Contractor CLO	Contact details to be confirmed  CLOs will collect grievances during public and individual meetings, through phone calls, e-mails, etc. and manage them as per Project SEP. Where required, CLOs will help stakeholders on how to fill in grievance forms.
Grievance forms and boxes	Grievance forms and boxes will be placed in all mahallas affected from Project and at relevant work sites.
Operation and Management office of CAR (Operation phase)	

Operation and Management office of the CAR	Contractor - Contact details to be confirmed  Social Manager will collect grievances during stakeholder meetings, through phone calls, e-mails, etc. and manage them as per Project SEP.
Project Owner Social Manager	Social Manager will collect grievances during stakeholder meetings, through phone calls, e-mails, etc. and manage them as per Project SEP.
<b>Country complaint handling system</b>	
District hokimiyat	Hokimiyat of Dzharkurgan, Kumkurgan and Termez districts
Provincial hokimiyat	Hokimiyat of Surkhandarya region
National level	Virtual reception of the President of the Republic of Uzbekistan <ul style="list-style-type: none"> <li>❖ By calling the phone number 0-800-210-00-00 or the short number 10-00;</li> <li>❖ By using the online portal and filling out a special request form on the website pm.gov.uz;</li> <li>❖ By visiting the People's Reception Office. The address of the 14 People's Reception offices in each district of the Surkhandarya region are provided on its site.</li> </ul>

The CSC, Contractor and O&M Company's contact details will be confirmed before the commencement of the construction and operational phases as applicable.

## 6.10. PROCESS FLOW AND TIMELINE

The approaches taken to resolve grievances will depend on the nature, frequency of occurrence and number of grievances.

The resolution of the grievance will be formally communicated to the applicant in written form. In the case that a complainant cannot receive a written response, the complainant will be contacted via phone call and informed of the results of their grievance.

The following table provides the timeframes for response to grievances.

**Table 14: Grievance Process and Timeline**

Stage	Timeline
Receipt and registration of grievance	
Providing acknowledgement of grievance receipt to the complainant	Maximum 7 working days after submission of grievance
Assessment/investigation of the received grievance	Maximum 14 working days after submission of grievance
Providing the complainant with a response	Maximum 14 working days after submission of grievance
Reassessment of grievance in case if the complainant is not satisfied with the previously provided response	Maximum 14 working days after notification of dissatisfaction by the complainant
<b>If applicable following dissatisfaction of resolution by Grievant</b>	
Actions to re-assess grievance/propose new solution/inform Grievant of final decision	Within 14 working days of notification of dissatisfaction by Grievant
In the event that a grievance cannot be resolved between the two parties a mediator will be involved i.e. local leaders who understand the culture and practices within the Project site.	Within 14 working days of notification of dissatisfaction by the Grievant.

Stage	Timeline
Grievances that are not resolved at the project level - a grievance committee involving senior management from Contractor, municipality and any other relevant authorities (if required).	Within 30 working days of notification of dissatisfaction by the Grievant.

**Note:** Where complex grievances, or other factors are extending the investigation time, the Grievant will be informed of this delay and advised of an updated expected timeline for response.

In addition, where a solution has been provided to a grievance/complaint and the grievant is not satisfied with the proposed solution, the grievant can take the dispute resolution mechanism outside of the company/Project grievance mechanism. An example of such external grievance mechanism will be the people's "Reception Office" established in accordance with the Law of the Republic of Uzbekistan 'Regarding appeals of individuals and legal entities" No 378 dated 3.12.2014 (with amendments on 17th August 2017). The people's 'Reception Office' is tasked with ensuring the functioning of an effective system of appeals aimed at the full protection of citizens' rights, freedoms and legitimate interests. Any applications are considered within 15 days from date of receipt and any additional consideration is completed within 1 month.

In cases, when the applicant is not satisfied with the proposed solution/response to the grievance, they have the right to take other legal action to resolve the grievance. The complainant also has the right at any time to choose the regular Uzbekistan system of submitting and resolution of grievances.

## 6.11. PROJECT INFORMATION CENTRE

The table below provides proposed location where project documents and information can be disclosed in the project area so that local community members can physically access project documents during the construction and operational phase. It is noted that some of these locations were also used during the ESIA public disclosure as provided in Table 15.

**Table 15: Proposed location for Project Information Centre**

Municipality / Village	Location	Justification
Makhalla communities along Project road sections	Makhalla community building / administration office	Community members can readily access this location and placing the grievance box and projects documents at the Makhalla Office will allow community members be exposed to project information regularly.
Kumkurgan, Dzarkurgan, Termez district Khokimiyats	The employment assistance centre at Project districts	This employment centre is the centre for establishing grievance boxes in the district and it serves as an information centre for local residents as well.
District Khokimiyats	District Khokimiyats	Local people have an open access to this municipality making it a suitable location for placing grievance boxes and disclosing project documents

The Contractor and CSC Company will be required to undertake further consultation with community leaders and elders to determine the suitability of the proposed locations. If necessary, the locations proposed in the table above will be updated.

In addition to the availability of project information and documents at the proposed locations, grievances will also be received at these community offices/centres. All grievances received will be processed in a timely manner as outlined in Section 6.4 herein.

Furthermore, the CSC Company in coordination with local government authorities will install an information board at the entrance of the Project District Khokimiyats to provide information about the project which will include for example a project map, the construction schedule, GRM contact details, job opportunities available to locals, etc.

## 6.12. TRAINING

It will be the responsible of Project management to endorse the grievance mechanism and ensure that they are aware of the availability of this process. It is also necessary for Project management to ensure that personnel are allocated to manage the grievance mechanism.

- ❖ These personnel shall be made fully aware of the outlined grievance mechanism and have access to this document to ensure that they can undertake the necessary duties for effective implementation; and
- ❖ As grievances can be submitted/taken at the Project entrance, it will be necessary to ensure that security staff are trained in regard to this process and have access to this document and any applicable forms, contact details of responsible project parties etc.
- ❖ All staff will be advised of the availability of the grievance mechanism in the Project induction, including its key features such as how to submit gender-based violence & harassment incidences, processes and where to access it.

## 6.13. ESTIMATED BUDGET

A tentative budget for implementing the stakeholder engagement plan over five years is reflected in Table 16. The stakeholder engagement activities featured above cover a variety of social issues, which may be part of other project documents, so it is possible that they have also been budgeted in other plans. However, the table below summarizes all the stakeholder engagement activities in one place for better coordination and monitoring. PIU will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision distributed. The budget will be revised accordingly.

**Table 16: Preliminary SEP Budget**

Stakeholder Engagement Activities	Q-ty	Unit Cost, USD	№ of years	Total cost (USD)
Community liaison officer (5 years x USD 1000 per month)	1	1000	5	60000
Travel expenses of staff (cost per year)		5000	5	25000
Information desk (PIU - 1, regional Hokimiyats - 6) = 300	7	300	1	2100
Communication materials (leaflets, posters, PR kits including design)				25000
Project press conferences (twice per year)	2	1000	5	10000
Trainings (Social issues, outreach, GRM, etc.) for PIU, Regional employment departments and ESCs	14	1500	1	21000

Stakeholder Engagement Activities	Q-ty	Unit Cost, USD	№ of years	Total cost (USD)
Suggestions / GRM boxes (PIU and in each Regional department and ESCs)	7	100	1	700
MIS/GRM data base (including mobile application with online and offline uploads)		10000	1	10000
<b>Subtotal</b>				<b>158200</b>
Contingency				15800
<b>Total</b>				<b>169600</b>

It should be noted that budgets for contractors, and responsible parties should include the costs of SEP implementation in view of activity-specific stakeholder consultations and information dissemination. The budget presented here concerns the Project level implementation of the SEP through the PIU. The source of funding is the Project budget. The budget does not include the cost of specialists (Project Coordinator, Environmental Safeguard Specialist, Social Development Specialist and Gender Specialist) and the since their salary is included in the PIU staff costs.

## 7. IMPLEMENTATION PLAN

In order for this Stakeholder Engagement Plan to function effectively, it is important to determine a management structure and assign suitable personnel(s) to implement and manage this Stakeholder Engagement Plan.

### 7.1. ROLES AND RESPONSIBILITIES

Effective stakeholder engagement requires clear lines of communication and effective coordination within the Project, between the Project and partners, and with stakeholders.

The roles and responsibilities of the Project Team in terms of implementation of this SEP as well as the Project grievance and feedback mechanisms during the construction phase are provided in Table 17.

**Table 17: Roles and Responsibilities of Stakeholders**

Actors	Stakeholder Responsibilities
<b>PIU under the CAR</b>	<ul style="list-style-type: none"> <li>❖ Planning and implementation of the SEP and other relevant plans.</li> <li>❖ Leading stakeholder engagement and public consultations activities.</li> <li>❖ Management and resolution of grievances.</li> <li>❖ Coordination/supervision of contractors (if any) on Environmental and Social Commitment Plan (ESCP) and SEP activities.</li> <li>❖ Monitoring of and reporting on social performance to the Government and the World Bank.</li> </ul>
<b>CAR</b>	<ul style="list-style-type: none"> <li>❖ Inform PIU of any issues related to their engagement with stakeholders.</li> <li>❖ Inform about complaints to the PIU Grievance Mechanism Focal Point.</li> <li>❖ Resolve complaints caused by the project interventions in close collaboration with the PIU.</li> <li>❖ Informational support to the implementation of various plans (e.g. SEP, etc.).</li> </ul>
<b>Construction and Supervision Consultants</b>	<ul style="list-style-type: none"> <li>❖ Supervision / monitoring of Contractor;</li> <li>❖ Management of engagement activities during the construction phase</li> </ul>
<b>Contractors / sub-contractors</b>	<ul style="list-style-type: none"> <li>❖ Inform CR/PIU of any issues related to their engagement with stakeholders;</li> <li>❖ Transmit and resolve complaints caused by the construction activities in close collaboration with and as directed by PIU/Implementation Consultant and by participating in the local Grievance Resolution Committee;</li> <li>❖ Prepare, disclose and implement various plans (e.g. C-ESMP, Labor Management Plan, etc.);</li> <li>❖ Inform local communities of any environmental monitoring e.g. noise, vibration, water quality monitoring;</li> <li>❖ Announce important construction activities (such as road closures and available alternatives);</li> </ul>
<b>Contractor HSSE Manager</b>	<ul style="list-style-type: none"> <li>❖ Ensuring stakeholders are recognised as partners in the development and delivery of strategic goals;</li> <li>❖ Assisting the stakeholder management unit to effectively consult and engage stakeholders;</li> <li>❖ Advising Senior Management of issues and/or risks to stakeholder relationship as soon as they arise so risk can be managed effectively;</li> <li>❖ Supporting the implementation and management of the SEP;</li> <li>❖ Getting involved in stakeholder engagement activities that relate directly to HSSE concerns or emergency planning; and</li> <li>❖ Engaging with any external stakeholders with respect to emergency planning, drills, and instances of emergency as appropriate.</li> </ul>

Actors	Stakeholder Responsibilities
<b>Contractor Environmental and Social Manager</b>	<ul style="list-style-type: none"> <li>❖ Implementation of all aspects of the SEP ensuring that the Project is compliant with lenders requirements;</li> <li>❖ Identifying stakeholder issues and acting appropriately to address those issues.</li> <li>❖ Ensuring that the SEP and the available engagement methods are publicised by the Community Liaison Officer;</li> <li>❖ Ensuring that Project personnel are well briefed in regard to the SEP and grievance mechanism (including security personnel), and that the required resources (e.g. vehicles, company phones, office materials) are provided;</li> <li>❖ Ensuring stakeholder meeting and disclosure of information are managed properly.</li> <li>❖ Supervising the processing and resolution of all grievances; and</li> <li>❖ Supervising the independent periodic monitoring and disclosure of the non-technical summary of the audit reports and of the full reports if required.</li> </ul>
<b>Community Liaison Officer (CLO)</b>	<ul style="list-style-type: none"> <li>❖ Identifying, informing and recording public views, opinions &amp; grievances and or relaying them to the necessary personnel for follow up;</li> <li>❖ Setting up a grievance complaint tracker system to keep track of the type of complaints filed, the complainant and status of each complaint;</li> <li>❖ Publicising &amp; Distributing information to applicable stakeholders and translation of the material into applicable languages;</li> <li>❖ Handling minor, straightforward issues such as those related to a complainants request for information;</li> <li>❖ Obtaining clarification from other members of management in regard to dealing with specific grievances, such as a need to notify the Project Company (or other Project parties) in regard to the content or response to specific grievances;</li> <li>❖ Ensuring all received external grievances are properly recorded, addressed and managed within the specified timelines as detailed in this procedure; and</li> <li>❖ Keeping up to date with any changes in compliance obligations with respect to stakeholder engagement and grievances.</li> </ul>
<b>Project-affected parties</b>	<ul style="list-style-type: none"> <li>❖ Invited to engage and ask questions about the Project at public consultations meetings and through discussions where it is of interest or of relevance to them.</li> <li>❖ Lodge their grievances using the Grievance Mechanism defined in the SEP.</li> <li>❖ Help the Project to define mitigation measures.</li> </ul>
<b>Other stakeholders project / interested parties</b>	<ul style="list-style-type: none"> <li>❖ Engage with PIU regarding project design.</li> <li>❖ Raise concerns to help the project to be inclusive.</li> </ul>

**Note:** The roles below will need to be revised upon finalization of Project staff and responsibilities on-site.

## 7.2. MONITORING AND REPORTING

Internal monitoring will be done for SEP implementation, including the operation of external and internal grievance mechanisms, throughout the Project. This will include monitoring of sub-contractor's stakeholder engagement and grievance management practices as well.

Site implementation of SEP and grievance mechanism will be under the daily responsibility of Project Managers, Environmental Experts, Social Manager/Experts and CLOs of CSC and Contractor. Periodical internal monitoring of the SEP implementation and grievance mechanism will be conducted by the Social Manager, with support from Environmental Experts (in alignment with the frequency of Lenders' external E&S monitoring).

Internal monitoring of SEP will be conducted through interviews, questionnaires and surveys with internal and external stakeholders and review of documents, including stakeholder engagement logs, grievance and feedback registers, etc.

The grievance mechanism will be monitored and evaluated annually. Suggested monitoring and evaluation activities are outlined below:

- ❖ Monitor the grievance log in terms of response times to address complaints lodged as well as the recurrence of complaints over time.
- ❖ Gauging level of stakeholder satisfaction as a secondary aspect to other stakeholder engagement meetings.
- ❖ Keep records of all engagement activities including meetings attended, community meetings, focus group discussions, etc.
- ❖ Keep a library (electronic or hard copy) of all communication material.
- ❖ Conduct stakeholder interviews to gauge level of satisfaction.
- ❖ Revise plans and activities.

Contractor will report internally at least once a month on grievances received (both open and closed), and how they were resolved.

The framework of the internal SEP monitoring, including the Key Performance Indicators (KPIs), is presented in Table 18.

**Table 18: Internal Monitoring Framework for SEP Implementation**

Monitoring Subject	Key Performance Indicators (KPIs)	Internal Monitoring Frequency	Parties Responsible for the Monitoring
Stakeholder engagement	<ul style="list-style-type: none"> <li>❖ Number of meeting with external stakeholders according to: <ul style="list-style-type: none"> <li>▪ Type of stakeholder group (e.g. central or local governmental authorities, women, vulnerable persons, NGOs)</li> <li>▪ Engagement method (e.g. face to face meetings, remote meetings including phone or video calls, correspondence, updates through Project website, announcements, etc.)</li> <li>▪ Meeting locations</li> </ul> </li> <li>❖ Number of meeting with internal stakeholders</li> <li>❖ Number of stakeholders (individual or institution) covered in the engagement activities/events</li> <li>❖ Materials shared with the stakeholders</li> </ul>	Monthly monitoring (Daily records on Stakeholder Engagement Logs to be kept by the CLOs)	Senior Management Team Social Manager CLOs
External grievance mechanism	<ul style="list-style-type: none"> <li>❖ Number of external grievances/feedbacks per: <ul style="list-style-type: none"> <li>▪ Settlement</li> <li>▪ Subject (e.g. dust, noise, damage to land, traffic, health and safety, etc.)</li> <li>▪ Company (Contractor or sub-contractors)</li> <li>▪ Related department within the Contractor or sub-contractor</li> <li>▪ Response timeframe</li> <li>▪ Resolution timeframe</li> </ul> </li> <li>❖ Status of grievance/feedback (open, closed, etc.)</li> </ul>	Monthly monitoring (Daily records on Stakeholder Engagement Logs to be kept by the CLOs)	Senior Management Team Social Manager CLOs
Internal grievance mechanism	<ul style="list-style-type: none"> <li>❖ Number of internal grievances/feedbacks <ul style="list-style-type: none"> <li>▪ Company</li> <li>▪ Related department within the EPC Contractor or sub-contractor</li> </ul> </li> </ul>	Monthly monitoring (Daily records on Stakeholder	Senior Management Team Social Manager

Monitoring Subject	Key Performance Indicators (KPIs)	Internal Monitoring Frequency	Parties Responsible for the Monitoring
	<ul style="list-style-type: none"> <li>▪ Subject (e.g. health and safety, accommodation conditions, work conditions, etc.)</li> <li>❖ Status of grievance/feedback (open, closed, etc.)</li> <li>❖ Response timeframe</li> <li>❖ Resolution timeframe</li> </ul>	Engagement Logs to be kept by the CLOs	CLOs

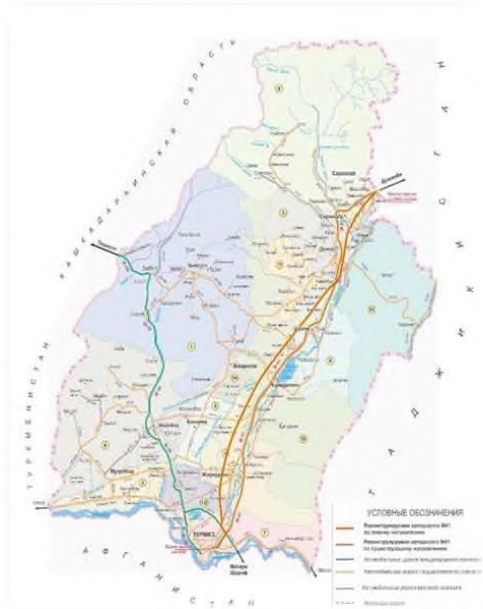
# ANNEX 1: DISTRIBUTED LEAFLETS DURING INITIAL CONSULTATIONS



## Reconstruction of M-41 Regional Road in Surkhandarya region (section 1525-1622 km)

### INTRODUCTION

The World Bank (WB) is considering providing a loan to the Republic of Uzbekistan (GoU) to finance a upgrading of existing road infrastructure M-41 road in Surkhandarya region on sections 1525-1622 (97 km). The Project aims to enhance existing road infrastructure and create conditions for further transport sector reforms. The following map provides location of the Project site.



For legal aspects, the work during reconstruction and operation will follow the Uzbekistan laws and the World Bank's Environment and Social Framework 2018 (ESF). According to both Uzbek Environmental Protection laws and regulations and the World Bank's *ESS1: Assessment and Management of Environmental and Social Risks and Impacts*, the proposed project is rated as "Substantial," with both environmental and social risks individually rated as substantial.

The existing road would be upgraded from 2-lane road into 4-lane highway, replacement of existing road infrastructure in accordance with modern standards, incorporation mitigation measures along the road ensuring natural processes and responding to socio-economic needs, and construction the new bridges instead of outdated old. The project road will comply with international standards, suitable for a 20-year service life.

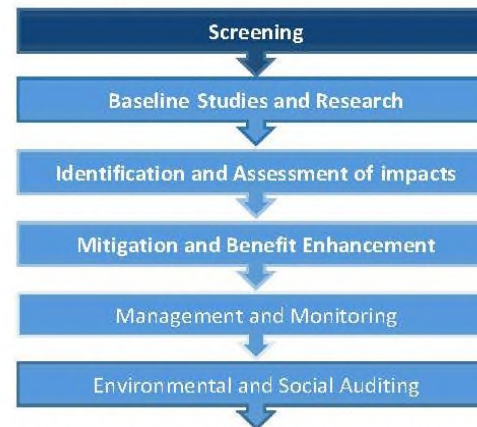
This leaflet has been produced to provide information about the basic characteristics of the Project and its surroundings, and how the environmental and social impacts will be assessed and managed.

## ENVIRONMENTAL AND SOCIAL IMPACT ASSESMENT

The field visit to the proposed site indicated that the proposed road reconstruction will likely generate impacts on densely populated settlements with high likelihood of physical resettlement and livelihoods impacts. Therefore, it may involve mitigation or management measures which are complex and beyond the direct control of the project. The ESIA process will:

- ❖ Conduct an *Environmental and Social Impact Assessment (ESIA)*, including a detailed *Environmental and Social Management Plan (ESMP)* for road upgrading works
- ❖ Identification of Environmental and Social Risks, Impacts, and Mitigation.
- ❖ Preliminary identification of land acquisition and its impacts, including physical and economic displacement and identification of livelihoods impacts.

### Sequence of Tasks for ESIA Study



The ESIA is part of a package of documentation, which includes:

- ❖ Environmental and Social Impact Assessment (ESIA);
- ❖ Environmental and Social Management Plan (ESMP) that includes Labor Management Procedures for works, a Biodiversity Management Plan;
- ❖ Gender Action Plan (GAP);
- ❖ Resettlement Action Plans (RAP);
- ❖ Stakeholder Engagement Plan (SEP).

### PROJECT DESCRIPTION AND LOCATION

The highway road M-41 Bishkek-Dushanbe-Termez, section 1444-1618 km (174 km) in Surkhandarya region and including bridges and overpasses (45 units) will undergo reconstruction. More than half of the Project Road passes through settlements, with the remaining part passing through rural areas. The following map provides location of the Project site.



The proposed road crosses six districts in Surkhandarya region namely Denau, Shurchi, Kumkurgan, Jarkurgan, Sariasiya, and Termez districts. There are 53 communities located along both sides of the proposed road. All of these communities are considered to be directly impacted by the road (AOI communities).

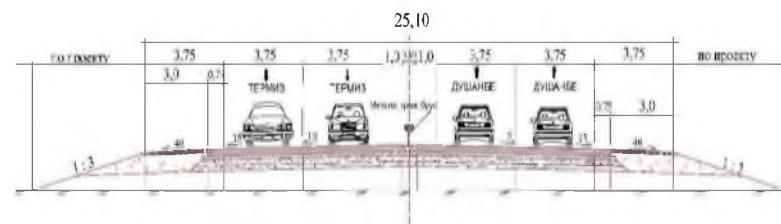
The carriageway of the road will include four lanes (two lanes in each directions). Renovation is also planned to restore road devices and furniture such as barrier fences, sidewalks, bicycle paths, and construction of culverts

(285 units), 12 transport interchanges and 6 railway crossings (at different levels).

In urban areas the carriageway will be supplemented by pedestrian and cycle lanes on each side, as well as a new local access road either on one or on each side of the carriageway depending on the availability of space. Additionally, the road will be equipped with street lighting. The project provides for 14 underground pedestrian crossings.

In remaining areas outside the settlements, the carriageway will be complemented only by a hard shoulder on each side. A drainage system will be provided along the edge of the carriageway for both urban and rural areas.

The design and width of the road will have between from 2 lanes (within settlements) and 4 lanes (outside settlements). The figure below illustrate proposed design of the road outside settlements.



The project is expected to result in significant socio-economic benefits for the local

communities and surrounding areas as it will improve the speed and ease of transport, including for movement of locally products to markets. Increased traffic flow resulting from the bridges improvements will also increase livelihoods opportunities for local residents through small businesses service passing traffic.

#### Preliminary resettlement impacts

Distance (km)	District	Tree cutting (pcs)	Demolition of buildings		Land acquisition (HA)
			Residential	Non-residential	
1444-1459 km	Saryasiya	3 095	5	16	10,6
1459-1466 km	Saryasiya	1 195	9	10	14,9
1466-1485 km	Denau	2 731	54	26	58,9
1485-1505 km	Denau	5 390	24	98	15,1
1498-1505 km	Denau, Shurchi				
1505-1525 km	Shurchi	6120	153	226	74,2
1525-1540 km	Kumkurgan	8950	8	54	51,8
1540-1548 km	Kumkurgan	16190	35	37	117,0
1548-1570 km	Dzharkurgan				
1570-1618	Dzharkurgan Termez	15 959	153	74	152,0
<b>TOTAL</b>		<b>59 630</b>	<b>288</b>	<b>541</b>	<b>494,4</b>

### CONTACT DETAILS

All comments or queries relating to the International ESIA should be sent to:

**Al Mar Consulting**

**Name:** Julia Alekseeva, Co-team leader / Environmental specialist

**Address:** Katta Mirobod str, Blind Alley 2, House 2, Tashkent, 100015

**Email:** [alekseeva@almarconsulting.org](mailto:alekseeva@almarconsulting.org)

**Phone:** +998 (78) 150 8887, +998 (78) 150 8886

## ANNEX 2: RECORDS ON DISCLOSURE ACTIVITIES

**Meeting location:** Kumkurgan, Dzarkurgan and Termez districts

**Meeting date:** 30-31 October, 2025

**Manner in which notification of the consultation was announced:** As part of the public consultations preparation, a letter with information on planning activities on the project's disclosure was sent to the Kumkurgan, Dzarkurgan and Termez districts's governmental authority (Hokimiyats). CAR request collaboration in the dissemination of the public consultations of the project between the communities. Announcements were placed at public places such as market, shops, bus stops, etc.

**Who was invited:** Representatives of local communities, local residents of project village and other public representatives. Total number of people attended - 124 people in three districts.

### **Organizers and Participants:**

Mr. J. Karimov – Director, State Institution “World Bank Project Implementation Group”

Mr. J. Khamidov – Engineer, State Institution “World Bank Project Implementation Group”

Ms. Nodira Akhmedkhodjaeva - World Bank Environmental Specialist

Representatives of the Designer LLC “JanubYo‘lloyiha” (Director A. Yuldoshev; Chief Project Engineer G. Yuldoshev), the district hokimiyat, the Committee on Ecology, cadastral and architectural departments, the women’s council, as well as business representatives, local residents, and persons whose assets are affected by the project.

**Environmental consultant presentation content:** Conduction of public consultation and information session with participation of the representative from the CAR, specialist from Al Mar Consulting regarding ESIA/ESMP under the proposed Project.

**Meeting Program/Schedule:** The objectives of the Public Consultation were to discuss the environmental and social impact of this road project, highlight possible concerns and clarify the following issues:

- ❖ Present project details and possible environmental and social issues and solutions;
- ❖ Discussions of environmental and social issues likely to occur along the project road sections;
- ❖ ESF instruments;
- ❖ Preliminary resettlement impacts;
- ❖ Environmental Assessment Requirements;
- ❖ Proposed mitigation measures;
- ❖ Knowledge of possible environmental concerns along the road;
- ❖ The responsibilities of Oblast and Rayon road and environmental public agencies;
- ❖ The proposed Grievance Redress Mechanism (GRM) Listening to opinion of public representatives community, organizations and local residents;
- ❖ Discussions.

**Comments of participants:** After presentation for the purpose of discussion of this issue the public representatives raised questions of their interest. Participants expressed their opinion regarding reconstruction of road. In general they supported implementation of the project and alongside with that they expressed their opinion regarding additional works that could enhance the output of the project.

### **Follow Up Actions Defined:**

Public Consultations were conducted on 30 October 2025 in Kumkurgan district, on 31 October 2025 in Dzarkurgan and Termez districts. Public consultations were organized with sufficient place to sit. All attendants were recorded. Public consultations were chaired by local Hokimiyat

officials. All participants were free to ask questions, give comments, express their opinions. The full text of presentation is enclosed below.

## INFORMATION LETTER FROM CAR

O'ZBEKISTON RESPUBLIKASI  
AVTOMOBIL YO'LLARI  
QO'MITASI TASARRUFIDAGI  
AVTOYO'LINVEST AGENTLIGI



AVTOYO'LINVEST AGENCY  
UNDER THE COMMITTEE  
FOR ROADS OF THE  
REPUBLIC OF UZBEKISTAN

« 17 » 10 2025y. JD 11-1325 -sonli

Surxondaryo viloyati hokimligi

Qumqo'rg'on tumani hokimligi

Jarqo'rg'on tumani hokimligi

Termiz tumani hokimligi

O'zbekiston Respublikasi Prezidentining 2023-yil 10-oktabrdagi "Yo'l xo'jaligi sohasini yanada takomillashtirish chora-tadbirlari to'g'risida"gi PQ-330-son qarori hamda Investitsiyalarni jalb qilish, sanoatni rivojlantirish va savdoni tartibga solish masalalari bo'yicha Hukumat komissiyasi yig'ilishining 2025-yil 26-avgustdagi 192-son bayoniga muvofiq Jahon banki ishtirokida Surxondaryo viloyati hududidan o'tuvchi "M41 "Bishkek-Dushanbe-Termiz" avtomobil yo'lining 1525-1622 km (97 km) qismini rekonstruksiya qilish" loyihasini amalga oshirish belgilangan.

Mazkur loyihaning atrof-muhitga va ijtimoiy ta'sirini baholash bo'yicha konsultant "Al Mar Consulting" MChJ tomonidan **joriy yilning 30-31-oktabr** kunlari Surxondaryo viloyatining Qumqo'rg'on, Jarqo'rg'on va Termiz tumanlarida manfaatdor tashkilotlar hamda shaxslar ishtirokida jamoatchilik konsultatsiyasi va eshituvi quyidagi taqvimga asosan o'tkazilishi rejalashtirilgan:

t/r	Tuman nomi	Sana, vaqt	Manzil	Ishtirokchilar soni
1	Qumqo'rg'on tumani	30-oktabr, 12:00	Tuman hokimligi	50 kishi
2	Jarqo'rg'on tumani	31-oktabr, 10:00	Tuman hokimligi	50 kishi
3	Termiz tumani	31-oktabr, 14:00	Tuman hokimligi	50 kishi

Jamoatchilik eshituvi va muhokamalariga quydagi manfaatdor shaxs va tashkilotlar taklif etilishi maqsadga muvofiqdir:

- Tuman hokimliklari vakillari (qurilish, irrigatsiya, qishloq xo'jaligi masalalari bo'yicha mas'ullar);

100000, Toshkent sh., Mustaqillik shoh ko'chasi, 68  
Tel.: (+998 71) 268-97-08, 268-90-41  
Pochta manzili: [avtovulinvest@uzavtoyul.uz](mailto:avtovulinvest@uzavtoyul.uz)  
Exat manzili: [avtovulinvest@exat.uz](mailto:avtovulinvest@exat.uz)

68, Mustakillik avenue, Tashkent, 100000.  
Phone No.: (998 71) 268-97-08, 268-90-41  
Mail address: [avtovulinvest@uzavtoyul.uz](mailto:avtovulinvest@uzavtoyul.uz)  
Exat address: [avtovulinvest@exat.uz](mailto:avtovulinvest@exat.uz)

- Ekologiya, atrof-muhitni muhofaza qilish va iqlim o'zgarishi vazirligi Surxondaryo viloyati boshqarmasining tuman bo'limlari vakillari;
- Mahalla qo'mitalari vakillari;
- Yo'l bo'yidagi tadbirkorlik faoliyati bilan shug'ullanadigan vakillari (tuman tadbirkorlari);
- Tumanlarning fermer va dehqon xo'jaliklari;
- Mahalliy aholi, qurilish davrida ta'sir doirasiga tushadigan obyektlar egalari;
- Tegishli davlat tashkilotlari va boshqalar.

Yuqoridagilarni inobatga olib, Hukumat topshiriqlari ijrosini belgilangan muddatlarda bajarilishini ta'minlash hamda Jahon banki bilan tegishli qarz bitimi imzolanishi jarayonlarini jadallashtirish maqsadida, Sizdan ushbu **tadbirlarni o'tkazilishida amaliy yordam berishingizni** so'raymiz.

Hurmat bilan,

Direktor o'rinbosari



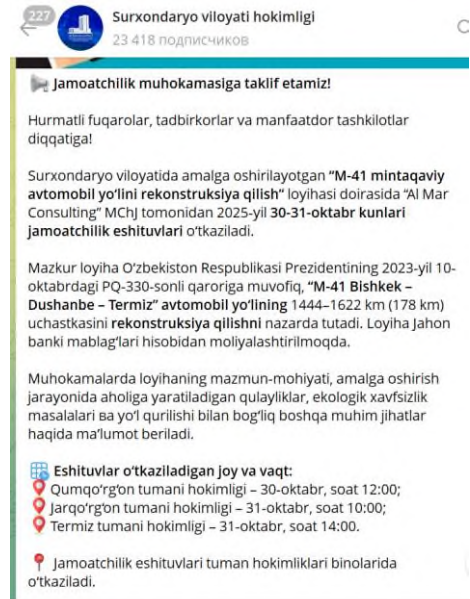
J. Djumayev

Ijr.: J. Karimov  
Tel.: (71) 286-11-74

PHOTOS FROM PUBLIC CONSULTATION



Announcement placed at Kumkurgan Hokimiyat



Official Telegram channels of Khokimiyat of Surkhandarya region  
[https://t.me/axborot\\_xizmati/50746](https://t.me/axborot_xizmati/50746)



Official Telegram channels of Kumkurgan District Hokimiyat @qum\_axborot



Official Telegram channels of Dzharkurgan District Hokimiyat @jarmatbuotxizmati

**РЕКЛАМА**

**МАНФААТДОР ШАХСЛАР ВА ТАШКИЛОТЛАР ВАЖИЛАРИНИ ЖАМОАТЧИЛИК MASLAHATIGA TAKLIF QILAMIZ**

«Сурхондарё вилоятидаги «М-41» минтақавий йўлини реконструкция қилиш (Ўзбекистоннинг мултимодаль алоқа ва логистика дастури (R180602))» лойиҳаси доирасида «Al Mar Consulting» МЧЖ 2025 йил 30-31 октябрь кунлари Сурхондарё вилояти аҳолиси ва манфаатдор томонлар билан жамоатчилик муҳокамаларини ўтказди.

Ўзбекистон Республикаси Президентининг 2023 йил 10 октябрдаги ПҚ-330-сон «Йўл ҳўжалиги соҳасини янада такомиллаштириш чора-тадбирлари тўғрисида»ги қарори 3-иловасига мувофиқ, Сурхондарё вилоятида «М-41» Бишкек — Душанбе — Термиз автомобиль йўлининг 1444 — 1622 км. (178 км.) участкасини реконструкция қилиш» лойиҳасини амалга ошириш назарда тутилган (биринчи bosqich — 1525 — 1622 км. участкаси). Лойиҳа Жаҳон банки маблағлари ҳисобидан амалга оширилмоқда.

**ЖАМОАТЧИЛИК ЭШИТУВЛАРИ ЎТКАЗИЛАДИغان ЖОЙ ВА ВАҚТ:**

- Қумқўрг'он тумани ҳокимлиги — 30 октябрь, соат 12:00
- Жарқўрг'он тумани ҳокимлиги — 31 октябрь, соат 10:00
- Термиз тумани ҳокимлиги — 31 октябрь, соат 14:00.

Эшитувлар туман ҳокимликлари биналарида ўтказилади. **КИРИШ ТЕКИН.**

**МАНФААТДОР ШАХСЛАР ВА ТАШКИЛОТЛАРИНИ ЖАМОАТЧИЛИК MASLAHATIGA TAKLIF QILAMIZ.**

«Сурхондарё вилоятидаги М-41 минтақавий yo'lini реконструкция қилиш (Ўзбекистоннинг multimodal алоқа ва логистика дастури (R180602))» лойиҳаси доирасида «Al Mar Consulting» МЧЖ 2025-йил 30-31-октябр кунлари Сурхондарё вилояти аҳолиси ва манфаатдор томонлар билан жамоатчилик муҳокамаларини o'tkazadi.

Ўзбекистон Республикаси Президентининг 2023 йил 10 октябрдаги PQ-330-сон «Yo'l xo'jaligini yanada takomillashtirish chora-tadbirlari to'g'risida»gi qarorining 3-ilovasiga muvofiq, Suxrondaryo viloyatida "M-41 "Bishkek - Dushanbe - Termiz" avtomobil yo'lini 1444-1622 km. (178 km.) uchastkasida rekonstruksiya qilish" loyihasini amalga oshirish nazarda tutilgan (birinchi bosqich - 1525-1622 km. uchastkasii).

Loyiha Jahon banki mablag'lari hisobidan amalga oshirilmoqda.

**ЖАМОАТЧИЛИК ЭШИТУВЛАРИ О'ТКАЗИЛАДИغان ЖОЙ ВА ВАҚТ:**

- Қумқўрг'он тумани ҳокимлиги — 30 октябр, соат 12:00
- Жарқўрг'он тумани ҳокимлиги — 31 октябр, соат 10:00
- Термиз тумани ҳокимлиги — 31 октябр, соат 14:00

Эшитувлар туман ҳокимликлари биналарида o'tkaziladi. **КИРИШ ТЕКИН.**

Announcement placed at newspaper *Hulk suzii*

Announcement placed at newspaper *Qishloq hayoti*

60 Jarqo'rg'on tumani hokimli... 5 112 подписчиков



**#Maslahatlashuv\_sessiya**

M-41 mintaqaviy yo'l koridorini qayta qurish loyihasi bo'yicha jamoatchilik bilan maslahatlashuv sessiyasi


Jarqo'rg'on tumani

Tuman bo'yicha yo'lining 58 kilometrlik (1548-1606 km) qismida quyidagi o'zgarishlar va kompensatsion chora-tadbirlar rejalashtirilgan: 602 tup daraxtni kesish, 6 ta turar joy va 1 ta noturar joy binosini buzish, shuningdek 9 ta binoni qayta qurish ko'zda tutilgan. Loyiha doirasida 54,839 gektar yer maydonini olish zarurati mavjud.

#jonli\_eфир

Photo report of the public consultation was posted on the Dzharkurgan District Khokimiyat's Telegram channel: <https://t.me/jarmatbuotxzmati/69690>

(1) Instagram



dilnoz.choriyeva927 • Подпи Оригиналное аудио

dilnoz.choriyeva927 6 ч. М-41 йўли ҳақида эшитув Показать перевод

mu\_zaffar1327 1 ч. эшитдим нима деганини ; хам билмайди газ масала буйичами тушунмадим ни тастикланган тушунтириб утсин

Смотреть все ответы (1)

dilnoz.choriyeva927 59 мин. батафсил <https://t.me/jarmatbuotxz/69691>

9 6 часов назад

Video report in Instagram, posted on the page of the journalist of the Khokimiyat News Channel of the Dzharkurgan region [dilnoz.choriyeva927](https://t.me/jarmatbuotxz)



*Public consultation in Kumkurgan district*



*Public consultation in Dzarkurgan district*



*Public consultation in Termez district*

**LISTS OF PUBLIC CONSULTATIONS PARTICIPANTS**  
**Dzarkurgan district**

ISHIROKCHILARI RO'YXATI

Sana: 2025 yil 24 oktabr

O'qshahlik joyi: Surxondaryo viloyati Jang'ozdon tumani

No	To'liq ismi	Mahalla nomi	Ish joyi/ta'voni	Telefon raqamligi	Imzo
1	Shayxur Jafarov Jadidlik shahri	Maktabkatta makalla	Qaray	919045553 99007892	[Signature]
2	Abdumurod Boshqir Jang'ozdon		Qisqa Boshqir	925812125	[Signature]
3	Chalqin Shajiqidin		Qanday hadda shahri pida Jang'ozdon shahri	923505555	[Signature]
4	Yusuf Yusuf	Bushqir	Yusuf Yusuf	945221000	[Signature]
5	Xayrulla Xayrulla	Bushqir	Yusuf Yusuf	945221000	[Signature]
6	Xayrulla Xayrulla		Bushqir "M.S.S." Jang'ozdon	994904614	[Signature]
7	Xayrulla Xayrulla Jang'ozdon	O'soq uyga 1161	911 qutubchilik Jang'ozdon	932251962	[Signature]
8	Xayrulla Xayrulla Jang'ozdon		Yusuf Yusuf Jang'ozdon	953621882	[Signature]
9	Xayrulla Xayrulla		Yusuf Yusuf Jang'ozdon	997742550	[Signature]
10	Xayrulla Xayrulla		Yusuf Yusuf Jang'ozdon	90257055	[Signature]

No	To'liq ismiz	Mahalla nomi	Ish joyingiz/Avozingiz	Telefon raqamingiz	Imzo
11	Magomed Shupayev		Shaykhulmurodov "LIM" hamda shayxardov	91-544-57-3	[Signature]
12	Uyismond Faylas		Shaykhulmurodov "LIM" hamda shayxardov	91-531-5079	[Signature]
13	Foborov Anvar		Shaykhulmurodov "LIM" hamda shayxardov	91-284-237	[Signature]
14	Raqibul Mag'dodov		Raqibul Mag'dodov	91-733-7800	[Signature]
15	Shaykhulmurodov		3ESD	91-8819303	[Signature]
16	A. Murodov B. H.		Murodov B. H.	91-239 93-93	[Signature]
17	Shaykhulmurodov Davlat	Dunioronahon	Davlat	91-202 23 59	[Signature]
18	N. Anvarov		Ilolik 2020 11 14	93 797 7575	[Signature]
19	Uyismond Uxon Ushurov		Uxon Ushurov	91-145-91-11	[Signature]
20	Shaykhulmurodov Zaynab	F.P. F.P. va kenja	Zaynab	91-800-6111	[Signature]
21	Uyismond Ushurov	F.P. F.P. hamda kenja	Ushurov	91 515 6767	[Signature]
22	Shaykhulmurodov Mag'dodov Davlat	Dunioronahon	Davlat	91 20 466167	[Signature]
23	Shaykhulmurodov Davlat	Di-foyat	Shaykhulmurodov Davlat	91 6 55 3243	[Signature]

No	To'baq soni	Mahalla nomi	Ish joyi/iz/avozingiz	Telefon raqamingiz	Imzo
24	Timsova Soder	To'ra qishlog	qTT	51 571 22 01	[Signature]
25	Muhammad Shogriyev	Qisqart Markazi	85T	99-555 15 30	[Signature]
26	Murayyobov Anvarov	Orta Tug'ul	Korxonalar	99-888 77 22	[Signature]
27	Muhammad Navoiy	Muhammadov	Muhammadov	91 330 20 20	[Signature]
28	Muhammad Shoyev	Muhammadov	Uyda	99 624 85 01	[Signature]
29	Muhammad Davlatov	Orta Tug'ul	Qisqart Markazi	93 798 51 81	[Signature]
30	Muhammadov Karimov	Korxonalar	Korxonalar	94-519-11 20	[Signature]
31	Muhammadov Shoyev	Korxonalar	Korxonalar	97-244-91 39	[Signature]
32	Carparov, Parov	Korxonalar	Korxonalar	97 352 73 55	[Signature]
33	Muhammadov Muhammadov	Yangi	(2021) VTT	90 391 21 21	[Signature]
34	Muhammadov Karimov		Qisqart Markazi	90 520 01 94	[Signature]
35	Muhammadov Anvarov	Korxonalar	Korxonalar	91-035 62 66	[Signature]
36	Muhammadov Anvarov	Uyda	Korxonalar	90-021-0220	[Signature]

No	To'liq ismiz	Mahalla nomi	Ish joyingiz/Lavozingiz	Telefon raqamingiz	Imzo
37	Ташқаров Абдулла	Хайунов	qo'riqchi	97-840-6400	
38	Абдураманов Тўра	Хайунов	qo'riqchi	97-785-0201	
39	Абдураманов Абдураман	Хайунов	FK, qo'riqchi	93275 8888	
40	Абдураманов Абдураман	Хайунов	FK, qo'riqchi	90 045 18 77	
41	Абдураманов Абдураман	Хайунов	qo'riqchi	98 695 22 52	
42	Абдураманов Абдураман	Хайунов	qo'riqchi	94 176 696	
43	Абдураманов Абдураман	Хайунов	qo'riqchi	90-645-9594	
44	Абдураманов Абдураман	Хайунов	qo'riqchi	93-790-15-54	
45	Абдураманов Абдураман	Хайунов	qo'riqchi	97225 5111	
46	Абдураманов Абдураман	Хайунов	qo'riqchi	90 569 0431	
47	Абдураманов Абдураман	Хайунов	qo'riqchi	936383366	
48	Абдураманов Абдураман	Хайунов	qo'riqchi	93598 0756	
49	Абдураманов Абдураман	Хайунов	qo'riqchi	883008119	
50	Абдураманов Абдураман	Хайунов	qo'riqchi	90519 9959	

ISHTIROKCHILARI RO'YXATI

Sana: 2025 yil 31 oktyabr

O'tkazilish joyi: Surxondaryo viloyati Jerg'iston tumani

No	To'liq ismiz	Mahalla nomi	Ish joiingiz/Lavozingiz	Telefon raqamingiz	Imzo
51	Muhsenova Dilora	Qimmatiyalar	Ilorisa Ismailova	930267810	[Signature]
52	Ketmurov Ravshan	Tajmurovlar	Hypotuzi	936342665	[Signature]
53	Amal Shog'eva	Ding'evlar	Hypotuzi	990641057	[Signature]
54	Shayxona Shog'eva	Boudiyevlar	Madiyana	93-182-1871	[Signature]
55	Meymonat Beg'eva	Meymonat	Konvertsiya xizmatlari	90-074-0973	[Signature]
56	Karimov Haqirup		Loiixatka amaliyotida o'ququv niqatiga g'ubektoriy Shoixona amaliy o'ququv g'ub'iyatiga	90-919-11-44	[Signature]
57	Karimov Haqirup			99-076-61-76	[Signature]
58	Muhsenova Dilora	Qimmatiyalar	SHOIXONA amaliyotida	915780279	[Signature]
59	Muhsenova Dilora		ALMAR CONSULTING	984508883	[Signature]
60	Tipiyeva Dilora		ALMAR CONSULTING	984508883	[Signature]

## **Kumkurgan district**

1.

ISHITIROKCHILARI RO'YXATI

Sana: 2025 yil 30 oktyabr

O'tkazilish joyi: Surxondaryo viloyati Quyubog'oy tumani

No	To'liq ismi	Mahalla nomi	Ish joyi/izilavozingiz	Telefon raqamingiz	Imzo
1	Amangozbek Murodov	Hakimovlar	Maktabda kassir	+99891-338-38	
2	Fitimat / Fitimat	Hayitovlar	Uyda	90.24780.89	
3	Shayxona Shayxona	Boqiriyevlar	Uyda	99-844-0002	
4	Do'stqulov Shukur		Quyubog'oy TIRPDA uyda	99-532-93-00	
5	Belqasimovlar Bekqasim	Do'stqulovlar	MSPIY	99-338-40-70	
6	Karimovlar Shukur	Shukuriyevlar	Uyda	99-5809999	
7	Shukurovlar Shukur	"Kaspiy"	Uyda	91.077.04.68	
8	Murodovlar Bekqasim	Murodovlar	Uyda	99-7474139	
9	Shukurovlar Shukur	Shukuriyevlar	Uyda	50-00415314	
10	Shukurovlar Shukur	Shukuriyevlar	Uyda	99-554-57	

No	To'liq ismiz	Maballa nomi	Isb johtiligi/avozingiz	Telefon raqamingiz	Imzo
11	ЭҒОРОАВ ШАҒУНАСХОН		ЭҒОРОАВ ШАҒУНАСХОН Dorpar nomini	90-29510-04	[Signature]
12	МЕТЕРНАСТ НАУРАВ		МЕТЕРНАСТ НАУРАВ Dorpar nomini	91-574-57-35	[Signature]
13	ЭҒОРОАВ ЭҒОРОМ		ЭҒОРОАВ ЭҒОРОМ Dorpar nomini	97-532-50-70	[Signature]
14	КАРИНОБ АҒАХОНУВ		КАРИНОБ АҒАХОНУВ Dorpar nomini	90-919-11-44	[Signature]
15	ХАМУГОБ АҒАХОНУВ		ХАМУГОБ АҒАХОНУВ Dorpar nomini	99-076-61-12	[Signature]
16	ЭҒОРОАВ ШАҒУНАСХОН		ЭҒОРОАВ ШАҒУНАСХОН Dorpar nomini	99-374-75-50	[Signature]
17	ЭҒОРОАВ ШАҒУНАСХОН		ЭҒОРОАВ ШАҒУНАСХОН Dorpar nomini	99-443-36-31	[Signature]
18	МАХМАДАСАМБЕКОВА НАУРА	Устазонасхон	Устазонасхон Тираж сараф	88-244-6262	[Signature]
19	АҒАХОНУВ НАУРА		Коррупция Банк	97-2622422	[Signature]
20	МАНАСХОН НАУРА		RT	90-9120432	[Signature]
21	КАРИНОБ АҒАХОНУВ	Устазонасхон	Устазонасхон М.Ф.У	90-076-52-24	[Signature]
22	ЭҒОРОАВ ШАҒУНАСХОН		ЭҒОРОАВ ШАҒУНАСХОН	94-584-8879	[Signature]
23	НАУРА ШАҒУНАСХОН	Устазонасхон	Ахир Сако Оқибат	90-21655555	[Signature]

No	To'liq ismiz	Mahalla nomi	Ish jo'ntuz/Lavozimiz	Telefon raqamimiz	Imzo
24	Avazbekov Shomirza	Devoniy	Ustoz	91 910 06 11	[Signature]
25	Avazbekov Shomirza	Devoniy	Ustoz	97 86 5 2222	[Signature]
26	Avazbekov Shomirza	Devoniy	Ustoz	91.519.46.15	[Signature]
27	Avazbekov Shomirza	Devoniy	Ustoz	93 80 10 6 34	[Signature]
28	Avazbekov Shomirza	Devoniy	Ustoz	91.464.88.48	[Signature]
29	Avazbekov Shomirza	Devoniy	Ustoz	94 5 52 00 86	[Signature]
30	Avazbekov Shomirza	Devoniy	Ustoz	99 65750110	[Signature]
31	Avazbekov Shomirza	Devoniy	Ustoz	98 450 88 83	[Signature]
32	Avazbekov Shomirza	Devoniy	Ustoz	98 450 88 83	[Signature]
33	Avazbekov Shomirza	Devoniy	Ustoz	98 450 88 83	[Signature]
34					
35					
36					

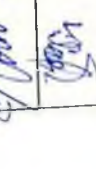



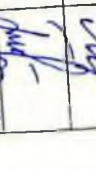


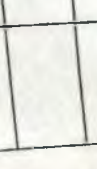
## Termez district

## ISHTIROKCHILARI RO'YXATI

Sana: 2025 yil 31 oktyabrO'qkazilish joyi: Surxondaryo viloyati Termez tumani

No	To'liq ismiz	Mahalla nomi	Ish joiniz/Lavozingiz	Telefon raqamingiz	Imzo
1	Magometov Shukur	-	Magometov Shukur Bosh rektor	915445136	
2	Botirov Shukur	-	Magometov Shukur Bosh rektor	948848874	
3	Yusupov Shukur	-	Magometov Shukur Bosh rektor	912954001	
4	Yusupov Shukur	-	Magometov Shukur Bosh rektor	972325072	
5	Shukur Shukur	-	Magometov Shukur Bosh rektor	88-134-85-81	
6	Yusupov Shukur	-	Magometov Shukur Bosh rektor	94-609-04-64	
7	Magometov Shukur	-	Magometov Shukur Bosh rektor	872221118	
8	Magometov Shukur	-	Magometov Shukur Bosh rektor	97786065	
9	Magometov Shukur	-	Magometov Shukur Bosh rektor	997611100	
10	Magometov Shukur	-	Magometov Shukur Bosh rektor	97276005	



№	To'liq ismiz	Mahalla nomi	Ish joingiz/Lavozingiz	Telefon raqamingiz	Imzo
24	Хунавсба. Омаров	У. Жакипов	Оқоли	94206808	
25	Умурзак Копур	У. Жакипов	Оқоли	922221157	
26	Ашрапов, Рушёр	—	Топиуз.Т. Жоринмура	976920010	
27	Шаувафа Ўзгонқубо	Ўзгонқубо	Ўзгонқубо	915811197	
28	Алфун оёб Орауеяроо	Алфун оёб Орауеяроо	Алфун оёб Орауеяроо	984508883	
29	Алмурзак Жакипов	—	ALMAR CONSULTING	984508883	
30	Турпуба Омаров	—	ALMAR CONSULTING	984508883	
31	Алмурзак Жакипов	—	ALMAR CONSULTING	984508883	
32					
33					
34					
35					

## THE FULL TEXT OF PRESENTATION

REPUBLIC OF UZBEKISTAN  
CONNECTIVITY AND TRANSPORT SECTOR IMPROVEMENT PROJECT  
(P509487)

M-41 REGIONAL ROAD CORRIDOR RECONSTRUCTION  
(SECTION 1525-1622KM)

ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT (ESIA) and  
RESETTLEMENT POLICY FRAMEWORK (RPF)

Public Consultation and Information Session

Date: 30-31 October 2025

### Content of the session

- ▶ Present Project details and possible environmental and social issues and solutions;
- ▶ Discussions of environmental and social issues likely to occur along the project road sections;
- ▶ ESF instruments;
- ▶ Preliminary resettlement impacts;
- ▶ Environmental Assessment Requirements;
- ▶ Proposed mitigation measures;
- ▶ The proposed Grievance Redress Mechanism (GRM);
- ▶ Listening to opinion of public representatives community, organizations and local residents;
- ▶ Discussions;
- ▶ Conclusions.

### REGIONAL ROADS DEVELOPMENT PROJECT

Financed by: World Bank (WB)

Executing Agency: Project Implementation Unit  
under Avtoyulinvest Agency of the Committee for  
Automobile Roads (CAR)

The ESIA is part of a package of documentation, which includes:

- ▶ Environmental and Social Impact Assessment (ESIA);
- ▶ Environmental and Social Management Plan (ESMP);
- ▶ Labor Management Procedures (LMP);
- ▶ Biodiversity Management Plan (BMP);
- ▶ Resettlement Action Plans (RAP);
- ▶ Stakeholder Engagement Plan (SEP);
- ▶ Gender Action Plan (GAP);
- ▶ Environmental and Social Commitment Plan (ESCP).

### Project Road Sections

Road sections within district boundaries

District	KM	Distance (km)	Settlements
Kumkurgan District	23 km	1525 - 1548 km	10 mahallas - Hurriyat, Munchoktepa, Flahad, Jyrdali, Besh Kahraman, Jarkeshlak, Gultepa, Navbakhor, Mehrobad, Surkhan-sakhili.
Djarkurgan District	58 km	1548 - 1606 km	9 mahalla - Oltintepa, Surkhon sohili, Obi hayot, Istiqoi tepa, Dostlik, Istiklol, Nurli diyor, Oktepa, Gur gur.
Termez District	16 km	1606-1622 km	5 mahallas - Korahon, Amir Temur, Sharof Rashidov, Kuyoshi yurt, Termiz



# Stakeholder Engagement Plan

## WB Safeguards Policy and Environmental Assessment Requirements

- For legal aspects, the work during reconstruction and operation will follow the Uzbekistan laws and the World Bank's Environment and Social Framework 2018 (ESF).
- According to both Uzbek Environmental Protection laws and regulations and the World Bank's *ESS1: Assessment and Management of Environmental and Social Risks and Impacts*, the proposed project is rated as "Substantial," with both environmental and social risks individually rated as substantial.

## World Bank's Environment and Social Framework

World Bank ESS	Reason for Trigger
<b>ESS1: Assessment and Management of Environmental and Social Risks and Impacts</b>	ESS1 is triggered Since the proposed project is likely to have negative environmental and social impacts, present ESEA has been conducted in compliance with the ESS 1 Environmental and Social Management Plan (ESMPP) will be prepared based on the screening outcome.
<b>ESS2: Labor and Working Conditions</b>	ESS2 is triggered This project will employ direct, contracted and primary supply workers who might be exposed to risks such as inadequate accommodation, non-payment of wages, non-payment of taxes, discrimination at employment, child labour, forced labour, human trafficking, Occupational Health and Safety (OHS) issues including workplace accident and work related diseases, communicable diseases including Sexually Transmitted Infections (STIs), grievances related to workers and C. The contractor workers are more susceptible to such risks. ESS3 is triggered
<b>ESS3: Resource Efficiency and Pollution Prevention and Management</b>	The project's impacts and risk would be of significance on sensitive receptors due to: dust, slope stability and erosion; blocking or filling of irrigation canals; emission from construction vehicles, equipment and plants; dust from earth works; hill cutting, stock yard, transportation materials; noise pollution and settlements along road; damage to structure; vibration; movement of machine and equipment (structure on embankment); handling of hazardous non-hazardous wastes; quarry and borrow area. All these impacts are more prominent at construction stage and can be managed through specific measures described in the mitigation chapter according to national standards for air, noise and water quality as well as through practices applicable to road construction projects.

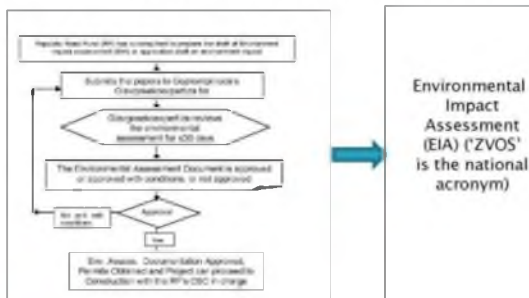
## World Bank's Environment and Social Framework

<b>ESS4: Community Health and safety</b>	ESS4 is triggered Transporting construction materials will cause nuisance to community. The project activities such as hill cutting, road excavation, use of heavy equipment might result in indiscriminate waste and dust pollution. The stacking of construction materials, debris generated during construction will disturb the landscape and cultural lands and contaminate the water bodies. Impact upon existing traffic is likely with the construction activities and piling of construction vehicles, storage of construction materials close to the existing highway. Presence of outside labor force can cause negative impact on environment and local communities and should be managed through specific measures (see ESMPP).
<b>ESS5: Involuntary Resettlement</b>	ESS5 is triggered Land will be required for widening, upgrade works in identified corridors and possibly for rehabilitation corridor works, curvilinear improvements, blind spots, etc. Hence impacts on land, private and community owned assets including structures, trees and crops within existing and proposed ROW is required. Physical and economic displacement is required. Full Resettlement Action Plan (RAP) will be prepared. Activities under the project could result in some land acquisition, displacement and restriction of access to means of livelihood and encroachment on right of way. The project involves economic displacement due to the siting of the project. Given such impacts, ESS 5 is triggered.
<b>ESS6: Biodiversity and Sustainable Management of Living Natural Resources</b>	ESS6 is triggered This ESS plays a minor role during this assessment as impacts on biodiversity and habitats are unlikely to appear. Site clearance activities for road construction will involve removal of road side vegetation and felling of trees. The habitat in the ROW and in surrounding areas of the project road is already fragmented and anthropogenic pressure on the area is very much prevalent. A critical habitat screening conducted as part of the ESEA indicated that there are no critical habitats within the ROW.  The Project activity do not pass through any protected areas or ecologically sensitive areas. There are no known populations of threatened species in the immediate vicinity of the project sites.

## World Bank's Environment and Social Framework

<b>ESS7: Indigenous Peoples</b>	ESS7 is triggered This ESS will identify the measures to minimize disruption of the livelihoods due to the project development. Currently, no indigenous person has been identified.
<b>ESS8: Cultural Heritage</b>	ESS8 is triggered There are no impact and risk on tangible and intangible heritage by project intervention. The alignment of project road does not have any ancient monuments and tangible religious, cultural, historical and archaeological sites.
<b>ESS9: Financial Intermediaries</b>	ESS9 is not triggered Not relevant as there is no financial intermediary involved.
<b>ESS10: Stakeholder Engagement and Information Disclosure</b>	ESS10 is triggered Relevant as the project will involve a wide variety of stakeholders during its project cycle including Police Department that are associated with activities under other components of the project such as Road Safety.  The project will ensure: <ul style="list-style-type: none"> <li>Stakeholders have been consulted during the preparation of the SEP</li> <li>The project level Stakeholder Engagement Plan (SEP) has been prepared to follow during the implementation of the project.</li> </ul> During the stakeholder consultation, the key issues raised were: compensation of impacted land, affected private and public structures, construction of public structures, mitigation of landslide risks during construction of road, establishment of road safety measures, establishment of district level GRM, ensuring employment to locals (including female).

## Arrangements of Environmental protection



## Potential Environmental and Social impacts

Physical Resources	Biological Resources	Socio-Economic Resources
Soil	Flora	Noise
Air Quality	Fauna	Vibration
Hydrology	Protected Areas	Waste Management
Geohazards		Traffic and Transportation
		Land acquisition
		Community Health, Safety and Security
		Socio-economic and gender aspects

## Air Quality

### Impacts

- › Release of Exhaust Gases
- › Dust
- › Odor
- › Emissions of Volatile Organic Compounds (VOC)

### Mitigation and management

- › Control over speed regime and emissions into air;
- › Saving of time and fuel as well as contraction of CO2 en will be obvious after completion of the project;
- › During periods of high wind any dust generating activity not be permitted within 200 m of populated settlements | in the direction of prevailing wind;
- › Regular watering/spraying of unpaved project roads a unpaved roads being used for haulage of materials duri dry season;
- › Construction equipment has to be to a good standard anc with pollution control devices.

## Noise and Vibration

### Impacts

- › Construction Equipment and Vehicle noise
- › General work site noise
- › Potential cosmetic damage
- › Potential structural damage to properties

### Mitigation and management

- › The Contractor will consult with the community in res; construction activities and potential noise and vil impacts.
- › Control Noise and Vibration by requiring contractors t to a strict equipment maintenance schedule;
- › Prohibition of any construction activities between 10 p 6 am in settlements or close to sensitive receptors s hospitals and schools;
- › Operate equipment with specifications;
- › Travel according to assigned speed limits and restrict vehicle horns.

## Water Quality

### Impacts

- › Drainage
- › Bridge Construction
- › Blockage of or Damage to Canals and Drainage Channels
- › Hazardous Liquids



Surkhan

### Mitigation and management

- › Streams, rivers and watercourses (including drains) within adjacent to the work sites will be kept free from debris anc any material or waste arising from project works;
- › Discharge or deposit any material or waste into any w, except without the approval from the relevant regul; authorities will not be permitted;
- › All water, waste-water and other liquids used or generat; execution of project works and activities will be collected disposed in an approved manner in an approved location will not cause either pollution or nuisance;
- › All storm drainage will be adequately contoured, sized, lined where necessary.

## Soils, Erosion and Slope Stability

### Impacts

- › Damage and/or loss of topsoil
- › Contamination due to spills or hazardous materials
- › Borrow Pits
- › Contamination Due to Spills or Hazardous Materials

### Mitigation and management

- › Random and uncontrolled deposition of excavated will not be permitted;
- › Re-vegetation of exposed areas including; (i) selecti; growing and grazing resistant species of prefer; grasses and shrubs; (ii) immediate re-vegetation of and embankments if not covered with gabion baskets
- › Material that is susceptible to erosion will be re; adequate material around bridges and culverts;
- › All land will be rehabilitated to its original or better upon completion of the project works;

## Biological Resources

### Impacts

- › Removal of Roadside Vegetation
- › Cutting trees
- › Impacts to general flora and fauna
- › Degradation of riverbed habitat -Increased turbidity around bridge piers and downstream



### Mitigation and management

- › Preparation of a Biodiversity Action Plan (BAP)
- › Cutting of trees shall be undertaken according to Gol requirements
- › Affected trees along the road side should be relocate; vegetation and green area around the project route should b protected during construction
- › Construction should be well managed to keep landscape clear
- › Minimize land occupation, properly plan for the constructio progress. Clean the site, restore green area after constructio completion.

## Community health, safety and security

### Impacts

- › Health & safety issues for vulnerable community groups
- › Traffic and transportation
- › Labour influx
- › Conflict between
- › Communities and workers
- › Overload of local infrastructure
- › Community health, safety and security

### Mitigation and management

Contractor will prepare the following plans:

- Health and Safety Plan
- Construction Environmental and Social Management Plan (CESMP)
- Emergency Management Plan

### Impacts on Access and Traffic

#### Impacts

- Partial or complete blockage of roads and junctions
- Increased congestion, risk of accidents
- Potential temporary disruption of services, including public utility

#### Mitigation and management

- Prior to construction activities, the contractor will install all sign barriers and control devices needed to ensure the safe use of a road by traffic and pedestrians, as required by the traffic control plan.
- Signs, crossing guards and other appropriate safety features will be incorporated at grade level rail and road crossings,
- Local authorities and residents in a working area will be consulted before any detours for construction or diverted public traffic is established;
- Footpaths and roads will be kept free of debris, spoil and other material at all times;
- Construction vehicles will use temporary roads constructed that purpose to minimize damage to agricultural land and access roads.

### Social Impacts (preliminary resettlement impacts)

District	Distance (km)	Tree cutting (pcs)		Demolition of buildings		Land acquisition (Ha)
		Low-value tree species, pcs	Valuable tree species, pcs	Residential	Non-residential	
Termez district	1526-1548	32	575	1	0	0,003
Dzharkurgan district	1548-1606	175	2379	5	26	54,83
Kumkurgan district	1606-1622	19	123	1	9	0,096
<b>TOTAL</b>		<b>226</b>	<b>3077</b>	<b>7</b>	<b>35</b>	<b>54,94</b>

### Entitlement Matrix

Type of asset	Specifications	Displaced Persons/Organisation Entitled Persons
Agricultural land	Permanent land acquisition	Leaseholders/land users with a legal right to use a land (agricultural farms, grazing land)
	Temporary land acquisition for laydown areas used during construction	Informal land users
Commercial land	Permanent land acquisition	Leaseholders/land users with a legal right to use a land (gas filling stations, commercial buildings, container shops)
	Temporary land acquisition for laydown areas used during construction	Informal land users (informal sellers)
Residential land	Permanent land acquisition	Land users who have lifelong inheritable possession or permanent possession
	Temporary land acquisition for laydown areas used during construction	Informal land users
Property/asset located within RoW	Permanent	Any activity that is restricted within RoW as per requirements of Safety Protection Zone
	Permanent	Owners of residential structures
Residential structures	Temporary	Renters of residential structures

### Entitlement Matrix

Type of asset	Specifications	Displaced Persons/Organisation Entitled Persons
Non-residential structures	Permanent	Owners of non-residential structures
State buildings/offices/school/hospitals/ kindergartens	Permanent	Relevant departments of state organisations
Temporary Business disruption	Income loss due to the temporary restriction of road use and customer access is blocked or restricted.	1. Industries, companies losing income due to the restriction of road use; 2. Informal sellers using road for selling purposes
	Temporary loss of wages due to the restriction of road use and customer access is blocked or restricted.	Workers of industries, companies businesses
Employees loss of wages	Permanent and Temporary	Workers (both temporary and permanent)
Crops	Permanent and Temporary	Owner of crops (irrespective of land use rights)
Trees	Permanent and Temporary	Owner of decorative (timber) trees (irrespective of land use rights)
Loss or damage to public infrastructure	Permanent	Affected communities

### Grievance Redress Mechanism



### Grievance Process and Timeline

Stage	Timeline
Grievance Received / Submitted	-
Grievance logged and acknowledged	Within 7 working days of grievance being submitted
Grievance investigated	Within 14 working days of grievance being submitted
Proposed resolution conveyed to grievant	Within 14 working days of grievance being submitted
Reassessment of grievance in case if the complainant is not satisfied with the previously provided response	Maximum 2 weeks after notification of dissatisfaction by the complainant
If applicable following dissatisfaction of resolution by Grievant	
Actions to re-assess grievance/propose new solution/inform Grievant of final decision	Within 14 working days of notification of dissatisfaction by Grievant
In the event that a grievance cannot be resolved between the two parties a mediator will be involved i.e. local leaders who understand the culture and practices within the Project site.	Within 14 working days of notification of dissatisfaction by the Grievant.
Grievances that are not resolved at the project level - A grievance committee involving senior management from Contractor, municipality and any other relevant authorities (if required).	Within 30 working days of notification of dissatisfaction by the Grievant.

## Availability of ESIA

- ▶ Website of the Committee for Roads (CR) under the Ministry of Transport;
- ▶ Local and regional Hokimiyats;
- ▶ PIU of Committee for Roads;
- ▶ Website of WB (InfoShop).

## Actions to be taken

- ▶ Complete ESIA
- ▶ Confirm that ESMP details are defined in the Contractor bid documentation and later the contract(s)
- ▶ Monitoring during road construction, in compliance with ESIA's ESMP;
- ▶ Apply mitigation and monitoring measures.

## ANNEX 3: PROJECT GRIEVANCE FORM

### a) English Version

Ref №		
1	Name (indicate if complainant preferred to be anonymous)	Full name (if applicable): Gender: Age: Address (if applicable): Occupation (if applicable): I wish my identity not to be disclosed: _____
2	Contact information (need to specify the way to get back to complainant)	Mob phone: Fax: Email: Other (specify):
3	How compliant/feedback/request was received and by whom	Phone call: Text/WhatsApp applications: Verbal communication: Letter/Email: Receiver's name:
4	Purpose of contact	Make a compliant: Give a feedback: Request information: Other (specify):
5	Date application was received	Date: Time:
6	Text of applicant's message	
7	Response message (after receipt of application)	Dear _____ We confirm that we have received your application. We would like to inform you that your application is under review. You will receive the response within two weeks of submission of the application. We also would like to inform you that you will get written response for the issues you have raised in your request. We will keep you updated. Thank you for your understanding. <i>This message was delivered to the applicant by _____ on _____ at ____ via _____</i>
8	Summary of the response provided to the applicant	
9	Follow up actions required:	
10	Date the application was closed	Date:

The message was addressed by \_\_\_\_\_

## Stakeholder Engagement Plan

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Date/Month/Year \_\_\_\_\_

The response was delivered by \_\_\_\_\_

Date/Month/Year \_\_\_\_\_

Signature and stamp \_\_\_\_\_

## ANNEX 4. TEMPLATE OF STAKEHOLDER ENGAGEMENT LOG

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

Name / Contact details	Date received	Details of complaint/ comment	Responsibility	Actions taken	Date resolved